

Information for passengers using Rail&Fly Tickets



Czech Airlines and



Deutsche Bahn Partnership

Czech Airlines, in cooperation with **Deutsche Bahn** (hereinafter DB), is now offering Rail&Fly Tickets. Such tickets enable passengers to travel from/to any DB train station to/from Frankfurt (FRA), Hamburg (HAM) and Düsseldorf (DUS) airports in connection with international flights operated by Czech Airlines.

General terms of use

Ask for this product when you book your flight. Rail&Fly products cannot be added after your airline tickets have been issued.

Rail&Fly Ticket Validity

- **Rail&Fly Tickets are valid** on the day of the flight departure from Germany and the preceding day and on the day of arrival of the flight to Germany and the following day. Passengers are obliged to use standard routing, side trips are not allowed.
- **Rail&Fly Tickets are valid** in the following DB Product classes on trains within the DB rail network in the territory of Germany for a journey to or from the airport, as part of international air travel:
 - a) Product class ICE: ICE; TGV and Railjet (ICE Sprinter on payment of a supplement)
 - b) Product class B: IC, EC, D; night trains (D-Nacht, EN and CNL) can be used on payment of a supplement
 - c) Product class C: IRE, RE, RB, S-Bahn

Please Note:

- Reservations are compulsory for travel on ICE Sprinter trains. Passengers are further obliged to pay a Sprinter supplement (incl. reservation fee). Passengers can make these reservations and pay the supplement only at www.bahn.de or through DB Reisezentrum or DB Agentur (DB Travel Centre or DB Agent), (hereinafter "DB Reisezentrum"). Reservations are compulsory for travel on night trains. Passengers can reserve a berth in a seated, couchette or sleeping car on night trains at www.bahn.de or through DB Reisezentrum, subject to availability and on payment of the relevant supplement.
- Passengers are advised to make seat reservations. Passengers are obliged to pay the relevant DB reservation charges for all seat reservations. Reservations can only be made at www.bahn.de or through DB Reisezentrum.

Airport	Railway station	Connection
Düsseldorf	Düsseldorf Flughafen	Direct ICE/IC connection, Regional express, S-Bahn line S11
Frankfurt/M.	Frankfurt/M. Flughafen	Direct ICE/IC connection, S-Bahn lines S8 and S9
Hamburg	Hamburg Flughafen	S-Bahn line 1

- **Rail&Fly Tickets are not valid:**
 - a) On motorail trains (AutoZug), excursion, special charter or Thalys trains
 - b) On railway lines outside Germany and on sea routes
 - c) For journeys on routes inside a transport association (departure and arrival station within the area of validity of a transport association tariff). However, the foregoing exclusion does not apply to connections to flight services defined in the table above

Class of travel

The class of the Rail&Fly Tickets depends on the class of the service of the flight ticket (Airline Business Class = Train 1st Class, Airline Economy Class = Train 2nd Class).

Train connections from/to the airport

The train times indicated on the travel documents are not precise. Please go to www.bahn.de or contact a DB Reisezentrum to check the times of train connections on your travel date.

Please choose your train connection to the airport so as to arrive to the airport **at least 2 hours prior your flight scheduled departure time**.

Please also consider that ground transportation irregularities might occur. Czech Airlines is not liable for any missed flights due to late arrival to the airport.

Documents required for the rail journey

- Rail&Fly Ticket (**must be printed** before the commencement of the rail journey)
- Electronic Ticket Passenger Itinerary Receipt (provided by Czech Airlines / your Travel agent)
- ID card and/or passport

Collecting your Rail&Fly Ticket

Two options are offered for collecting your ticket. **Not more than 72 hours before the commencement of validity of Rail&Fly Tickets for each respective journey**, you can either:

- Print from the internet site – we recommend this option, or
- Collect your Rail&Fly Ticket at a DB long-distance vending machine. You will find detailed information on the different options for collecting your ticket in the following sections

For the return journey, you can choose a different ticket collection option to your outbound journey. Once you have printed the ticket for one journey the secondary ticketing option will be cancelled as it is not permitted to switch to the other ticket type afterwards.

Online printing of Rail&Fly Tickets

Please proceed as follows:

- Open the website www.accesrail.com/checkin
- Enter your name and Ticket number (“064” and ten numbers) or booking reference (six-digit code), both stated on your Electronic Ticket Passenger Itinerary Receipt
- Check your travel dates
- Choose whether you wish to have your Rail&Fly Ticket sent to your E-mail address (and print it later) or to open it in on your browser window
- Print the ticket

Incorrect travel data / loss of Rail&Fly online printed ticket

In case of an incorrect date on your Rail&Fly Ticket, please contact your Agency / Czech Airlines office, where you bought the Ticket. A manual reissue by the DB Reisezentrum is not possible.

In the case of loss, you can log on to the AccesRail website and print the ticket again.

Collecting a Rail&Fly Ticket using a DB long-distance vending machine

Please note that the ticket can only be printed once at the vending machine.

Please proceed as follows:

- Choose the preferred language
- Follow the instructions for “All offers – Ticket collection”, then select “Rail&Fly”
- As authentication, enter your Pickup Number, which is stated on your Electronic Ticket Passenger Itinerary Receipt
- If you have booked Rail&Fly for both outbound and inbound journeys, you will receive **two** Pickup Numbers per passenger (excluding infants) – one for the outbound and one for the inbound journey

Check your Rail&Fly Ticket before boarding the train. Please use the second Pickup Number to collect your return ticket before starting your return journey.

Incorrect travel data / loss of Rail&Fly Ticket (DB vending machine)

If you have changed your booking and the printed Rail&Fly ticket does not state the new travel data, you are obliged to contact the nearest DB Reisezentrum and present your new flight schedule (Electronic Ticket Passenger Itinerary Receipt) as well as the printed Rail&Fly Ticket. DB will apply an appropriate notation on the Rail&Fly Ticket to endorse it as valid.

You are not entitled to a replacement if you lose your Rail&Fly Ticket collected using a DB vending machine.

Technical problems or irregularities

In such case, please contact a DB personnel present. If that does not help, board the train and inform the conductor of your booking details (Airline, Pickup Number), so that he/she can issue a subsequent fare collection. After the journey, please contact the Agency / Czech Airlines office where you bought the Rail&Fly Ticket, with this ticket immediately.

Unused Rail&Fly Tickets

As soon as you have collected or printed a Rail&Fly Ticket, the ticket can only be refunded or rebooked subject to certain conditions. The conditions for rebooking and cancellation vary according to fare rules. Please contact the place where you bought your flight ticket. The Agency / Czech Airlines office will need to collect from you the original Rail&Fly Ticket.

Please contact Czech Airlines office / Czech Airlines Contact Centre or your Agent for further information.