



# Operational Manual and Conditions of Deutsche Bahn for Airlines

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Operational Manual

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**ONLY for Internal Use**

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## Introduction

This Operational Manual and Conditions of Deutsche Bahn for Airlines contains all relevant conditions for selling DB's Rail&Fly and Interline/Codeshare Segments (hereinafter referred to as "Rail Segments"). It contains general provisions about Rail Segments and Rail&Fly specific regulations.

The Airline shall ensure through its communication channels that its sales outlets are reliably informed about the booking and processing methods.

## General Conditions for Rail Segments

### 1 Issue and Scope of Rail Segments

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#### 1.1 Issue of Rail Segments

Rail Segments are sold and ticketed exclusively in connection with an international flight via the Airline's sales channels worldwide.

Rail Segments apply to both - outbound and inbound transport on the route indicated.

#### 1.2 Sales Area and Routing

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The country in which the Rail Segments are sold or in which the journey commenced is not relevant. All travel variants (such as OW, RT, SOJ, DOJs, CTs) are permitted.

#### 1.3 Special Conditions

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The Airline undertakes to treat the flight segments as valid even if the Rail Segment is shown by the system as not having been used.

Once the Rail Segment has been set to checked-in, a refund and a rebooking of the Rail Segment is no longer possible.

### 2 Issue of Children (CHD) and Infant (INF) Segments

Children aged 2 until 11 are eligible for a reduced fare for children, provided that the Fare Basis Code entered in the flight ticket shows a CHD discount in accordance with the IATA Ticketing Handbook.

Passengers aged 0 or 1 (Infants) travel free of charge.

### 3 Check-in to get Train Tickets

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#### 3.1 General Check-in Process

In the flight booking process, the internet address [www.rail-checkin.com](http://www.rail-checkin.com) is given as SSR element.

Prior to commencement of the journey, the passenger has to check-in for the Train Segment and get their Train Tickets from the specified website. Check-in is open from 72hrs before departure of the Train Segment.

Six steps to the Train Ticket:

1. Open the website [www.rail-checkin.com](http://www.rail-checkin.com)

2. Identification of the passenger(s) while entering name and either flight e-ticket number or record locator
3. Selection of the passenger and outbound/inbound trip. Here up to 4 additional passengers can be added if they are using the same train for the entire route and are listed in the same flight booking.
4. Selection of train connection (pre-selected for Interline and Codeshare)
5. Booking overview to be confirmed by passenger
6. Train Ticket available for download and sent via e-mail to passenger

The Train Ticket, the passenger's ID and the flight ticket have to be presented on board of the train. The Airline makes sure that, before the start of the journey, the passengers receive the information about required Check-in process on [www.rail-checkin.com](http://www.rail-checkin.com) and the flight ticket.

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### 3.2 Endorsement

The Train Tickets must not be endorsed or changed by personnel of the Airline. Otherwise the documents will be invalidated.

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### 3.3 Lost Document Procedure

If a passenger has lost their Train Ticket, it can be retrieved.

## 4 Rebooking, Cancellation and Refund of Train Tickets

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### 4.1 Rebooking and Cancellations

#### 4.1.1 Before Check-in

If the passenger has not checked-in, the Rail Segments can be rebooked and cancelled without any complications.

#### Notification

In the case of a "simple" rebooking, the Rail Segments must be revalidated in any case, so that the booked and issued tickets can be systematically compared.

If a rerouting makes a reissue necessary, the Rail Segments must also be reissued.

#### 4.1.2 After Check-in

After Check-in (available 72hrs before departure), the coupon status will switch to "checked-in" and therefore no rebooking or cancellation is possible anymore.

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### 4.2 Refund Rule

Train Tickets are non-refundable once they have been set to "Checked-in".

## 5 General After Sales Rule – Subsequent Fare Collection

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### 5.1 Travelling without a Train Ticket

The passenger is obliged, prior to commencement of the journey, to get a Train Ticket and to present it together with their ID and booking confirmation with complete itinerary (flight e-ticket) on the train.

If the passenger is not able to present this, they must request a subsequent fare collection (Fahrpreis-nacherhebung).

For this purpose, DB is allowed to collect passenger data (e.g. flight number, passenger name etc.) directly from the passenger in order of simplifying the subsequent fare process, as well as for securing revenue and for improvement of customer service.

Note:

*If, instead, the passenger purchases a separate ticket, a refund of this purchased ticket is ruled out.*

#### Waiver of the subsequent fare collection

Within 14 days after the journey the passenger can contact the DB subsequent fare collection department (contact details to be found on the subsequent fare collection) in order to demonstrate that, at the time of the journey, they held a valid Train Ticket. In this case, DB will waive the subsequent fare less a processing fee of EUR 7.

If the passenger does not contact DB subsequent fare collection department within the deadline or if they are unable to provide proof, the full amount of the fare supplement remains payable.

#### Important note:

It is not possible to Check-in and get a Train Ticket after travel date.

Train Tickets, which have been issued before the travel date, can be retrieved again up to 180 days after the day of travel.

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### 5.2 Irregularities in Booking or Check-in Process

In the case of irregularities, the following rules shall apply:

- a) If this is not attributable to fault on the part of DB resp. WorldTicket, claims against DB/World-Ticket shall be ruled out. This includes e.g. incorrect or missing booking entries as well as changes of the segment status in the Airline GDS etc.
- b) If DB resp. WorldTicket is at fault, any claims shall be settled between the Airline, DB and World-Ticket by mutual agreement, as there is no direct contractual relationship between DB/World-Ticket and the passenger. Notwithstanding this provision, the liability provisions of the SPA Agreement shall remain in force.

If a passenger claims that it was technically impossible to get the Train Ticket, the Airline will check whether the booking of the Rail Segment as well as the pricing and ticketing were made correctly. If this is the case, the Airline will contact WorldTicket to clarify the issue.

## 6 Communication and Public Relations

DB and WorldTicket will provide the Airline with all relevant information via the DB Partner Portal ([www.db-partner.info](http://www.db-partner.info)).

The Airline is responsible for marketing Rail&Fly and Interline/Codeshare. Any presentations of the offers for advertising purposes (e.g. promotions, print advertisements, catalogue texts, publication of flight schedules, internet) must be checked with DB for approval prior to publication or printing. All publications require written approval (also by e-mail) from DB.

The Airline is not permitted to advertise for DB offers in an environment that includes the following content: Politics, eroticism, pornography, weapons, violence, drugs, criminally relevant content, insults and illegal content or content that infringes the rights of third parties.

DB offers the Airline images with a rail context for use in the sales promotion media. The media can be downloaded at <https://mediathek.deutschebahn.com>. The relevant image utilisation rights are set out there.

The DB logo may only be provided by DB and can only be downloaded from the DB marketing portal at: <https://marketingportal.extranet.deutschebahn.com>. Other sources and own creations are not permitted. The general terms and conditions and the respective rights of use of the marketing portals must be observed.

## 7 Transfer Partners

The following non-DB transfer connections can be used free of charge with the Train Ticket as well:

Airport	Included Airport Transfer
Basel (BSL)*	Bus service 50 from Basel SBB
Bremen (BRE)	Tram line 6 from Bremen Main Station
Dortmund (DTM)	Airport shuttle from Holzwickede
Düsseldorf (DUS)	Skytrain from long-distance station Dusseldorf Airport
Münster/ Osnabrück (FMO)	Bus services S 50, RT 51, D 50 from Münster (West) Main Station
	Bus X150 "FMO-Express" from Osnabrück Main Station
Nuremberg (NUE)	U-Bahn line 2 from Nuremberg Main Station

\* For technical reasons, the Train Ticket is only produced up to Basel Bad Bf

## 8 Special conditions for Rail&Fly Segments

### 8.1 Issue of Rail&Fly Segments

The Rail&Fly Segments are booked and ticketed according to the General Business Requirements exchanged between the Airline and WorldTicket.

The following codes for the Rail&Fly Segments are used:

Routing: QYG ("Railway Germany", means any railway station in Germany) to IATA 3-Letter-Code of the Airports in Germany as well as EuroAirport-Basel-Mulhouse-Freiburg (BSL), Salzburg (SZG) v.v.

Amsterdam (AMS), Zurich (ZRH) and Brussels (BRU) - *available during the course of 2022*

Carrier Code e-ticket: W2

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## 8.2 Validity of Rail&Fly Segments and Rail&Fly Train Tickets

### 8.2.1 Validity of Rail&Fly Segments

Rail&Fly Segments entitle to check-in for a train connection from any railway station in Germany (as well as the railway stations Basel Bad Bf, Salzburg Hbf, Kufstein and Schaffhausen) and the booked Airport.

Check-in is possible for all scheduled Deutsche Bahn trains, and on selected routes for TGV and Railjets.

The Segments can be checked-in for the following time frames

to the Airport : the day of flight departure and the preceding day

from the Airport: the day of flight arrival in Germany and the day after

### 8.2.2 Validity of the Train Ticket

As soon as the passenger has checked-in, the Train Ticket is valid for any train on the selected routing and travel day.

### 8.2.3 General Note

The Airline shall recommend its passengers to check-in as soon as possible and to select train connections so that the Airport of Departure is reached at least two hours before the Check-in closing time specified by the Airline. If the Departure Airport does not have a direct DB connection, sufficient time must also be allowed for any additional public transport (buses, underground etc.) to be used.