Important information for Rail&Fly passengers, who have booked their tickets via an Airline

Rail&Fly is an offer for rail travel to/from the airport in connection with an international flight. The terms and conditions are defined by the airline you have booked your Rail&Fly ticket with.

Make sure that you have an operational printer at your disposal. The terms and conditions are defined by the airline you have booked your Rail&Fly ticket with.

Open the website www.accesrail.com/checkin.
Enter your name and either flight ticket number or flight booking reference number.

Check your travel dates.

Choose whether to receive your Rail&Fly ticket to your email address or to open it in your browser window.

Print the ticket.

In case of an incorrect date on your Online eTicket, please turn to your flight booking agency, who will contact AccesRail. A manual reissue by the DB Travel Centre is not possible. Please find detailed information about the print-out procedures on the right hand side. For the return journey, you can choose a different pickup type than for your outbound journey. Once you have printed the ticket for one direction, it is not possible to switch the pickup type for this direction.

In case of an incorrect date on your Online eTicket, please turn to your flight booking agency, who will contact AccesRail. A manual reissue by the DB Travel Centre is not possible.

Follow the instructions for "All offers – Ticket collection", then select "Rail&Fly".

As authentication enter your pickup number (DB collection number), which you will receive from your flight booking agency/airline.

We recommend to choose the option "Display Input", to identify possible typing errors.

If you have booked Rail&Fly for your outward and return journey, you will receive two pick-up numbers – one for the outbound and one for the return journey.

In case of technical problems or irregularities, please contact a DB personnel.

In case of technical problems or irregularities, please contact DB personnel. If that doesn’t help, board the train and inform the conductor about your booking (Airline, Pickup Number)*, so that he can issue a subsequent fare collection for the complete railway route you are travelling. After the fare collection has been issued, do not try to print out the Rail&Fly ticket from a vending machine again (i.e. at a connecting station) – but please contact the agency, you have bought your flight ticket from, immediately.

Please note: for each ticket, only one change is allowed. *1

You are not entitled to a replacement if you lose your Rail&Fly eTicket.

For further details please contact your airline or flight booking agency. The airline will need the original Rail&Fly ticket.

We wish you a pleasant journey.
Your Deutsche Bahn

*1 Info für Verkaufspersonal: siehe VKL – „Rail&Fly“ → „Besonderheiten“ → „Änderungen des Reisedatums und/oder Abflugs-/Ankunftsflughäfen“

*4 Info für ZuB: FN mit Code 34 erstellen und DB-Auftragsnummer vermerken

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