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.

Rail&Fly Overview
- Rail&Fly is valid on the day before departure, day of departure, day of arrival and the following day
- Rail&Fly is valid on all DB trains and IC Busses
- Rail&Fly is not valid for travel on charter trains or within transport associations.

Train connections to/from the airport
The journey times stated on your travel documents are no real train connections. Please contact a DB Travel Centre, DB-licensed travel agency or go to www.bahn.de and DB navigator app respectively to check the times of train connections on your travel date. Please be aware of your airline’s check-in time and choose a train connection to arrive at the check-in desk at least two hours before check-in deadline. Special rules for Rail&Fly to/from Amsterdam and Zurich: border crossing only per long distance train (ICE, EC, IC and for Zurich additional IR).

Documents required for the rail journey
- Rail&Fly ticket (must be retrieved before the rail journey)
- Flight schedule/itinerary (provided by the flight booking agency)
- ID card and/or passport

Please keep these documents with you during the entire train journey.

Collecting your ticket
Two options are offered to collect your ticket. 72 hours before departure, you can either pick up your Rail&Fly ticket
- online via the print@home procedure (pdf document) or as a mobile ticket (www.rail-checkin.com) or
- at a DB vending machine

For Rail&Fly to/from Amsterdam and Zurich the pickup at the vending machine 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.

Unused Rail&Fly Ticket
As soon as you have picked up or printed out the Rail&Fly ticket, the flight tickets can only be refunded or rebooked subject to certain conditions. The conditions for rebooking and cancellations vary from airline to airline. For further details please contact your airline or flight booking agency. For refund, the airline will need the original Rail&Fly ticket.

Incorrect travel data / loss of Rail&Fly Online eTicket
In case of an incorrect date on your print@home or mobile ticket, please turn to your flight booking agency. In case of loss, you can log in to the AccesRail website and retrieve the ticket again.

Incorrect travel data / loss of Rail&Fly eTicket (DB vending machine)
If you have changed your booking and the printed Rail&Fly ticket does not state the new travel data, please contact the next DB Travel Centre and present your new flight schedule (itinerary) as well as the printed Rail&Fly ticket. On the day of travel or maximum one day before, DB will endorse (www.rail-checkin.com) or the Rail&Fly ticket for the new travel date. Please note: for each ticket, only one change is allowed.*

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.

Please Note
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 from a vending machine again (i.e. at a connecting station) – but please contact the agency, you have bought your flight ticket from, immediately. Otherwise there might be consequences in form of reminders and collection procedures.

We wish you a pleasant journey.
Your Deutsche Bahn

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

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

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