



Free arrival and departure Frequently asked questions



This document is the basis of the terms and conditions for using the free arrival and departure offer in the Glarnerland and is binding for all parties.

When does the offer start and how long is it valid for?

The offer is valid until 30st of April 2025.

At which accommodations is the offer valid?

The offer of free arrival and return travel is valid for an overnight stay of two nights or more at one of the participating accommodations in Glarnerland.

Is the offer also valid if I arrive from a destination abroad?

The offer is only valid for public transportation within Switzerland, but we are happy to issue you with a ticket from/to the station at the board crossing.

In which train class am I allowed to travel?

The offer is only valid in 2nd class.

Does the offer also apply to children?

Yes, children up to an age of six years go free on public transport. Older children also benefit from the free arrival and departure offer if they don't have a [junior or children travelcard](#) and also spend two or more nights.

I have a GA Travelcard. How can I benefit from the offer?

Holder of a GA Travelcard can not benefit from the offer as they do not need a ticket.

Can my dog also benefit from the offer?

No, please purchase a regular ticket for your dog.



Is the offer also valid if I only use the funicular from Linthal to Braunwald?

No, the offer is not valid if you travel with your car to the train station of Linthal and take the funicular from there. You are obliged to use the public transport from your home to Linthal.

Does the offer also apply if I continue my travels within Switzerland rather than returning home after my stay in Glarnerland?

No, but you profit from a free arrival ticket. Please purchase a regular ticket for your continuing travels after your stay. In case you do not arrive from your home and travel back home after your stay, we offer you a free departure ticket.

We are planning a two-day hiking tour in Glarnerland and will be staying two nights in different accommodations. Will we still be eligible for free arrival and departure?

No, you must spend two nights at the same accommodation.

What do I need to do if I choose to change the dates of my stay or want to stay longer?

If you need to make changes to your booking, an admin fee of CHF 20 per ticket will apply. Please contact the Gäste-Info Glarnerland office no later than 24 hours before your intended trip to ensure that we will be able to re-book your train travel and issue a new ticket. Should you get in touch with us later or fail to do so entirely, we will not be able to honour your booking, and you will have to pay for your ticket yourself.

What do I need to do if I have to depart early?

Please contact the Gäste-Info Glarnerland office no later than 24 hours before your intended departure. In any case, please keep in mind your accommodation cancellation policy and the admin fee of CHF 20 per ticket.

What costs will accrue if I have to cancel my stay at short notice?

You will not be charged for cancellations within 24 hours of your arrival. You will also not be charged for cancellations up to 24 hours before the start of your trip. Should you fail to cancel, we will be obliged to charge you the entire travel costs. The terms and conditions of the booked accommodation will apply for the cost of your stay.

What happens if I cancel my trip, travel by car, or not at all?

You need to let us know that you no longer intend to use your ticket straight away or we will be obliged to charge you for it.

How can I be sure to receive the tickets before my departure?

We will send you the documents (tickets) just in time prior to your departure. However, should you not have heard from us three days before your departure, please call the Gäste-Info Glarnerland office straight away (T: +41 55 610 21 25). Please note that our confirmation email with your tickets may be in your spam folder.



What will happen with any personal data I provide?

All we need is your hometown for internal statistical purposes. Your personal data will be deleted at once.

We are a group of twelve hikers and plan to spend two nights at the same accommodation in Glarnerland. Can we avail of the offer?

Yes, all members of the group who spend two or more nights at an accommodation in Glarnerland can benefit from the free arrival and return offer on public transport.

For group bookings please contact us no later than seven days before your desired arrival.

I am bringing my bike with me. Is this included in the offer of free arrival and departure or as part of the free luggage transport?

No, you will have to purchase a separate bicycle ticket. You will either be able to keep the bike on the train with you or check it in at a designated luggage station.

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