

Group Booking Process

1 How to book

1.1 How do I make a reservation??

We'd be happy to take your reservation at our Reservation Centre. You can reach us at lix@zentralbahn.ch for the Lucerne-Interlaken Express and at lex@zentralbahn.ch for the Lucerne-Engelberg Express.

If you have access to our Partner Hub, you can enter your trips directly there. If you do not have access to the Partner Hub, please feel free to contact us. We would be happy to answer any questions you may have.

Unfortunately, it is not possible to do reservations over a phone call/ WhatsApp message.

1.2 Minimum journey sections for groups

Due to high demand, group bookings are only available for selected minimum journey sections. This helps us manage capacity and ensure sufficient availability for groups travelling on this popular panoramic route.

From Lucerne towards Interlaken:

- 1.3 Lucerne–Interlaken Ost
- 1.4 Lucerne–Meiringen
- 1.5 Lucerne–Brienz
- 1.6 Sarnen–Interlaken Ost

From Interlaken towards Lucerne:

- 1.7 Interlaken Ost–Lucerne
- 1.8 Interlaken Ost–Sarnen
- 1.9 Brienz–Lucerne
- 1.10 Meiringen–Lucerne

From Lucerne towards Engelberg:

- 1.11 Lucerne–Engelberg
- 1.12 Stans–Engelberg
- 1.13 Dallenwil–Engelberg

From Engelberg towards Lucerne:

- 1.14** Engelberg–Lucerne
- 1.15 Engelberg–Stans
- 1.16 Engelberg–Dallenwil

Shorter journey sections cannot be booked for groups

1.17 10 days before the travel

Seats will be definitively assigned, and the e-ticket issued 10 days before your trip. You will automatically receive an updated confirmation email containing the E-ticket.

1.18 7 days before the travel

This is your last chance to cancel or change your trip without incurring any fees. We will send you a reminder email.

1.19 6 – 0 days before travel

If you cancel the trip or rebook it, you will be charged a fee of CHF 300.

1.20 Before departure time

Last chance to report the final number of participants.

1.21 No show

If your group is not on the reserved train, a fee of CHF 500 will be charged.

2 Booking and Payment Conditions**2.1 Booking by Tour Guide**

If a Tour guide books directly by the Reservation Centre, the guide is responsible for payment and accepts the applicable cancellation terms and conditions.

2.2 Booking by Tour Operator

If a Tour Operator books a group, the Tour Operator is responsible for the payment and accepts the applicable cancellation terms and conditions.

3 How to get an E-Ticket

3.1 Ask for the payment link

If you have made a reservation with us, you can ask us for a payment link. We always send it to you in a separate email.

3.2 Payment link

You can enter your credit card information via the payment link.

Important! Only your credit card information will be stored in our system. We will not process any payment at this time!

Once you have filled out the information and a message appears stating that the registration was successful, you can log in again via email.

3.3 Important!

With a new process, we can only send the ticket after the credit card has been registered. That is why it is important to fill out the payment link as quickly and as early as possible.

3.4 Tour guide

The Tour guide will not be mentioned on the E-Ticket, but on the Confirmation of Reservation.

3.5 Class splits for 1st and 2nd grade

For groups that are split between first and second class, it is now mandatory to book all first-class seats first before assigning second-class seats.

4 Important Changes in 2027

4.1 Capacity in first class

Starting in 2027, there will be 31 seats remaining in First Class. One seat will be removed to provide more space for luggage storage.

4.2 Launch of the Panorama Train to Engelberg

Starting on 13th of December 2026, panoramic trains will also run to Engelberg. Payment will only be available online. For more information, please feel free to contact our sales international team at sales@zentralbahn.ch. They will be happy to assist you.