

# OBB Tickets

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 [accessrail.com /products/obb-tickets/](https://www.accesrail.com/products/obb-tickets/)

- [Product Information](#)
- [Availability](#)
- [Booking Information](#)
- [Check-in and Travel](#)
- [Resources](#)

## About

ÖBB, the state-owned rail transport provider of Austria, offers their national rail network through AccesRail with all products sold as e-ticket from the GDS. ÖBB's point to point tickets can be booked both as a stand-alone product and in connection with a connecting flight (interline) as long as that airline has an interline agreement with AccesRail.



The E-ticket is an open ticket valid for 2 days, to be used for a single trip within the booked destination on all trains operated by ÖBB or partnering railways (including railjet, ICE, EC, IC and local train services) except ÖBB night trains (EN – EuroNight).

## Destinations

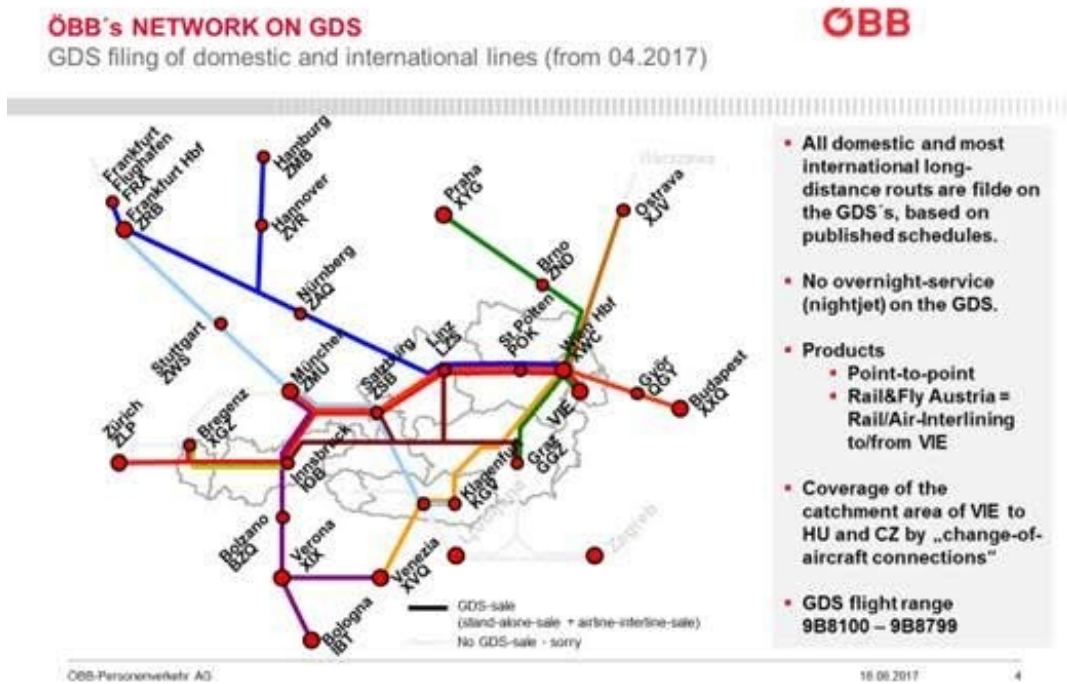
The most convenient way to explore Austria and the cities in the neighboring countries! The main destinations of ÖBB (Austrian federal railways, passenger division) can now be booked as tickets through GDS's, based on real timetable information.

Routes can be booked between the following destinations in Austria and neighboring countries:

- Bregenz (XGZ)
- Graz Hbf (GGZ)
- Innsbruck Hbf (IOB)
- Klagenfurt Hbf (KGV)
- Linz Hbf (LZS)
- Salzburg Hbf (ZSB)
- St. Pölten Hbf (POK)
- Venezia S.L. (XVQ)
- Vienna International Airport (VIE)
- Vienna Hbf (XWC)
- Győr (QGY)
- Budapest (XXQ)
- Bologna (IBT)
- Verone (IBT)
- Bolzano (BZQ)

- Munich (ZMU)
- Stuttgart (ZWS)
- Frankfurt Hbf (ZRB)
- Frankfurt Airport (FRA)
- Ham,burg (ZMB)
- Hannover (ZVR)
- Nürnberg (ZAG)
- Prague (XYG)
- Brno (ZND)
- Ostrava (XJV)

## Map



## ÖBB E-tickets are available as follows:

- Standalone [9B/450](#) Interline [Interline](#)

## Standalone sales (ticketed on 9B plate) are possible in these BSP/ARC markets:

- ARC USA
- BSP Australia
- BSP Austria
- BSP Belgium/Netherlands/Luxembourg

- BSP Canada
- BSP Finland
- BSP France
- BSP Germany
- BSP Hong Kong
- BSP Indonesia
- BSP Italy
- BSP Japan
- BSP Macao
- BSP Malaysia
- BSP Scandinavia – Open in Sweden, Denmark, Estonia, Latvia and Lithuania.
- BSP Singapore
- BSP South Korea
- BSP Spain
- BSP Switzerland/Liechtenstein
- BSP Taiwan
- BSP Thailand
- BSP UK

### **Participating GDS's**

- Abacus
- Amadeus
- Apollo
- Axess
- Galileo
- Infini Sabre
- Sirena Travel
- SITA
- Travel Sky
- Topas
- Worldspan

### **Eligibility**

- Available worldwide.

### **Train Range**

- 9B flights 8100 – 8799

## Booking Classes

- First Class: C-Class
- Standard Class: Y-Class

C-Class tickets open up access to ÖBB-Lounges at the following train stations: Wien Hbf, Wien Westbf, Wien Meidling, Linz Hbf, Salzburg Hbf, Innsbruck Hbf, Graz Hbf and Klagenfurt Hbf.

## Inventory

- 12 months in advance

## Minimum Connection Time

### Vienna Airport (VIE):

Domestic Air to Domestic Rail	= 45 min
Domestic Rail to Domestic Air	= 45 min
International Air to Domestic Rail	= 1h 30 min
Domestic Rail to International Air	= 1 h 30 min
Vienna Hbf:	= 10 min
Linz:	= 10 min

## Train Connections

Bookings from Vienna to stations beyond Linz might require a change of train in Linz. Bookings from Vienna Airport to Graz and Klagenfurt might require a change of train at Vienna Hauptbahnhof. To avoid booking of sector VIE – XWC, the following restriction will be set in the schedules:

Train station name	Station IATA code	Direction towards Vienna HBf (XWC)	Direction from Vienna HBf (XWC)
Vienna Hauptbahnhof	XWC	On-boarding prohibited	Off-boarding prohibited

## Auto Cancellation of Booking

- If booking not ticketed 24 hours before departure, the booking will be auto cancelled.

## Period of Validity

- Valid for 2 days (not limited to the booked connection – full flexibility). For example, if a passenger has booked XWC-IOB on April 1st for train 160, the ticket will be valid on April 1st and April 2nd for a single trip from XWC to IOB on train 160 or any other train-connection XWC-IOB (with/without transfer along the indicated route of

travel) on trains operated by ÖBB. Due to this flexibility, no re-booking has to be made in case of slightly modifying your travel plan within this validity.

## Discounts

Reduced fares for infants and children:

- Infant 0
- Children: 6

## How to book it

Travel agents/airline ticket offices book the rail sector. AccesRail replies to the booking indicating the need to check-in within 72 hours before departure of the rail segment at [www.accesrail.com/checkin](http://www.accesrail.com/checkin) to retrieve their train ticket.

The ticket will be valid for a single trip on any train (operated by ÖBB) within the booked destination within the period of validity of the segment (2 days). The whole and daily updated schedule is available on ÖBB's website:

[www.oebb.at/en](http://www.oebb.at/en)

## GDS Availability Display

The image below is a typical GDS availability display demonstrating a possible itinerary between Salzburg Hbf (ZSB) and Linz Hbf (LZS).

```
AN21NOVZSBLZS/A9B
** AMADEUS AVAILABILITY - AN ** LZS HAUPTBAHNHOF RA.AT      346 MO 21NOV 0000
 1 *9B8196 C9 Y9          ZSB LZS 0513 0628 EO TRN 1:15
 2 *9B8268 C9 Y9          ZSB LZS 0604 0713 EO TRN 1:09
 3 *9B8198 C9 Y9          ZSB LZS 0613 0728 EO TRN 1:15
 4 *9B8199 C9 Y9          ZSB LZS 0713 0828 EO TRN 1:15
 5 *9B8270 C9 Y9          ZSB LZS 0809 0913 EO TRN 1:04
 6 *9B8200 C9 Y9          ZSB LZS 0813 0928 EO TRN 1:15
 7 *9B8281 C9 Y9          ZSB LZS 0909 1013 EO TRN 1:04
 8 *9B8113 C9 Y9          ZSB LZS 0909 1013 EO TRN 1:04
 9 *9B8202 C9 Y9          ZSB LZS 0913 1028 EO TRN 1:15
10 *9B8271 C9 Y9          ZSB LZS 1009 1113 EO TRN 1:04
11 *9B8248 C9 Y9          ZSB LZS 1013 1128 EO TRN 1:15
12 *9B8283 C9 Y9          ZSB LZS 1109 1213 EO TRN 1:04
```

## PNR Booking

The image below is a PNR booked on the GDS by a travel agent or an airline ticketing officer (ATO).

```
RP/YUL9B1100/YUL9B1100      CR/RM 11DEC15/2032Z  7GIG64
 1 .ADAM/SMITH
 2 9B8196 C 21MAR 1 ZSBLZS HK1      0513 0628      E*
 3 AP YUL +514 733 4962 - ACCESRAIL INC - A
 4 TK OK11DEC/YUL9B1100
 5 SSR OTHS 1A PAX MUST VISIT WWW.ACCESSRAIL.COM/CHECKIN TO
   CHECK IN
 6 SSR OTHS 1A WITHIN 72 HOURS BEFORE TRAIN DEPARTURE
```

## Refunds

Rebooking/Cancellation can only be done by the travel-agent.

## Cancellation-Fee:

- Until the day before departure of the booked connection: full refund
- If not checked in: during the period of validity and one day after validity: 50% refund
- If checked in: no refund

## Groups

9+ passengers

How to book 9B/Rail groups: note that 9B segments should be booked only when passenger names are final.

### Protocol for booking 9B groups more than 30 days in advance:

- Sell 9B segment
- Enter all individual passenger names (final)
- Transmit individual names via "NT" (ensure that your comment was accepted by GDS)
- Only when names were successfully transmitted via "NT", ER the PNR for the first time.

### Protocol for booking 9B groups less 30 days in advance:

- Sell 9B segment
- Enter all individual passenger names (final)
- Only when all names were successfully entered, ER the PNR for the first time.

Additional capacity for groups as well as capacity and support for Passengers with reduced Mobility (PRM's) can be requested with conventional GDS-messages to 9B and will be forwarded to ÖBB. Additional capacity for groups (understood as groups up from 10 passengers within the same origin/destination on the rail-segment) can be requested until 7 days in advance of the day of travel.

ÖBB checks the availability of additional capacity and responds as follows:

- Requests >3 Months in advance of the day of travel: response within 7 working days. The specific information concerning coach- and seat-numbers will be given 3 months to the day of travel.
- Group-requests
- PRM-requests

The response will be given back to 9B and will be forwarded to Airline (GDS message).

## Check-in

[www.accesrail.com/checkin](http://www.accesrail.com/checkin)

Check-in



- Passenger visits [www.accesrail.com/checkin](http://www.accesrail.com/checkin) within 72 hours prior to departure.
- Passenger enters his/her first and last name and one of the following: PNR Locator or; e-ticket number.

- Passenger prints the travel document, which is required for boarding.

OBB also offers another method to check-in at an ÖBB-Reisezentrum (ticket office): Manual Check-in (service-fee EUR 3,50 per passenger), includes seat-reservation.

## **Travel documents**

At the time of purchase the travel agent issues the e-ticket and receives the e-ticket pickup number via Special Service Request (SSR). To retrieve their actual travel document, passengers must check-in prior to boarding the train. The ticket must be printed at home once the customer has checked-in on the AccesRail website.



Personenverkehr AG

CIV 1181

HF 15.09.15-16.09.15

FAHRSCHEIN

BEN MR TEST  
01 ERWACHSENE(R)

DATUM DATE	ZEIT TIME	VON/DE/FROM	->	NACH/A/TO	DATUM DATE	ZEIT TIME	KL. CL.
*	*	Wien Hbf	->	St. Poelten Hbf	*	*	2
*	*	*	->	*	*	*	*

UEBER-> PURKERSDORF-SANAT.

01 Standard-Ticket

PREIS	EUR 8,60
INKL. UST.	

AT:10,00%      EUR 0,78

ACP4508942026766

070515 0000 ACP

**Ihre gewählte Reiseverbindung / Your preferred travel-connection**

Haltestelle	Datum	Zeit	Verkehrsmittel
Wien Hbf	15.09.2015	19:55	ICE 8748
St. Poelten Hbf	15.09.2015	20:30	

Sie können auch alternative Reiseverbindungen nutzen (keine Zugbindung).  
Your can also use alternative travel-connections (validity not limited to a certain train).

Ihre tagesaktuellen Reiseverbindungen finden Sie unter [www.oebb.at](http://www.oebb.at).  
Check your daily updated travel-connection on [www.oebb.at](http://www.oebb.at).

**Sitzplatzreservierung / seat reservation**

Es ist keine Sitzplatzreservierung oder Zusatzleistung enthalten. Ergänzende Sitzplatzreservierungen oder Zusatzleistungen (z.B. upgrade in die 1. Klasse) können unter [oebb.at](http://oebb.at) online oder in den ÖBB-Reisezentren gegen Aufpreis gebucht werden.

Seat-reservations or extra services are not included. Additional seat-reservations and extra services (e.g. upselling 1. Class) can be booked on our website [oebb.at](http://oebb.at) or at point of sales of ÖBB.

**Umbuchung und Stornierung / rebooking and cancellation**

Umbuchungen und Stornierungen können nur von ihrem Reiseveranstalter durchgeführt werden.

Rebooking and cancellation can only be carried out by your travel-agent.

**Ihr Internet-Ausdruck gilt nur in Verbindung mit einem Lichtbildausweis als Fahrausweis.**

**Your home-print-ticket is only valid together with your ID-Card.**

Es gilt der Tarif des genutzten Verkehrsunternehmens. Infos über Fahrgastrechte sind unter [www.oebb.at](http://www.oebb.at) und bei ÖBB-Verkaufsstellen einsehbar. Alle Informationen erhalten Sie auch im ÖBB-Kunden-service 05-1717 (österreichweit zum Ortstarif). Aktuelle Streckeninformationen für Ihre Fahrt finden Sie auf [www.streckeninfo.oebb.at](http://www.streckeninfo.oebb.at).

Tariff of the transport company is applied. Find further information concerning passengers rights on [www.oebb.at](http://www.oebb.at) and at point of sales of ÖBB. All information also available at ÖBB-Service-desk 05-1717 (Austria-wide tariff for local calls is applied). Further information about the current traffic situation for your trip under [www.streckeninfo.oebb.at](http://www.streckeninfo.oebb.at).

Auftragsnummer:  
ACP4508942026766



**Seat reservations**

As it's an open ticket, a seat-reservation is not included. Although optional, customers can book a seat-reservation



at ÖBB's website: [www.oebb.at/en](http://www.oebb.at/en).

Additional services (e.g. upgrade Y/2. Class -> C/1. Class, or upgrade C/1. Class to ÖBB-Business-Class, bicycle-transport,...) can be booked at ÖBB-Reisezentrum (ticket office).

Please note: Online-booked seat-reservation doesn't replace Check-In.

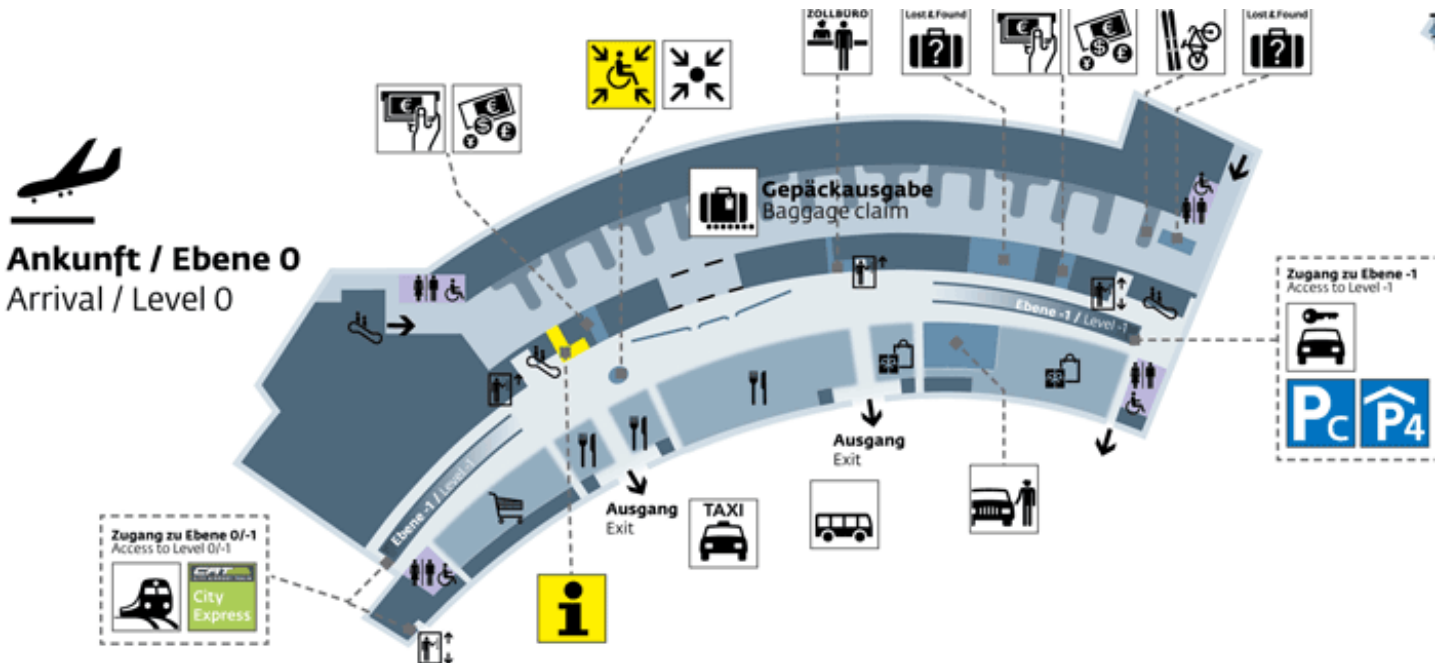
## Baggage policy

Travelers bring their own luggage on the train and must be able to handle their own luggage without assistance, within the following:

- Up to 3 pieces of luggage, max. 30 kg each.

## Airport Transfers

Rail connections from Vienna International Airport: From arrivals on level 0, you can easily connect directly to the train by following the signs for Bahn ÖBB, CAT on level -1.



## Sales Manual

- [Download Sales Manual](#)

## FAQ

### What if the passenger misses their train connection?

As this is an open ticket valid for 2 days this is not an issue as if there is a flight delay the passenger can take the next available train within the validity period.

## Terms & Conditions

