

GOT ANY  
QUESTIONS?



▶ **BOOK YOUR SUMMER  
HOLIDAY 2020 NOW!**  
Secure the best places for  
your relaxing holiday!

#### HOW TO CONTACT US.

##### By phone

Your service number:  
**+49 (0)911 - 240 388 - 22**

Our customer service would be happy to help you with information and action regarding questions, your booking or problems.

- ▶ Got any questions about procedures at the terminal?
- ▶ Have the dimensions of your vehicle changed?
- ▶ Can't keep to your travel dates? Simply give us a call and we'll be pleased to help you further.

##### You can reach us:

Monday to Friday from 9.00 am to 5.30 pm

##### e-mail

You can also reach our service centre outside of business hours by e-mail:  
**autoreisezug@bahntouristikexpress.de**

##### Newsletter

Want to be kept updated on all the latest information? Sign up for our newsletter under [www.bte-autoreisezug.de](http://www.bte-autoreisezug.de).

##### Online

##### **booking.bte-autoreisezug.de**

The online system guides you to your reservation simply, quickly and securely. You'll receive your ticket by email.

# THE MOTORWAY'S YOURS. BUT WITHOUT THE TRAFFIC.

**BTE AutoReiseZug: Get to your destination easily and safely.**



Overnight between the North Sea and the Alps.

Hamburg - Loerrach - Hamburg

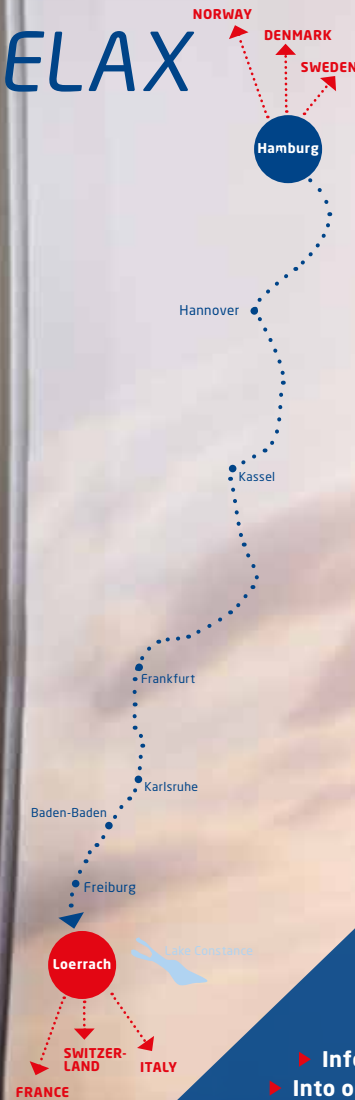
Valid until October 2020

**BTE BahnTouristikExpress GmbH**

Vordere Cramergasse 11 - 13 | D-90478 Nürnberg

[bte-autoreisezug.com](http://bte-autoreisezug.com)

# EMBARK. RELAX DISCOVER.



Welcome to BTE AutoReiseZug. Long trips from south to north or vice versa can be hard going. Or easy going. It's up to you to decide when your holiday is to begin: ideally right from Hamburg-Altona or Loerrach. But no matter where you start from, we'll take you nonstop to the launching point of your journey of discovery in the north or south.

With BTE AutoReiseZug you travel northwards or southwards in comfort and safety overnight: Alone, with family or friends in a cosy compartment, with your vehicle and luggage on the transport car. And all of this with no stops for petrol or back seat whinging. Bypass the traffic jams, right on track. And when the sun comes up, you get in your car or on your motorbike, well-rested, to head wherever you please.

Whether Denmark, Sweden, Switzerland, France or Italy: Come on board and discover with us how a relaxing start to your outbound journey leaves you with completely new impressions. And to make sure you have all the information you need before you set out, we've put together a worthwhile summary in this magazine:

- ▶ Info on comfort and service on board
- ▶ Info on vehicle- and luggage transport
- ▶ Travel days and prices

We wish you fun reading, discovering and enjoying yourself on board.

Your BTE AutoReiseZug



# THE SOUTH AND THE ALPS. THE NORTH AND THE SEA.

Loerrach is the ideal starting point if you want to experience a unique collection of interesting excursion destinations: the mountains of nearby Switzerland, France and Italy.

Starting from Hamburg, there's Denmark, Norway and Sweden, or the coast of northern Germany with its natural splendour and great cities to discover. Picturesque bays, dreamy coastal towns and beautiful lakes are well worth a side trip. And if you're looking for more diversion: how about Copenhagen, Göteborg or even Stockholm. Three special cities which are well worth the trip.



**With AutoReiseZug from Hamburg to Loerrach and vice versa.**


You arrive well-rested with us. A good thing for you because when your train rolls into the station in the morning, your most difficult task is choosing where you want to head: idyllic Alsace, the mountains and lakes of Switzerland, picturesque Lake Constance, or thrilling cities in Scandinavia and the expansive natural beauty of Norwegian fjords.

### **Your recommendation is worth a lot!**

It is worthwhile for you to inspire friends, acquaintances, relatives or colleagues for travelling with the BTE AutoReiseZug. As soon as a recommended customer has started his journey with the BTE AutoReiseZug, we will like to thank you with a 50 € voucher you can redeem on your next booking.

You relax while we safely take you there and back overnight.





A GOOD NIGHT.  
FOR A BETTER  
MORNING.

### COMFORT ON BOARD.

**Private and all alone or economical with company: It's up to you. We have the right thing for everyone with our range of comfort categories and services. They all have one thing in common: a pleasant journey.**

The **sleeper car** provides you with a comfortable space for your personal use. A sleeper car compartment is for your single use only - for up to three persons.



#### The following features await you:

- ▶ Comfortable seats during the day, cosy beds with pillows and covers at night
- ▶ Wash cabinet with wash basin, mirror
- ▶ Fresh towels
- ▶ Power outlets for electric shaver, hairdryer, cell phone, laptop
- ▶ Compartment door locks
- ▶ Individual wake-up call
- ▶ Climate control in the car
- ▶ Breakfast on the morning of your arrival
- ▶ Two WCs in the car

Looking for comfortable and economical accommodations? Welcome, our **couchette** awaits you. If you are travelling as a family or group and want to have your own space, you can book a couchette compartment for up to five persons. And if you are travelling alone, you simply choose an individual bunk in a compartment you share with up to four others.



#### The following features await you:

- ▶ Comfortable seats during the day, couchettes with pillows, covers and sheets
- ▶ Temperature control
- ▶ Reading lamp per couchette
- ▶ Compartment door bolts
- ▶ A breakfast snack on the morning of your arrival
- ▶ Washrooms and WC are provided at the end of the couchette car for all travellers

The **wheelchair-accessible couchette** compartment with adjacent WC can be booked for travellers with restricted mobility dependent on wheelchair use and their support person for the price of a single couchette.

#### The following features await you:

- ▶ Automatic sliding door (can be bolted)
- ▶ Pillows, covers and sheets
- ▶ Corner table suitable for wheelchair use
- ▶ WC adjacent to the compartment



**CouchettePlus** compartments offer all advantages of the couchette with a certain Plus. Book as a family or group a private compartment for up to 4 people and thus benefit from more space and privacy for yourself and your fellow travellers.

#### The following features await you:

- ▶ Comfortable seats during the day, couchettes with pillows and covers at night
- ▶ Fresh towels
- ▶ Compartment door bolts
- ▶ Temperature control
- ▶ Reading lamp per seat
- ▶ Breakfast on the morning of arrival
- ▶ Washroom and WC in the car

AT A GLANCE.  
ALL INFORMATION.



### EARLY BOOKING SAVES THE LOWEST PRICE.

Especially in the holiday season, the trains are fully booked quickly. Therefore we recommend early booking to secure the best places and lowest prices. The daily updated price for your chosen train is shown in the booking system at the end of the first booking page.

### MORE FLEXIBILITY - THE FLEXSERVICE.

With our new FlexService you get more flexibility should something not work out as planned in your holiday planning. You once can change your travelday free of charge to any other travelday, as long as places are available and only need to pay the difference for a more expensive travelday. You benefit from more favorable cancellation conditions, should you not be able to use your booking at all.

### TRAVEL- AND LOADING TIMES.

The times printed on the tickets sent to you are valid. Please check [www.bte-autoreisezug.com](http://www.bte-autoreisezug.com) for information as well prior to departure.

#### Departing from Hamburg-Altona

#### Train No. 1797

##### Loading time

ca. 8:30 pm - 9:45 pm

##### Departure Hamburg-Altona

ca. 9:59 pm

##### Arrival Loerrach

ca. 8:38 am

#### Departing from Loerrach

#### Train No. 1796

##### Loading time

ca. 7:00 pm - 8:00 pm

##### Departure Loerrach (Platform 12)

ca. 8:25 pm / 8:55 pm

##### Arrival Hamburg

ca. 7:11 am

### YOUR BOOKING. OUR PRICES.

The total price of your journey consists of the vehicle's transport (depending on length and weight), your chosen comfort category and any extras (e.g. pet transport, FlexService). A breakfast is always included for free.

Price for single trip in euro		from
Vehicle category	Cars up to 530 cm length up to 1,3 t	219€
	Cars up to 530 cm in length exceeding 1,3 t	249€
	Cars up to 265 cm, motorcycles,	149€
	Trailers up to 250 cm in length	
Couchette	Individual bunk, up to 5 persons/compartment	119€
	Own compartment, up to 5 persons	379€
	Animal, in case of own compartment	50€
CouchettePlus	Own compartment, up to 4 persons	389€
	Animal, in case of own compartment	50€
Sleeper car	Own compartment, up to 3 persons	399€
	Animal, in case of own compartment	50€

### ARZ 1797 Hamburg - Loerrach - Travel days 2020

	May '20	June '20	July '20	August '20	September '20	October '20
Mo						
Tu						
We		20 27		5 12 19		
Th		3 10 17 24	1 8 15 22 29	6		
Fr	8 15 22 29	5 12 19 26	3 10 17 24 31	7 14 21 28	4 11 18 25	2 9
Sa			11 18 25	1 8		
So		7 14 21 28	5 12 19 26	2 9 16 23 30	6 13 20 27	

### ARZ 1796 Loerrach - Hamburg - Travel days 2020

	May '20	June '20	July '20	August '20	September '20	October '20
Mo						
Tu		8 15 22 29	6 13 20 27	3 10 17 24	31 7 14 21 28	
We				6 13 20		
Th		4 11 18 25	2 9 16 23 30	7		
Fr	21 28		10 17 24 31	1 8 15 22 29	5 12 19 26	
Sa	9 16 23 30	6 13 20 27	4 11 18 25	2 9		
So			12 19 26			10

# NO WORRIES. ACCOUNTABLE ADVANTAGES.

50€  
VOUCHER

## **Mobility service: Mobile at start and destination.**

If on your trip you require assistance embarking or disembarking - a lift for your wheelchair for instance, please let us know in detail when you book. We are well-equipped at our terminal in Loerrach and can provide you with the support you need. For the Hamburg-Altona terminal, we need to get in touch with the German rail (DB) mobility centre to organise the required help.

## **Your pet can travel with you.**

A dog or cat can come along if you book a compartment for your sole use. There will be an additional cleaning charge of 50 € per compartment. We request that you keep your dog on a leash when outside your compartment. For reasons of hygiene, no pets are allowed on the beds, couchettes or seats.



## **YOUR RECOMMENDATION IS WORTH A LOT.**

It is worthwhile for you to inspire friends, acquaintances, relatives or colleagues for travelling with the BTE AutoReiseZug. As soon as a recommended customer has started his journey with the BTE AutoReiseZug, we will like to thank you with a 50 € voucher you can redeem on your next booking. To do this, the new customer only has to provide us with the booking number of your last journey when booking.





ALL SAFE. ALL IN  
HOLIDAY MODE.



### Vehicle dimensions and rules

#### Max. height of vehicle incl. roof luggage, rack and/or carrier

Small and midsize vehicles, saloons, minivans, station wagons and convertibles	With roof width of up to 135 cm	Max. 205 cm in height
Off-road vehicles, SUVs, vans and similar	BWith roof width from 136 cm to 155 cm	Max. 196 cm in height

#### Max. height for special vehicle types

Vehicles with trailers, motorcycles (also with sidecars), trikes, quads	Max. 158 cm
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#### Total length

Vehicle	Max. 530 cm
Trailer incl. hitch	Max. 500 cm
Vehicle/Trailer unit total	Max. 1030 cm

#### Total width

<b>All vehicles</b>	Max. 205 cm
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#### Seats/Ground clearance

All vehicles	Max. 9 seats	At least 10 cm
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### OH THE - WAY WITH VEHICLE AND LUGGAGE.

Our vehicle transportwagon are designed so that your vehicle and luggage are transported securely. For this reason, there are a few rules, certain vehicle specifications (length, roof width, height, weight, etc.) to be observed:

You'll find the vehicle dimensions and information on curb weight in your vehicle registration. **The roof width is to be measured individually.** Please make sure that the vehicle information you provide during booking is correct according to your vehicle registration. Any deviations could make it impossible to load your vehicle.

#### Roof width:

The upper roof width including any mounted luggage must not exceed 135 cm or 155 cm, depending on the vehicle type. Unfortunately, we cannot transport vehicles with a roof width of more than 155 cm. **In the case of roof luggage/roof boxes, please measure the width of the luggage/box at its highest point.**

#### Weight:

Our vehicle transportwagon have a maximum loading weight for each loading level. That's why it's absolutely essential for us to know the curb weight of your vehicle according to your vehicle registration.

#### Height (incl. any mounted luggage):

- ▶ Small and midsize vehicles, saloons and station wagons up to 205 cm in height.
- ▶ Off-road vehicles, SUVs, vans up to 196 cm in height.
- ▶ Vehicles with trailers, motorcycles up to 158 cm in height.
- ▶ In the case of roof luggage/roof boxes/racks, please measure the height at the highest point.

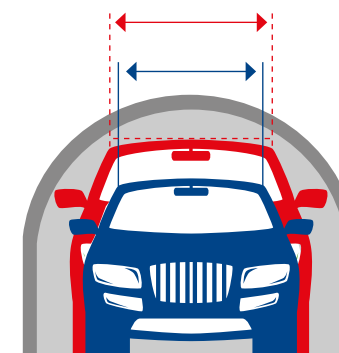
### ROOF LUGGAGE RACKS - RULES FOR YOUR LUGGAGE.

The open vehicle transportwagon travel at speeds of up to 160 km/h, which is why your roof luggage racks and baggage need to be secure.

#### Please observe the following:

- ▶ You can transport permanently mounted, secured and locked roof boxes and bike racks on or at your vehicle as well as motorcycle bags if all specified loading dimensions are complied with.
- ▶ Other items as well as magnetic boxes cannot be transported on the roof of the vehicle.
- ▶ Surfboards and lightweight boats can also be transported if affixed next to the vehicle if they are specified prior to booking.
- ▶ It is permitted to transport a reserve petrol canister in the vehicle with max. 20 litres. Motorcycles are not permitted to transport even empty canisters.

Up to maximum 155 cm at the highest point.





## EXCERPT FROM THE CONDITIONS OF CARRIAGE FOR THE USE OF THE BTE AUTOREISEZUG.

### 1. Scope of validity; preliminary remark

The Conditions of Carriage for the use of BTE AutoReiseZug (BTE ARZ BB) apply to the conveyance of persons and their vehicles with and without a trailer as well as motorcycles with and without a sidecar and trikes as well as quads for travel within Germany. BTE AutoReiseZug provides for the conveyance of vehicles with and without a trailer as well as motorcycles with and without a sidecar and trikes as well as quads in train cars on rails from the loading terminal to the destination terminal.

### 3 Carriage documents

The carriage documents are not given to the customer until payment in full of the amount of the ticket price is made and are to be presented at the request of the staff of BTE GmbH at any time. The term of validity of the carriage documents arises from the reservation data specified in the documents. Reservations are only valid on the specified date of travel for the train booked and/or vehicle transport booked. The journey will be confirmed at the check-in.

### 3.1. Duty of the traveller

The customer is obliged to give correct information about vehicle measurements, curb weight, type and brand (e.g. Convertible Chevrolet), official license plate number as well as personal information, number of persons travelling truthfully and correct. If this information is incorrect, the BTE GmbH is allowed to deny the transport of vehicles and/or travellers and the customer can't claim for any refunds. Further exclusion reasons are summarized at Nr. 10. After receiving the documents the customer has to check the all documents to their correctness, especially the mentioned vehicle information. Information to the loading- and traveltimes will be told to the customer during the booking process and will be given on the confirmation- and ticket documents.

Because of possible short-termed accuring changes of the loading- and travel times, the customer is held to give contact datas during the booking, so that the customer can check changes during holidays or can receive current ticket documents. Additionally the customer has to check on his own the possible changes of the loading- and travel times.

### 4 Task of the BTE GmbH: transportation of persons and vehicles 4.2.4. Deviant vehicle measurements

If the actual vehicle measurements are deviant according to the vehicle papers and are bigger than the maximal sizes shown at point 4.2.1., the transport of the vehicle is not possible in general. A refund of the already made payment or compensation that go further than the train journey, can't be given.

### 8 Change of booking and cancellation by the traveller

#### 8.1.1. Change of booking - conditions

Bookings can be changed by the traveller until the travel day, when there are places on the train for the alternative day.

For a change of a booking (travel day) a handling fee in the amount of 90,00 € plus, if applicable, the difference on a more expensive travel day will be charged.

At the concurrent purchase of the FlexService with the BTE AutoReiseZug booking it is possible to change the booking to another day once free of charge, when there are places on the train for the alternative day. Only the difference on a more expensive travel day will be charged. Changes, that reduce the original booking (e.g. cancellation of already booked vehicles or compartments) as well as not using the train or resignation will be charged as (part) cancellation.

#### 8.2. Cancellation

The traveller is entitled to cancel the transport agreement until the travel day. The cancellation has to go directly to the BTE GmbH or the authorized reseller or the BTE AutoReiseZug customer service und needs to be in written form by e-mail or letter.

If a booking is cancelled there will be an reasonable placement for the already done precautions and expenses. The basis for the calculation of the customer's refund is the receipt of the declaration of cancellation. For two or more dates (for example outward and return journey) the day for calculation of the refund is the day of each booked travel day separately.

Does the customer cancel within the following time period of  
(i) 60 days before the booked journey starts, he owes 10 %  
(ii) 59-15 days before the booked journey starts, he owes 30 % of the travel price.

From 14 days before departure it is not possible to cancel and the full amount (100 % of the travel price) has to be paid.

At the concurrent purchase of the FlexService with the BTE AutoReiseZug booking there are different cancellation costs.

Does the customer cancel within the following time period of  
(i) 15 days before the booked journey starts, he owes 10 %  
(ii) 14 days before the booked journey starts, he owes 80 % of the travel price. The price of the FlexService is not refundable.

#### 14 Complaints and claims for compensation

(i) Compensation claims, passenger rights application  
(ii) Complaints about vehicle damage  
(iii) Other complaints  
are to be sent by e-mail to: autoreisezug@bahntouristikexpress.de

BTE BahnTouristikExpress GmbH  
ARZ Kundenservice  
Vordere Cramergasse 11-13  
D - 90478 Nürnberg  
or by phone at ARZ Kundenservice: 0049 (0)911 - 240 388 - 22

#### 15 Electronic data processing

BTE GmbH collects, saves and processes person-specific data for the purpose of implementing the Agreement and for customer support in accordance with the provisions of the German data Protection Act (BDSG).

The complete Conditions of Carriage can be viewed under [www.bte-autoreisezug.com](http://www.bte-autoreisezug.com).

### How to get to the terminal

Signs are provided which will lead you directly to the terminal. If you use a navigation system, just enter the terminal address.

**Terminal Hamburg:**  
Präsident-Krahn-Straße,  
22765 Hamburg-Altona

**Terminal Loerrach:**  
Bahnhofstraße 1b,  
79539 Lörrach (Güterbahnhof)

### Check-in and loading

Check-in begins approximately 90 minutes before departure. It's sufficient if you arrive at the beginning of the loading time specified. Please have your ticket and vehicle registration ready to present. Before driving onto the vehicle transport car, you must retract the antenna or unscrew it, take out any luggage you need for the train trip and have all passengers leave the vehicle. Our terminal staff will then show you where and how to put your vehicle on the transport car. The place you are assigned depends on the vehicle dimensions. Once you are in position, please turn off the alarm system, lock your vehicle and check that all luggage is secured