

DB Vertrieb GmbH • Stephensonstr. 1 • D-60326 Frankfurt (M.)

To all
Travel agencies with IATA licenceDB Vertrieb GmbH
Key Account Management
Tour Operators and Airlines
Stephensonstrasse 1
D 60326 Frankfurt (Main)
www.bahn.de☎ 3, 4, 5, 6 bis
Frankfurt(M)Galluswarte

10th March, 2008

DB's train feeder service „Rail&Fly“ now as E-Ticket

Dear travel agents,

According to an IATA resolution, tickets issued on paper will no longer be settled using the Bank Settlement Plan (BSP) as of 2008. For this reason Deutsche Bahn has developed the Rail&Fly e-ticket for airlines together with our Canadian IT partner AccesRail (9B), following consultations with airlines, travel agencies, tour operators, consolidators and flight reservation firms.

Let us show you what is so special about the Rail&Fly e-tickets.

Booking Rail&Fly segments

As a number of airlines do not accept any open segments on e-tickets, fictive connections to/from QYG (Railway Germany) under carrier code 9B (AccesRail) have been published.

Connection requests can be made as through services from QYG to an international destination (for example, AN15MARQYGLHR). In future carrier code 2A (Deutsche Bahn) will only be used as a part of the rail feeder service for tour operators.

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--- TST RLR ---
RP/FRAL12177/FRAL12177          RS/SU  17JAN08/0830Z   3J80XH
 1. STEIN/FRANK N MR
 2  9B6191 Y 15MAR 6 QYGFRA HK1      0900 0930      E*
 3  6X 907 Y 15MAR 6 FRALHR HK1      2  1520 1555   *1A/E*
 4  6X 908 Y 22MAR 6 LHRFRA HK1      4  1140 1415   *1A/E*
 5  9B3007 Y 23MAR 7 FRAQYG HK1      TN 0010 0011   E*
 6 AP 069-123456789
 7 TK OK17JAN/FRAL12177
 8 SSR MAAS 9B HK1 TKT PICKUP NBR 778239345 OBTAIN TICKET PRIOR
   BOARDING TRAIN FROM SELF SERVICE MACHINE/S2
 9 SSR MAAS 9B HK1 TKT PICKUP NBR 778239345 OBTAIN TICKET PRIOR
   BOARDING TRAIN FROM SELF SERVICE MACHINE/S5
10 SSR OTHS 9B HK/ PSGR INFO TO PRINTOUT SEE
   WWW.BAHN.DE/RAILANDFLY
11 FA 127-1234567890/ET6X/EUR325.00/17JAN08/FRAL12177/0000
   0000/S2-5
12 FP CASH
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.../2

Please take into consideration that the connection from/to QYG that has been entered is not a valid travel schedule as the QYG code stands for every DB train station. The traveller can obtain his individual travel schedule through the usual channels: travel agencies, DB sales outlets and online: www.bahn.de.

Following the booking procedure, an SSR message with a ticket pickup number (Bahntix number) for each passenger and a URL link to www.bahn.de/railandfly.

This URL provides up-to-date customer information on the Rail&Fly e-ticket in English and German which you can download and print.

What does your customer need from you?

Each pickup number represents a ticket for just one person, either adult or child. If the PNR contains more than one person, more than one number will be sent. It is necessary that you turn over all the numbers to the travellers.

In addition, we strongly recommend printing out the information available at www.bahn.de/railandfly in the language desired and giving it to the traveller or requesting that the customer prints this information page out himself.

Travel documents on the train:

Similar to the boarding card for airline flights, the airline traveller picks up his Rail&Fly ticket shortly before departure by entering his pickup number at any of our 3,500 ticket machines. The user interface at the ticket machines has been greatly simplified. The traveller is required to keep his rail ticket, itinerary and passport/ID card with him at all times during the train journey.

DB Rail&Fly Hin u. Rückfahrt		FAHRKARTE	
Nicht gültig innerhalb von Verkehrsverbunden			
CIV 1080	Gültig ab	Hinf. bis	Rückf. bis Rückf. ab
	17.01.08	18.01.08	16.01.09 17.01.08
1 Erwachsene(r)		-- Kind(er)	
VON	-> NACH		KL / CL
Railway Germany	-> Frankfurt(M)Flugh		2
Frankfurt(M)Flugh	-> Railway Germany		
Verkehrsübliche und durch die Fahrplanlage bedingte Wege sind in Richtung auf das Reiseziel zugelassen		Gültig nur in Verbindung mit einem Flugticket bzw mit Reisebestätigung Gültig an den Flugtagen sowie 1Tag vor Hinflug u. 1Tag nach dem Rückflug	
RAIL & FLY incl. ICE und Transfer zum Flughafen			Preis EUR *****
Erm -----			
719364433	Vorgangs-Nr (Ticketnummer)		(Name der Airline) 12
28937371 21	RECHNUNG	27 12 07	(Ort des Fahrschein- ausdrucks) 13 16

Rail&Fly period of validity:

If the flight traveller stamps Rail&Fly for a single journey, the ticket is valid for travel of 2 days. If he stamps Rail&Fly for a return journey, only 1 DB ticker is printed and it is valid for the outward and return journey for a period of 12 months.

Just as with the paper ticker, the rail journey may only be made on the day before the flight's departure from Germany, the day of the flight's departure, the day of the flight's arrival in Germany and the following day.

Lost document procedure

Deutsche Bahn is considered an "open system": travellers board trains without a time-consuming check-in procedure. On board only the ticket is checked and stamped; stamped tickets are not registered and there is not even a list of passengers. If a traveller loses his ticket, it cannot be proven that the ticket has not been used. For this reason, the traveller is not reimbursed should he lose his ticket. The lost document procedure cannot be used in this case.

Reimbursements involving Rail&Fly:

Rail&Fly is an offer made by an airline to its passengers; thus the Rail&Fly prices as well as exchange and refund conditions vary from airline to airline. For detailed information please contact the offering airline.

As soon as the traveller prints his Rail&Fly ticket at the DB ticket machine, the DB segment is automatically set to "flown" and the ticket is considered used. If a traveller indicates that the ticket has been only

partially used or not at all, please speak with the airline concerned and send the original Rail&Fly ticket to that airline (noted on the Rail&Fly ticket in the bottom right-hand corner). Decisions concerning reimbursement are made by the airline.

Airlines with Rail&Fly e-ticketing

A list of all airlines offering Rail&Fly is available at www.bahn.de/trainflight. Airlines which already participate in the Rail&Fly e-ticketing procedure will be specially marked on the list. You can obtain further information from the individual airlines or their reservations systems.

Transitional arrangements:

For a limited time, Deutsche Bahn will accept both paper and e-tickets of the airlines on its trains for a not yet limited transitional period.

Overview:

- Book the train segment as you book a flight segment
- Travel times of connections to/from QYG are not valid – please check your passenger’s personal schedule via www.bahn.de
- Forward all DB order codes to your passenger
- Inform your passenger about URL www.bahn.de/railandfly and ideally print it out in the requested language
- Print out the schedule with E-Ticket number
- Ticket pickup by passenger ideally at day of travel
- No lost document procedure
- Partially used or totally unused documents to be sent back to the issuing airline

Yours sincerely,

DB Vertrieb GmbH



i.A. Stefan Horner