



# Press kit

January 2022

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**Fabien Soulet**  
CEO of TGV Lyria

## Bringing people together is what we do

After two years marked by the COVID crisis, which placed huge restrictions on our movements, it's time to resume international travel. At TGV Lyria, we are pleased to be able to get back to helping our customers travel between France and Switzerland for business and pleasure.

This reunion is particularly special, since this year we are celebrating 40 years of high-speed rail links between the two countries.

Born out of an alliance between SNCF and SBB and driven by an unfaltering determination to strengthen Franco-Swiss relations, TGV Lyria has gradually established itself as the leading provider of transport services between France and Switzerland, with some five million passengers travelling on its services every year. Over 40 years, TGV Lyria has become synonymous with high-end service, speed, accessibility and simplicity of travel. Now, we want to add sustainability to this list.

Our instincts were confirmed by the COVID crisis, which highlighted the extent to which societal expectations around travel and sustainability have shifted. We must rise to these challenges. TGV Lyria therefore set about producing an objective, quantitative assessment of its environmental impact (source: INFRAS report - 2020). It revealed that a journey on a TGV Lyria service emits up to 20 times less CO<sub>2</sub> per passenger than air travel, but also that the life-cycle emissions from travelling with us are still less than those from travelling by electric car.

When rolling out a new corporate strategy in 2020, we decided to completely overhaul our service to reconcile passenger requirements in terms of travel and comfort with their understandably high environmental expectations. With the 30% increase in capacity brought about by the renewal of our fleet, we are constantly reducing our carbon footprint and that of our passengers, offering them a better, more sustainable service that ensures they can keep travelling and moving freely.

**TGV Lyria combines speed, accessibility, service quality and sustainability.** In 2022 rail travel is no longer an option, it's a must. We are bringing it within everyone's reach: whatever our passengers' budget or comfort requirements, TGV Lyria has something for everyone.

*See you on board soon.*  
**Fabien Soulet**

# Responding to future challenges >

*'Rail is the only mode of transport that can meet the three challenges facing our societies: the increased need to **get around quickly**, the need to begin the **energy transition**, and the demands of younger generations that action be quickly taken to **decarbonise the way we live**.'*

*Virginie Raisson, geopolitical scientist and analyst, [Les Futurs du Monde](#)*



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Unfortunately, the COVID crisis has kept us away from our customers for a while. For far too long. The prospect of an end to the crisis has revived our need to reconnect with our deeply social identity.

The resumption of travel between France and Switzerland has prompted us to step up the ecological transition to offer a solution to those who prefer environmentally friendly modes of transport and want to reduce their carbon footprint.

By offering more seats on board, greater comfort and increased frequency, the Franco-Swiss company has put a great deal of effort into responding positively to the growing desire to travel by train, particularly for journeys of less than 1,000 kilometres, whether for business or pleasure.

TGV Lyria has made a strategic choice to respond to increased demand for rail travel by facilitating travel and free movement for its customers, whilst keeping prices competitive (from €29 one-way).

# Responding to future challenges >

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*'By improving the services we offer, we want to make rail travel the leading mode of transport between France and Switzerland. To all those travelling by air or road, we want to say: don't waste any more time. You no longer need to choose between videoconferencing and face-to-face meetings. With **over 80% productive time** throughout the whole of the journey, make the train an extension of your office, or use the time to relax.'*

*Fabien Soulet, CEO of TGV Lyria*

In terms of speed, TGV Lyria holds its own against any other mode of transport, because rail offers direct access to city centres and keeps the time spent on boarding formalities to a minimum.

Based on an environmentally friendly ecosystem that combines the use of 'clean' energy and capacity planning, TGV Lyria offers its passengers the lowest overall carbon footprint, throughout their journey.

Our calculations come from a study by the independent Swiss firm INFRAS, which specialises in sustainable development. When factoring in the CO<sub>2</sub> emissions from the journey itself, but also the pre- and post-journey carbon footprint (production of coaches and rail infrastructure etc.), travelling on a TGV Lyria service between France and Switzerland generates up to 20 times fewer emissions than air travel and eight times fewer than travel by electric car.

Moreover, with double-deck trains, it is possible to achieve 30 times less CO<sub>2</sub> per passenger!

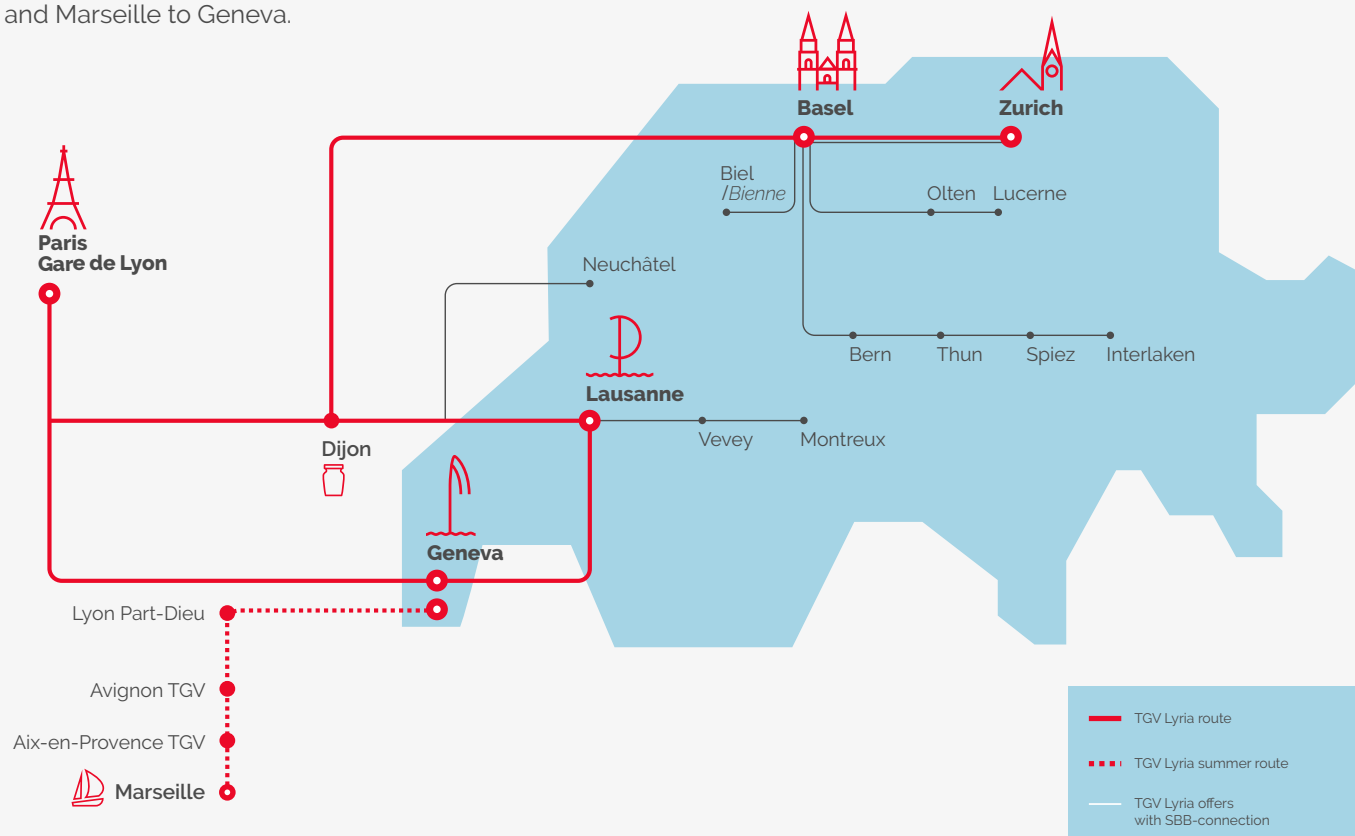
These developments mark a major step towards train travel that is even more environmentally friendly. It is up to TGV Lyria to lead the way in this regard.

# The TGV Lyria network »

## Seamless journeys from city centre to city centre

All year round, TGV Lyria connects the centres of Paris and Dijon to Switzerland's largest cities.

In the summer period, a daily service provides a high-speed link from Lyon Part-Dieu, Avignon TGV, Aix-en-Provence and Marseille to Geneva.



	Frequency		Travel time for a one-way journey	Intervals	
				Hours	Minutes
Paris ↔ Basel	6 daily return services		03:04	One train every two hours (except first train)	Departure from Paris: 22 mins. past hour Departure from Basel: 34 mins. past hour
Paris ↔ Zurich	6 daily return services		04:04	One train every two hours (except first train)	Departure from Paris: 22 mins. past hour Departure from Zurich: 34 mins. past hour
Paris ↔ Geneva	8 daily return services		03:11	One train every two hours (from 6 am to 8 pm) All services call at Bellegard and Bourg-en-Bresse	Departure from Paris: 18 mins. past hour Departure from Geneva: 29 mins. past hour
Marseille ↔ Geneva	1 daily return service from 2 July to 28 August 2022		03:25		Departure from Marseille: 52 mins. past hour Departure from Geneva: 42 mins. past hour
Paris ↔ Lausanne	6 return services	via Jura 3 daily return services	03:41	All services call at Dijon, Dole, Frasne and Vallorbe	Departure from Paris: 56 mins. past hour Departure from Lausanne: 23 mins. past hour
		Via Geneva 3 daily return services	03:57	All services call at Geneva, Bellegard and Bourg-en-Bresse	Departure from Paris: 18 mins. past hour Departure from Lausanne: 45 mins. past hour

Full service scheduled from April 2022 notwithstanding engineering work

# An upgraded service >



© Pierre Julien

In 2020, TGV Lyria made a decisive step towards improving services and comfort onboard its trains with the Lyria 2020 plan.

## A completely renewed and renovated fleet

Fifteen 507-seat double-deck trains offering more comfort and wifi throughout.

## 30% extra capacity

An average of around 4,500 additional seats every day across the entire network to meet increased demand.

## A simplified transport plan with clock-face scheduling

With identical clock-face scheduling at the same minute past the hour from Monday to Sunday and more regular and frequent services spread throughout the day.

## An internet connection available to all

Passengers can use their SNCF or SBB booking reference to log on through a dedicated TGV Lyria portal and browse the web freely, check, send/receive their emails, keep up to date with the news, work, access entertainment and more.

## A convivial bar coach

In a bright, modern setting, a place to get together and enjoy hot and cold food that is seasonal, gourmet but also sustainable (locally sourced and organic produce).

# Committed to the environment >

## Our other environmental initiatives

- » **Automatic door closing** during maintenance operations to reduce energy consumption
- » Installation of **new, more energy efficient LED lighting** on board.
- » **Adapting driving** to the topography of the track: 7% to 8% reduction in CO<sub>2</sub> emissions
- » Gradually fitting trains with **new aerodynamic fronts** from 2022
- » A menu that uses **locally sourced** and organic produce.
- » A **zero-plastic** policy for single-use products
- » Working with partner associations to **fight food waste**

TGV Lyria is by far the most environmentally friendly form of transport between France and Switzerland. In addition to the train journey itself, the entire rail ecosystem has the lowest carbon footprint of all transport ecosystems.

In its study, INFRAS calculated the carbon footprint of five TGV Lyria journeys between France and Switzerland and compared it with using four other modes of transport – bus, conventional car or electric car and air travel – for the same journeys.

The analysis included not only vehicle travel but the entire lifecycle of the vehicle and necessary infrastructure. Depending on the route studied, a TGV Lyria passenger was shown to emit 16 to 20 times less kg CO<sub>2</sub>-eq than when making the same journey by car or air.

When taking into account the additional capacity of the new TGV Lyria double-deck coaches – operational since the end of 2019 – rail travel emits up to 30 times less carbon per passenger than air travel, showing that optimisation is achievable through innovation.



### CARBON FOOTPRINT (KG CO<sub>2</sub>-EQ / PASSENGER / JOURNEY)

Journey	TGV Lyria	Plane	Bus	Car	Electric car
Paris > Geneva	5.2	98	19	93	42
Paris > Lausanne	4.9	98	19	93	42
Paris > Basel	5.4	96	21	91	41
Paris > Zurich	6.3	112	24	103	46
Marseille > Geneva	4.9	79	17	78	35

[See the full INFRAS study](#)



# Something for everyone »



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TGV Lyria has something for everyone with a clear fare structure based on three travel classes. Free wifi is available across all travel classes.

## STANDARD

Travel without compromise at a highly competitive price

STANDARD is aimed at those looking for value for money. Passengers can travel all year round from **€29 one-way\***. This travel class offers tickets with different levels of exchange or refund flexibility to suit the passenger's needs. It is available on all trains across the entire France <> Switzerland network. SNCF discount and travel cards and SBB half-fare and general travelcards are valid on journeys in STANDARD class to guarantee the best price for frequent travellers.

## STANDARD 1<sup>ÈRE</sup>

The comfort of a first-class seat at the best price

Available on all France <> Switzerland routes, STANDARD 1<sup>ÈRE</sup> class offers the comfort of a first-class seat with a width of 60 cm (compared to a maximum of 45 cm on an aircraft) and plenty of room to stretch your legs and relax.

From **€49 for a one-way ticket\***, with partial flexibility.

Tickets are refundable and exchangeable subject to conditions. Holders of a ticket in this travel class also have access to the bar coach as well as to the SNCF Grand Voyageur lounge at the Gare de Lyon in Paris.\*\*

\* Subject to variations in prices and exchange rates.

\*\*Access upon presentation of a TGV Lyria Paris<>Switzerland STANDARD 1<sup>ÈRE</sup> ticket for travel on the same day excluding Group fares.

# Something for everyone >>

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## BUSINESS 1<sup>ÈRE</sup>

### A tailor-made, high-end journey

Designed to meet the expectations of discerning passengers looking for a personalised, high-quality experience, BUSINESS 1<sup>ÈRE</sup> offers the comfort of a seat in a dedicated quiet coach – perfect for relaxing or working in peace.

Available on Paris <> Geneva, Paris/Dijon <> Lausanne and Paris/Dijon <> Basel/Zurich services, valid weekdays and Sunday lunchtime and evening.

It is priced by destination, based on a single fixed fare

**€195 for a one-way ticket\***, regardless of the reservation date. Exchanges and refunds are free and unlimited, offering passengers full flexibility with the freedom to take any train on the day to the same destination.

- » A personalised welcome with a drink and refreshing towelette
- » A catering service at your seat
- » A signature menu created by starred chef Michel Roth
- » Unlimited drinks
- » Access to the SNCF Grand Voyageur lounge at the Gare de Lyon in Paris.\*\*

\* Subject to variations in prices and exchange rates.

\*\*Access upon presentation of a TGV Lyria Paris<>Switzerland BUSINESS 1<sup>ÈRE</sup> ticket for travel on the same day excluding Group fares.

# An exclusive partner for business travel >>

TGV Lyria helps businesses to manage travel for their employees with flexible fares to maximise their travel budgets, including personalised fares, travel provision aligned with their CSR objectives and more.

With the Corporate Offer and 'Grand Compte' corporate offer, employees get discounted tickets that are flexible, exchangeable and refundable free of charge.

## The Corporate Offer

The Corporate Offer gives small and medium-sized businesses access to flexible tickets at competitive prices in STANDARD class.

### Corporate Offer advantages:

- » 15% discount on the STANDARD fare with full flexibility.
- » Bookable via the SNCF and SBB distribution channels.
- » Exchange and cancellation free of charge up to two hours after the train's departure.
- » For journeys between France and Switzerland, on the Paris <> Geneva, Lausanne, Basel, Zurich and Dijon <> Lausanne, Basel, Zurich lines (in both directions).

>> **Reduced costs, on-target budgets, peace of mind.**

## The corporate offer 'Grand Compte'

The corporate offer 'Grand Compte' is aimed at businesses with an annual budget for travel between France and Switzerland of over €50,000. It offers exclusive discounts on journeys in BUSINESS 1<sup>ÈRE</sup> as well as personalised support.

### Corporate offer 'Grand Compte' advantages:

- » Personalised fares between France and Switzerland, on the Paris <> Geneva, Lausanne, Basel, Zurich and Dijon <> Lausanne, Basel, Zurich lines (in both directions).
- » Personalised support with a single point of contact, advice on optimising costs and reporting upon request
- » Annual statement to help manage activity (costs, aftersales, forecasting and carbon footprint in relation to CSR policy).

## For businesses, travelling without wasting time is a priority

**TGV Lyria offers unrivalled comfort, enabling passengers to work for up to 83% of total journey time**

– and with free wifi. With air travel, less than 35% of journey time can be spent working. And when driving, you have no opportunity to work.

Swiss consultancy firm INFRAS calculated the actual working time available to a traveller (defined as time when an electronic device can be used with internet access) and compared five modes of transport across TGV Lyria routes.

# Food takes centre stage >>



**Michel Roth**  
Starred chef

## Star power

TGV Lyria works in partnership with Michel Roth, a French starred chef (recipient of the 'Bocuse d'Or' and 'Meilleur Ouvrier de France' awards). He has helmed the Bayview restaurant at the Hôtel President Wilson in Geneva for over eight years. Genevan by adoption, in 2016 he was named Romand de l'année (Francophone Swiss of the Year) by Gault & Millau and is the perfect embodiment of TGV Lyria's Franco-Swiss identity.

By favouring locally sourced seasonal produce, TGV Lyria and chef Michel Roth are committed to offering food that is generous, flavoursome and environmentally responsible.

To refine the catering service, TGV Lyria and Michel Roth joined forces with a sommelier to create a menu of high-quality wines from the best wine-growing regions of France and Switzerland.

## A convivial space for eating and drinking

On TGV Lyria services, all passengers have access to a comfortable bar coach with a welcoming atmosphere. A place to eat, drink and socialise, our bar coach allows passengers to take time out from their journey to enjoy a delicious bite to eat. There they can enjoy fresh, seasonal hot and cold dishes.

## Le Deli: two Signature gourmet recipes available in the bar coach

Chef Michel Roth offers passengers in STANDARD and STANDARD 1<sup>ÈRE</sup> 'LE DELI': two generous Signature dishes to delight your palate, served in the buffet coach.

## A starred meal in BUSINESS 1<sup>ÈRE</sup>

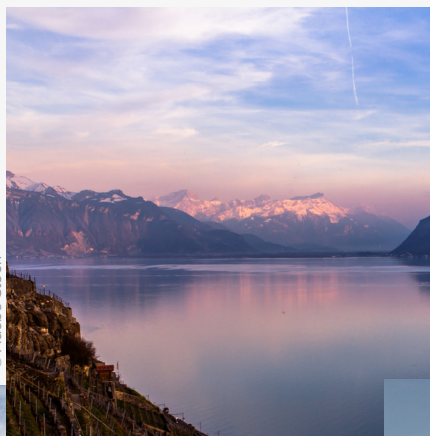
With 'La Table', an on-board service concept offered exclusively in BUSINESS 1<sup>ÈRE</sup>, Michael Roth has applied the principles of classic cuisine to create regional and seasonal recipes using local produce.

# Switzerland is ever more accessible with combined offers >

TGV Lyria offers direct services from Paris to Geneva, Lausanne, Basel and Zurich, but combined offers give all passengers the opportunity to discover more intimate destinations with timeless charm. It's a way of getting off the beaten track and enjoying a change of scenery in the heart of Switzerland for a reasonable price.

With a combined offer, you can easily travel to 10 destinations on the Swiss SBB network via connecting services, with a **minimum 40% discount on the price of the Swiss portion of the journey**, by booking your ticket on SNCF channels.

Travelling to Montreux, Lucerne, Bienne, Berne, Vevey, Interlaken, Olten, Thoun or Spiez is affordable for all with TGV Lyria's combined offers.



© Adobe Stock

Montreux



© Fotolia

Bern



© Pierre Julien

Vevey

# TGV Lyria

## Key figures >>



# 03:04

best travel time for the  
Paris > Basel route  
and 03:11 for Paris > Geneva

Connections



and identical timetables  
every day

# 6

Services  
to six major  
cities:

Geneva, Lausanne, Basel,  
Zurich, Paris, Dijon  
(+ Marseille in the  
summer period)

# 15

renovated  
double-deck  
trains

increasing passenger  
capacity on Bord

# 30%

more capacity,  
with 4,500 additional seats

# TGV Lyria

## Key figures >>

**3,000**

businesses use  
TGV Lyria services for their  
travel requirements



**2**

**Offers for corporate  
customers**  
tailored to their  
business travel  
requirements,  
regardless of  
their size

A journey that is up to

**30x**

more environmentally  
friendly than air travel  
thanks to double-deck  
trains



**256**



**French and Swiss  
train managers**

for ease of communication

**180**

**Hostesses  
and stewards**

overseeing passenger well-  
being



# 40 years of high-speed rail links between France and Switzerland



© SNCF Media Library - Bruno Vignal

As soon as it was operational, the TGV began to cross borders: this year, the Paris <> Geneva line is celebrating 40 years of high-speed rail services!

On 27 September 1981, the first commercial TGV line opened between Paris and Lyon. On the same day, the first international high-speed service was launched between Paris and Geneva: 4 hours 15 minutes in comfortable, ultra-modern trains and a journey time reduced by 2 hours 38 minutes!

From the very first day, French rail expertise benefited one of its neighbours. And not just any neighbour: Switzerland, with which France has a long-standing friendship and shares a passion for rail. Close links have continued to be forged, just like the high-speed links between the two countries.

The welcome on board TGV Lyria trains by Franco-Swiss crews is symbolic of these binational links and serves as a reminder that SNCF and SBB are the parent companies of TGV Lyria. Since 2011, these pairs have worked in tandem **to offer passengers multilingual support and** the best of both worlds in terms of hospitality.

**A trailblazer by nature, TGV Lyria represents four decades of innovation and high-added-value services.**

TGV Lyria combines two strands of rail excellence. On the one hand, visionary expertise and technological prowess: high-speed rail. On the other, a network of renowned quality, envied for its reliability and its typically Swiss clock-face scheduling.

This development allowed us to meet the needs of a wide range of travellers (including business, family and leisure passengers) seeking a seamless, flexible service. At the same time, increased demand for travel has provided — an opportunity for major investment in the development of the line.

In the last 40 years, TGV Lyria has brought two neighbouring countries ever closer together:

- » Drastically reduced travel times: Cut by 45% between Paris and Geneva.
- » **Increased frequency**, from **two to eight daily return services** between the two cities.

Now, as in the past, TGV Lyria is bringing Switzerland closer to Paris thanks to its high-speed network with services to Geneva, Lausanne, Basel and Zurich for all types of traveller, and three travel classes tailored to different requirements: STANDARD, STANDARD 1<sup>ÈRE</sup> and BUSINESS 1<sup>ÈRE</sup> – and free wifi everywhere. It's a fare structure that makes high-speed services affordable to all.



# 40 years of high-speed rail links between France and Switzerland



By giving people back their time, TGV Lyria reduces distances, brings people closer together and creates connection

An invaluable service for businesses operating out of both countries, TGV Lyria is travel solution that gives passengers their time back...

Indeed, 80% of the journey time is "productive" time which can be put to good use, for example for those who are travelling for business.

By maximising travel time, TGV Lyria is also the best mode of transport for bringing families together and reuniting people. In short, TGV Lyria reduces distances, even if it's just for a weekend.

## Here's to another 40 years of successes

Today, the growing number of passengers on board TGV Lyria services – some five million in 2019 – bodes well for future expansion and investment to improve what we offer passengers, whether in terms of frequency, comfort or services. 2021 is *the European Year of Rail* and **its offering, standard of service and environmentally friendly ecosystem make TGV Lyria the obvious choice for travel between France and Switzerland**, a major European transport link.

# 40 years of high-speed rail links between France and Switzerland



© SNCF Media Library - Bruno Vignal



**27 September 1981**

## First TGV service, first service between Paris and Geneva

From day one, alongside the first commercial service between Paris and Lyon, the SNCF launched the TGV service between Paris and Geneva. The journey time between the two cities was cut from 5 hours 49 minutes to just 4 hours 15 minutes.

The occupancy rate on daily return services between Paris and Geneva was 87%. Additional trains have to be run at the weekend.

*2 dual-voltage TGVs // 4 hours 15 minutes // 130 km per hour*

**1983**

## Paris <> Geneva in under 4 hours

Improvements to the line between Paris and the South-East reduced the journey time by 45 minutes: Switzerland was now just 3 hours and 40 minutes from Paris.

*Four TGVs // 3 hours 40 minutes // 159 km per hour*

**22 January 1984**

## Inauguration of the Paris <> Lausanne line

Travelling between Paris and Lausanne, some 430 km, became possible in just 3 hours and 45 minutes.

By February 1984, daily passenger numbers had reached 7,000 on average, matching figures for the Paris <> Geneva line!

*4 triple-voltage TGVs  
3 hours 45 minutes //  
107 km per hour*



© SNCF / Michel Henri



## 23 April 2002 TGV Lyria is born

The simplified joint-stock company Lyria is a joint-venture of SNCF and SBB.

It took over the operations of the TGV France Suisse group of shared economic interest, and was to run all commercial TGV services between the two countries.

**22 August 2005**

## Agreement for Lyria to take over the Paris <> Geneva service

Three agreements were signed by Swiss Federal Councillor Moritz Leuenberger and French Transport Minister Dominique Perben on high-speed rail services, resulting in reduced travel times. SBB increased its stake in Lyria SAS from 11% to 26%.



# 40 years of high-speed rail links between France and Switzerland



© Pierre Julien

**12 December 2010**

## Opening of the Haut-Bugey line

The Bourg-en-Bresse – Bellegarde stretch, known as the Haut-Bugey Line or Carpates Line was opened. This reduced delays in the Bellegarde region and cut the journey time by 20 minutes.

*Eighteen TGVs // 3 hours 5 minutes // 300 km per hour*

# 3

**CLASSES**

## 2017 Creation of three travel classes

Launch of new TGV Lyria service, with 3 travel classes: STANDARD, STANDARD 1<sup>ÈRE</sup> and BUSINESS 1<sup>ÈRE</sup>.

**December 2019**

## Launch of Lyria 2020

Double-deck coaches, free wifi, a wider range of services, clock-face scheduling and new services were launched in response to increased travel between France and Switzerland. Not to mention BUSINESS 1<sup>ÈRE</sup> Standard and catering with a signature menu by the starred chef Michel Roth.

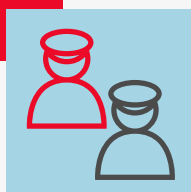


© GSDI

**2011**

## Creation of a bi-national crew

TGV Lyria introduced a Franco-Swiss crew to provide passenger services on board all of its trains.



# 40 years of high-speed rail links between France and Switzerland



© Lyria

2021

## Forty years of success and progress

Against the backdrop of a global pandemic, TGV Lyria is constantly adapting to restrictions to continue to support its passengers. Some four decades after the first Paris <> Geneva service, TGV Lyria is the leading provider of transport services between Paris and Switzerland.

The brand embodies the modernity of rail travel in the context of the climate emergency and increasing travel needs.

## TGV Lyria also has a strong online presence

In 2005, our first website was born before being overhauled in 2008, then optimised in 2014 and 2019.

Since 2018, online customers have been given assistance via the chatbot on our website or Messenger on Facebook.

TGV Lyria also has

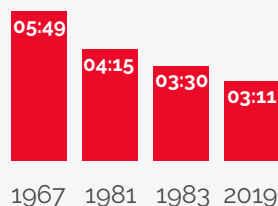
- 85,000 Facebook fans
- 10,000 Instagram followers
- 8,000 Twitter and LinkedIn followers
- 100 YouTube videos

So, follow us!



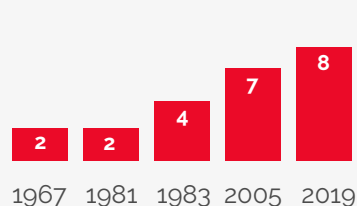
## Travel time Paris <> Geneva

In minutes



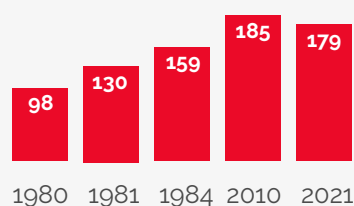
## Frequency Paris <> Geneva

Daily return services



## Average speed Paris <> Geneva

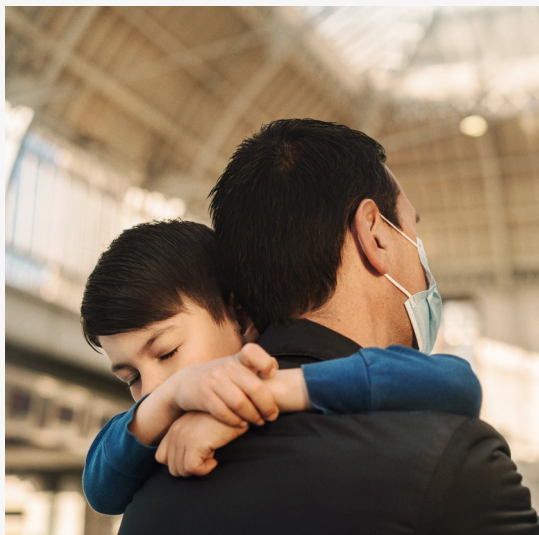
In km per hour



# The company

## Lyria SAS »

© Cécile Chabert



Lyria SAS, a company governed by French law, is a subsidiary of Société Nationale des Chemins de Fer Français (SNCF), which holds a 74% stake, and Chemins de Fer Fédéraux Suisses (CFF/SBB) which holds 26%.

Lyria is responsible for the optimisation of operations, in terms of commercial management, production and quality control of services on board TGV Lyria trains running between France and Switzerland.

In 2019, before the COVID crisis, some five million passengers travelled on TGV Lyria services and the company posted €320 million in revenues.



# Company management >



© Bbouillot

**Fabien Soulet**  
CEO of TGV Lyria

Fabien Soulet has been CEO of TGV Lyria since 1 January 2019. He is also a member of the board of directors of Railteam, an alliance of the main high-speed rail operators in Europe.

With more than 20 years' experience as a project manager and director within the rail industry in Switzerland and France, Fabien Soulet is tasked with successfully delivering the transformation and development strategy that was recently launched. With the liberalisation of the transport market, his savoir-faire and extensive knowledge of the market are assets in permanently establishing TGV Lyria as the leader for travel between Switzerland and France.

Mr Soulet began his career in 1998 as marketing project manager at Rail Europe (a subsidiary of SNCF) in Bern. This experience enabled him to develop his knowledge of the Swiss market.

In 2000, he actively contributed to the launch of [voyages-sncf.com](https://www.voyages-sncf.com). From 2000 to 2014, he was responsible for distribution in France and across the world on digital channels and via travel agencies.

Mr Soulet was Director of the Business, Companies and Travel Agencies Market at SNCF from 2015 to 2018. In this capacity, he oversaw sales to travel agencies, commercial relationships with the major business accounts, and marketing towards SMEs.

Fabien Soulet is a graduate of the EDHEC Business School in Lille and the London School of Economics and Political Science. A French national, Fabien Soulet speaks fluent English and has a good knowledge of German.

# Information and contacts

## Points of sale in France and Switzerland

- on [tgv-lyria.com](https://www.tgv-lyria.com), under the 'Book' section

### In France:

- at SNCF stations and boutiques
- at SNCF-approved travel agents
- via the hotline 36 35  
(every day, 7 am to 10 pm, local call rate charged)
- on [OUI.sncf](https://www.OUI.sncf)

### In Switzerland

- at SBB stations
- via the hotline 0848 44 66 88  
(CHF 0.08/min from a Swiss landline)
- via the hotline +33 1 84 94 3635  
(price of an international call, not including any additional charges by your operator)
- via the site [www.sbb.ch/en/buying](https://www.sbb.ch/en/buying)
- via the site [OUI.sncf](https://www.OUI.sncf)

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