

# FAQ CLIENTS EN

## GENERAL INFORMATION

### **Who is entitled to the Neuchâtel Tourist Card?**

Anyone staying in an official tourist accommodation in the Canton of Neuchâtel (hotel, campsite, bed & breakfast, holiday apartment, or group accommodation) benefits from the advantages of the Neuchâtel Tourist Card.

### **How can you obtain your NTC?**

3 days before your arrival, you will receive an email inviting you to complete the information required to generate your guest card(s).

1. Click on the link in your email.
2. Fill in the requested information.
3. Choose one of the following options to receive your guest card(s):
  - Access your guest card directly from your smartphone
  - Download and print your guest card
  - Send your guest card by email

### **How do you use the Neuchâtel Tourist Card?**

Once you have completed the above steps, simply present your card at the entrance of the various leisure activities offered or show it in case of inspection on public transport.

### **I have not received an email – what should I do?**

1. The email is sent 3 days before your arrival, so you may be worrying a bit too early.
2. Check your inbox and your spam folder (neuchateltourisme@myntc.ch).
3. Contact your accommodation provider; they may have forgotten to enter your reservation in the guest card registration system or may not have had your email address.

If the problem persists, please send us the information below and we will contact your accommodation provider to find a solution.

- Name and address of the accommodation
- First and last name of the host
- Phone number of the host
- Dates of your stay

### **Why do I need to provide an email address?**

Your email address is used to send your Neuchâtel Tourist Card. It is not used for commercial purposes.

## **Why do I need to provide the names and birth dates of each participant in my reservation?**

The Neuchâtel Tourist Card is personal and non-transferable. The birth dates also allow fair compensation of the NTC partners.

## **How long is the NTC valid?**

The Neuchâtel Tourist Card is valid for the entire duration of your stay.

For stays longer than 14 nights, the card must be reactivated after 15 days for technical reasons. You will receive an email when renewal is required.

## **I do not use the NTC – do I still have to pay the tourist tax?**

Yes. Guests of paid hotel and para-hotel services as well as renters of holiday accommodations are subject to the payment of a tourist tax.

(Law on Public Establishments, Art. 36)

---

# LEISURE

## **What leisure activities are included with the Neuchâtel Tourist Card?**

In addition to free transport within the Canton of Neuchâtel, the Neuchâtel Tourist Card offers the following free benefits:

- Boat cruises on the Doubs River and on Lake Neuchâtel
- Free entry to most museums in the Canton of Neuchâtel
- Free bicycle rental in Neuchâtel, Le Locle and La Chaux-de-Fonds
- Round-trip chairlift Buttes–La Robella

Details of the services offered and their opening hours can be consulted directly from your digital guest card and on the website [www.neuchateltouristcard.ch](http://www.neuchateltouristcard.ch).

---

# PUBLIC TRANSPORT

## **What is the validity zone of the NTC Transport?**

The NTC covers zones 10, 11, 14, 15, 20, 21, 30, 31, 32, 65 and 66 of the Onde Verte network.

It is valid on buses, postal buses, trains, trams and funicular railways.

## **Are boat cruises included?**

Yes. During the summer season, the NTC LEISURE offers:

- One cruise on Lake Neuchâtel (cruises No. 111 / 113 / 115 / 117 / 313 / 315 / 317 / 319 / 411 / 412)
- One river cruise on the Doubs

### **Where can boat schedules be found?**

Cruises on Lake Neuchâtel are operated by LNM; schedules can be found on [www.lnm.ch](http://www.lnm.ch). The Neuchâtel Tourist Card is valid on routes No. 111 / 113 / 115 / 117 / 313 / 315 / 317 / 319 / 411 / 412.

Cruises on the Doubs are operated by NLB; schedules can be found on [www.nlb.ch](http://www.nlb.ch).

### **Group travel: is it necessary to reserve seats on public transport?**

Yes. Groups of 10 or more people must reserve seats on public transport.

Reservations can be made:

- At any public transport ticket counter
- Online on the Neuchâtel public transport website ([www.transn.ch/groupes](http://www.transn.ch/groupes))