Coronavirus: travel safely thanks to extensive protection measures

As of 8 June, most services have returned to operation as per the regular timetable. Services such as rail catering, group reservations and luggage transport will also be recommenced. The protection measures for public transport will continue to apply. Adhering to them will ensure you travel safely.
The key points:

- In line with gradual easing of the Swiss Confederation’s restrictions, SBB resumed normal service on most of its long-distance and regional lines on 8 June.
- As more passengers will be using public transport again, it is important that the Confederation’s hygiene stipulations and the protective measures for public transport are adhered to. They enable safe travel.
- SBB is taking precautionary hygiene measures at railway stations.
- On 8 June, SBB reopened sales of supersaver tickets and Saver Day Passes. The SBB Rail Catering dining cars are back in service, and group reservations as well as luggage transport are also available again.

What protection measures must be followed on public transport?

The protection measures for public transport and the hygiene stipulations of the Federal Office of Public Health (FOPH) must be observed when using public transport. SBB has drawn up a protection plan based on FOPH stipulations. We are counting on all passengers to show personal responsibility and solidarity. Be considerate towards each other and keep your distance: at stops, counters, ticket machines, when boarding and alighting trains, and – as far as possible – on vehicles. Please observe the following protection measures:

Keep your distance at stations
Keep your distance

Buy tickets online

Observe hygiene rules
Keep yourself informed

Wear a mask where it is not possible to maintain distance

Leave seat spaces
Am I required to wear a mask on public transport?

Whenever a distance of 1.5 metres cannot be maintained, SBB strongly advises wearing a protective mask in line with FOPH stipulations. This is also underlined by the new SBB campaign: «On the way together again». 

Avoid peak times

We keep cleaning regularly
Do not keep the mask after use and dispose of it immediately in a waste bin. Information about the correct use of protective masks can be found on the FOPH website. Public-transport companies do not issue masks.

- Please ensure you have your own protective equipment.

You can purchase protective masks in various station shops, for example in kiosks, pharmacies, supermarkets, and convenience stores. The Selecta vending machines at railway stations are also stocked with protective masks. All relevant information about railway stations can be found online.

Which trains are running again from 8 June?

Customers can use the full range of national long-distance and regional services again from 8 June. Only night services and some connections during peak times – which are set to resume after the summer holidays – remain suspended or limited. Please check the online timetable before every journey. It is always up to date. Public-transport services are being increased in line with the Federal Council’s strategy for easing the restrictive measures.

International services will be restored in stages in coordination with partner railways and in accordance with official orders issued by the authorities in neighbouring countries. With the exception of connections to Italy, international trains to and from Switzerland have already resumed limited service. Latest information on international connections.

Which amenities will resume on 8 June?

SBB has resumed amenities that could not be offered while the transitional timetable was operating. Since 8 June, customers are once again able to enjoy SBB Rail Catering’s dining car offering. The stipulations and protection measures for staff and customers in dining cars are essentially the same as in restaurants and cafés. Groups can also make reservations on trains again. Adhering to all FOPH stipulations is the responsibility of travel groups. SBB recommends that all travel groups wear protective masks if a 1.5 metres distance cannot be maintained. On 8 June, SBB resumed unrestricted provision of luggage transport.

Are the trains being cleaned more frequently than before the coronavirus crisis?

SBB has increased the frequency of cleaning in response to the crisis. Objects customers touch and surfaces such as grab poles, buttons, tables, armrests, and toilets are cleaned and disinfected several times a day. Additional cleaning en route is carried out on heavily frequented trains. Handwashing facilities are also available at the railway stations.
How is hygiene being ensured at stations?

Customers can wash their hands at toilet facilities in stations. The hygiene centres, which normally charge for access, at Basel SBB, Bellinzona, Bern, Genève, Lausanne, Locarno, Luzern and Zürich HB stations can be used free of charge until further notice.

Hand-sanitiser dispensers have also been set up at the entrances to the 34 largest stations. Dispensers are also available at the entry to and exit from travel centres.

To ensure that the FOPH hygiene stipulations are adhered to, lifts may only be used by one person at a time. Queuing zones will also be set up at shops where necessary. Please find out about the opening times of the shop concerned directly at the location.

The waiting rooms at SBB railway stations are open again since 8 June. The waiting rooms on platforms will be closed until further notice, since their small size means social distancing cannot be guaranteed.

What measures apply regarding tickets?

All ticket counters are open. You should still buy tickets online, in apps, or at ticket machines if possible. Contactless payment methods should be used at ticket counters.

Passengers are still required to hold tickets. Passenger attendants will not touch SwissPasses and tickets when checking them until further notice but will instead check them at a distance.

How is SBB protecting its staff?

SBB staff are a key element of the protection plan for public transport. They wear protective masks when in contact with customers if a 1.5 metres distance cannot be maintained. Employees in contact with customers have been equipped with protective masks. Plexiglass screens have been installed at staffed points of sale to protect employees and customers. Tickets and passes will be checked by means of visual inspection until further notice so that passenger attendants do not have to touch them.

Many thanks to all our employees who continue to keep Switzerland moving during this difficult period.