Coronavirus: travel safely thanks to our protection plan

SBB is delighted that it is now possible to carry more passengers around Switzerland again. The requirement to wear a mask continues to apply throughout Switzerland on public transport and in enclosed areas of railway stations. If you follow the protection measures, you will travel in safety.

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The key points:

- For safe travel on public transport, comply with federal hygiene regulations and the protection measures for public transport.
- Face masks must be worn on all public transport vehicles in Switzerland. A mask must also be worn in enclosed areas of railway stations and in shops. Travel centres, waiting rooms and underground shopping areas are also considered to be indoor areas. This also applies to those who have already been fully vaccinated.
- No mask is required on the platforms of railway stations, bus stops, chairlifts and ship decks.
- If the minimum distance cannot be maintained, SBB and FOPH recommend continuing to wear a mask.
- The requirement to wear a mask does not apply to people who cannot wear a mask for particularly good reasons – notably for medical reasons – as well as children under the age of 12.
- Information on the requirement to wear a mask from the Federal Office of Public Health.
- We are happy to advise you on the right public transport travelcard.
- Please check the online timetable before starting your journey.

Current information (updated 6 August 2021)

The mask requirement is lifted on platforms and at bus stops.

SBB Restaurants

Since 11 June 2021, SBB restaurants and SBB bistros (with service or takeaway) are open again.

Please note the following restrictions:

- On trains with two SBB restaurants, only one restaurant will be open at a time.
- SBB restaurants on the IC 51 line between Biel and Basel are not currently in operation.
- For international rail services, SBB restaurants will initially be opened on the Swiss section of the route. On sections of the route in neighbouring countries, the opening of SBB restaurants will be coordinated in accordance with the guidelines in force in each respective country. Restaurants will be reopened as soon as it is permitted.

Please observe the applicable protection measures in the restaurants. You can find information on rail catering here.
International passenger services

Regarding the entry requirements of destination countries, SBB recommends that all passengers inform themselves in good time using the page provided by the FOPH or by checking with the countries in question. Information on international passenger services is available on our website Rail travel to other European countries in coronavirus times and is continuously updated.

Opening hours of shops and services at railway stations

All relevant information on protection measures, as well as the opening hours of shops at SBB railway stations can be found on the Information on stations page.

Travelling safely by rail

Protection measures on public transport

On public transport, the Federal Office of Public Health (FOPH) rules on hygiene and social distancing and the protection plan for public transport apply. Face masks must be worn on all public transport services and in closed rooms of the railway stations. Children aged up to 12 and people who cannot wear a mask for medical reasons are excepted from this rule.

Please observe the following protection measures:
Keep your distance

Buy tickets online

Observe hygiene rules

Keep yourself informed
Wear a mask on trains
Leave seat spaces
Avoid peak times
We keep cleaning regularly.
Protecting customers and staff is a priority for Switzerland’s public transport companies.

**Mutual respect and consideration**

Please be considerate of others and keep your distance at stops, counters, ticket machines, when boarding and alighting and, as far as possible, on the vehicles.

Eating and drinking is still permitted on public transport – and you can briefly remove your mask to do so. Staff who are in contact with customers must make those who are not wearing face masks aware that there is a requirement to do so.

**Protection measures at railway stations**

In the 34 largest SBB railway stations, hand-sanitiser dispensers have been set up at the entrances and outside the toilet facilities. To ensure that the FOPH hygiene guidelines are adhered to, lifts can only be used by one person at a time. Where necessary, shops in SBB railways stations have established areas for queueing.

All relevant information on protection measures, as well as the opening hours of shops at SBB railway stations can be found on the Information on stations page.

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**Cleaning of trains**

SBB has intensified the cleaning of trains since the beginning of the coronavirus pandemic: objects customers touch and surfaces such as grab poles, buttons, tables, armrests and toilets are cleaned and disinfected several times a day. On particularly popular lines, additional cleaning is carried out en route. A total of around 1,000 SBB employees are involved in cleaning the trains.

You can find a collection of tips for travel during the coronavirus pandemic in this article on SBB News.

**Air conditioning aboard the trains**

The information currently available shows no evidence for an increased risk of infection in SBB vehicles with air conditioning or ventilation systems. The air conditioning units operate using a mixed-air system. This means that both air from outside and recirculating air are mixed and processed in the air conditioning units. The amount of fresh air supplied to the passenger areas is secured on a per person basis and varies according to the outside air temperature and the number of people occupying the passenger areas. On average, the air in the passenger areas is fully exchanged with air from outside six to ten times per hour.
This significantly reduces the proportion of microorganisms in the air. SBB replaces the air filters every 45-90 days to prevent the accumulation of contaminants in the air conditioning units.

How SBB protects its employees

SBB employees are an important part of the protection plan for public transport, and staff wear face masks.

Plexiglas barriers at staffed points of sale protect both staff and customers. For safety reasons, engine drivers do not wear face masks.

Until further notice tickets and passes will be checked by means of visual inspection so that passenger attendants do not have to touch them.

Many thanks to all staff who are keeping Switzerland moving at this time.


Posted by SBB CFF FFS on Friday, April 3, 2020

Clean surfaces at stations and on trains are a top priority.