Coronavirus: Protection measures to make travel as safe as possible.

In line with the Federal Council’s strategy of easing the measures taken against the coronavirus, service on public transport is being gradually increased. SBB will resume various connections on 11 May. This makes it all the more important to comply with the protection measures when travelling.
What protective measures do I have to take when using public transport?

When travelling, please observe the protective measures for public transport and adhere to the hygiene recommendations issued by the FOPH. SBB has developed a protection plan based on the guidelines provided by the FOPH. This relies on personal responsibility and solidarity by our customers. We ask you to observe the following protection measures from 11 May 2020 onwards:

- 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

Avoid peak times
If possible, avoid traditional morning and evening commuting times and use less busy connections instead. Be considerate of each other and keep your distance: at stops, counters and ticket machines, when getting on and off the train and, if possible, whilst on board. SBB will be supporting passengers by providing as much space as possible on trains or by ensuring that passengers are well-distributed across compartments and coaches. If it is not possible to keep to the rule of maintaining a distance of two metres from others, we strongly recommend wearing a protective face mask in accordance with the FOPH’s guidelines. You can find information on the correct use of protective face masks on the FOPH website.

- Please provide your own protective equipment (masks).

The protection plan for passengers and staff allows temporarily closed ticket counters to be reopened and for opening hours to be extended. Nevertheless, we would like to ask our customers to buy tickets online, via apps, or from ticket machines if possible, and to pay with contactless methods at the ticket counters.

Customers can wash their hands according to hygiene recommendations in on-board restrooms, where available, and in train-station restrooms. From 11 May onwards, travellers can use the serviced hygiene centres in the stations of Basel SBB, Bellinzona, Berne, Geneva, Lausanne, Locarno, Lucerne and Zürich HB free of charge until further notice. Disinfectant dispensers will be placed at the entrances to larger stations. Dispensers are available at the entrances and exits of travel centres. To ensure compliance with the FOPH's hygiene regulations, queuing zones will be set up at shops in major stations and the use of lifts will be limited to one person at a time. Waiting rooms in SBB stations will remain closed until further notice; those that are still open today will be closed until 11 May.
What is SBB doing to protect employees?

Our employees are an important part of the public-transport protection plan. They are now wearing protective face masks when in contact with customers if a distance of two metres cannot be maintained. We are providing protective equipment for employees who need it.

Customers are still required to buy a ticket. For the time being, passenger attendants will not handle SwissPasses or tickets when checking them, but will check them from a distance instead. Plexiglas screens are to be used at points of sale in stations. Employees will be made aware of the need to observe the hygiene and behaviour rules.

Timetable

In light of the coronavirus, SBB severely restricted its public transport services in mid-March. Since 27 April 2020, operations have gradually been returning to the normal timetable. Please check the online timetable shortly before starting any journey, as cancellations, delays, and missed connections are possible during the period of the transitional timetable.
Which trains will be running again from Monday, 11 May?

Following the initial expansion of the service offer on 27 April, the following long-distance and regional services will be running again from 11 May 2020 in addition to the current service offer:

- IR90 Brig–Lausanne–Genève-Aéroport: back to normal operation for the most part
- S40 Fribourg–Romont: all services resumed
- S8 Palézieux–Payerne: all services resumed
- Zurich S-Bahn: S19: all services resumed.
  Resumption of various S20, S21 and S23 services

In Ticino, TILO is also planning a service expansion. Details on this will be made public at a later date.

As a result, the trains on a large number of routes will once again be running at the usual intervals. A further service offer increase is expected to follow at the beginning of June; depending on further easing of measures taken against the coronavirus by the Federal Council. Connecting services will be maintained wherever possible. However, disruptions and missed connections cannot be ruled out. Up-to-date travel information can be found in the online timetable.

Which trains have been running again since Monday 27 April?

- IC1 Zürich HB–Genève-Aéroport: resumption of the connection between Fribourg and Genève-Aéroport
- IR70 Luzern–Zürich HB: return to half-hourly service between Zürich HB and Luzern
- IR75 Zürich HB–Weinfelden–Konstanz: service will be increased between Zürich HB and Kreuzlingen
- IR17 Zürich HB–Olten–Bern: return to half-hourly service between Olten and Bern via the mainline via Burgdorf
- ZVV S19 Dietikon–Effretikon–Dietikon: increased service offer

Some regional transport operators reverted to the normal timetable from 27 April onwards. Connecting services are maintained wherever possible. However, disruptions and missed connections cannot be ruled out. Up-to-date travel information can be found in the online timetable.
When will the normal timetable be reintroduced?
A first step was taken on 27 April. On 4 May, some urban transport companies will increase their service offer, and on 11 May there will be a significant increase in timetabled operations, meaning that Swiss public transport will once again be operating at the usual intervals on many routes. The next stage in changes to the service offer will follow at the beginning of June. The health of our customers and employees remains our top priority. As system managers for rail and road, SBB and PostBus have therefore developed a protection plan for passengers and staff.

Can I still travel abroad?
In agreement with partner railways and in accordance with the stipulations of the authorities in neighbouring countries, international passenger services will be increased in a series of steps. According to the recommendations of the FOPH, tourist travel should continue to be avoided. Please check the online timetable before starting any journey.

Refunds and compensation
SBB is being as accommodating as possible regarding refunds: www.sbb.ch/en/refund. Customers with GA, Regional, Point-to-point, and annual Modular Travelcards will receive 15 days’ compensation. Customers with monthly travelcards will also receive compensation. Further information can be found here.

What if I had already bought a ticket at an earlier date?
All tickets already purchased will retain their validity. If a connection booked with a supersaver ticket is no longer running because of the reduced timetable, the supersaver ticket can be used for the next connection. The sale of supersaver tickets and Saver Day Passes has been temporarily suspended. The suspension of sale will last for the duration of the reduced timetable. If passengers miss a connection, their tickets will remain valid with no restrictions. The online timetable will be updated daily, following the entry of timetable changes into the systems.

What about refunds?
For refunds, see the site www.sbb.ch/en/refund. SBB customer service staff are fully committed to responding to all queries. SBB asks you to appreciate that response times will be longer than usual in light of the current situation.

Will my travelcard be refunded?
Switzerland’s public transport companies and their industry organisation Alliance SwissPass have found a solution (uniform across Switzerland) for customers who cannot use their travelcards because of the current situation affecting public transport. Customers with GA Travelcards, Regional Travelcards, Point-to-point Travelcards and annual Modular Travelcards will receive an extra 15-days refund. Customers with monthly travelcards will also receive a refund. Further information can be found here.
Further information

What about shops at the stations?

Please check the opening hours of the individual shops in question. Shops which do not provide basic provisions will remain closed. These modifications are temporary, enter force immediately and until further notice, and will be amended immediately if the authorities responsible issue new instructions, which will always take precedence and be binding.

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

It is also important to keep your distance in the station shops.