The Swiss government has issued recommendations for public transport. They are expected to be valid until 26 April. Tourist and extra services as well as group journeys will be cancelled. Customers will find all further information about travel during the period of the coronavirus outbreak below.
Current information on rail services

The online timetable at www.sbb.ch will be continuously updated. SBB and PostBus recommend that you check the timetable in good time on www.sbb.ch or in the SBB Mobile App. The rail service situation is being continuously monitored. This article will be continuously updated.

- Regular public transport will continue to run as per the timetable

- Service on tourist routes that do not connect settlements as well as extra and heritage services will be cancelled.

- **Italy:** the country has been put in lock-down, which restricts public transport between Switzerland and Italy. SBB supports the recommendations of the Federal Office of Public Health (FOPH) on how to protect yourself from the coronavirus. The massive restrictions to public life in Italy—and in particular the northern Italian regions of Lombardy, Emilia-Romagna and Veneto—have also led to restricted public transport between Switzerland and Italy. The trains from Switzerland to Venice end in Milan.

- **Long-distance services to other countries:** The international service offer to Italy has already been restricted. We expect further restrictions to all international passenger services.

  - On the Gotthard route, three of nine EC train pairs (Zürich dep. 07:10, 11:10 and 15:10 Uhr, and Milano dep. 11:10, 15:10 and 19:10) are only running between Chiasso and Zürich.

  - On the Simplon route, two of seven train pairs are affected: Genève dep. 05:39 and Basel SBB dep. 12:28, and Milano dep. 07:20 and 17:20. These trains are only running between Basel or Geneva and Brig.

- **Goodwill refunds:** SBB and PostBus will continue to offer goodwill refunds. The costs of cancelled journeys or journeys not started will be refunded in full until 26 April 2020. SBB will refund all tickets in full for journeys cancelled and not commenced, whatever the price or the fare type.

SBB supports the recommendations of the Swiss government

The latest recommendations of the Federal Office of Public Health are preliminarily valid until 26 April 2020. The office has given SBB AG a mandate to impose orders for all rail services and implement them in agreement with the Federal Office of Transport. PostAuto Schweiz AG (PostBus) has the same mandate for all public transport by road.

The health measures recommended by the Federal Office of Public Health (FOPH) for protection against the coronavirus remain in force. The FOPH recommends that passengers using public transport:

- maintain distance from other people if possible when waiting at stations or stops

- avoid travelling at peak times as far as possible. Peak time is from 06:00 to 09:00 and in the evenings from 16:00 to 19:00 on weekdays. It may differ depending on the route and train.

  - «Clever commuting.»

- maintain distance from other people as far as possible and follow the hygiene rules and behaviour recommendations.

- if you have symptoms of a respiratory illness (e.g. coughing and fever), please do not use public transport.

SBB supports the recommendations of the Federal Office of Public Health and expects personal responsibility from customers and flexibility from employers.
Coach-specific occupancy forecasts are available for SBB trains: On the online timetable, pictogrammes show the expected occupation of each individual coach. These are forecasts. This information helps you to plan your journey and to use quieter trains.

**Health is SBB’s top priority**

Before the new coronavirus reached Switzerland, SBB’s internal core pandemic task force was preparing for the eventuality that the situation would deteriorate; this work was always done in agreement with the Federal Office of Public Health (FOPH) and other government bodies.

**To protect staff, the follow measures have been come into force on 13 March 2020:**

- If passenger numbers are low, Travel Centres and points of sale may be closed and/or opening hours may be modified. Information will be provided directly at the locations affected.

- Catering services on trains (dining cars and at-seat service) will be completely suspended as of Saturday, 14 March 2020.

- Long-distance services will continue to be run with train crew on board. Ticket checks will be reduced significantly with immediate effect. Passengers are still required to have tickets.

The FOPH’s instructions on behaviour apply when using SBB services. Wash hands regularly with soap and water or an alcoholic handwash.

### Instructions:

- When coughing and sneezing, cover your mouth and nose with the crook of your elbow or a paper tissue. Dispose of used paper tissues immediately.

- In case of fever and coughing, stay at home.

- Always maintain distance to other people if possible, for example when waiting in a queue. The purpose of social distancing is primarily to protect older people who are particularly at risk.

- Avoid shaking hands

- Only go to a doctor’s office or an emergency department after making contact by phone

The FOPH is reminding people of these basic rules with an information campaign.

Further information about the coronavirus and recommendations, for example regarding behaviour, in particular regarding travel abroad, can be found on the FOPH’s website.

- Link to the FOPH.

The FOPH has set up an infoline for queries from members of the public: +41 58 463 00 00.