Coronavirus: travel safely thanks to extensive protection measures

Service according to the normal timetable will largely resume from 8 June. 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:

- Based on instructions from the Swiss Confederation and the gradual relaxation of measures taken against the spread of coronavirus, SBB will largely resume the full range of long-distance and regional services from 8 June.
- As more passengers will be using public transport again, it is important that the Swiss 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.
- SBB will resume selling supersaver tickets and Saver Day Passes from 8 June.
- SBB rail catering services in dining cars, group reservations and luggage transport will also be available again from 8 June.
- No extra trains will run and no cars will be added to existing services over Whitsun.

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 the 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 two 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 will run 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 – are excluded. 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 passenger services will be restored in stages in coordination with partner railways and in accordance with official orders issued by the authorities in neighbouring countries. Latest information on international connections.

Which amenities will resume on 8 June?

SBB is resuming amenities that could not be provided during the transitional timetable. This means customers can use SBB rail catering services in dining cars again from 8 June. The same provisions and protection measures apply to staff and guests in dining cars as in restaurants. Groups can also make train reservations again from 8 June. Adhering to all FOPH stipulations is the responsibility of travel groups. SBB recommends that all travel groups wear protective masks if a two-metre distance cannot be maintained. SBB will also transport luggage again from 8 June without restrictions.

The Federal Council will relax its measures against coronavirus already on 6 June. Why will SBB wait until 8 June to resume its services?

Due to previous planning that assumed a relaxation step on 8 June, it is not possible for SBB to further resume services two days earlier than that.
Are the trains now being cleaned more frequently?
SBB is cleaning trains more intensively: 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 used lines. 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 will remain closed until further notice.

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.

With the resumption of basic services and increasing demand, SBB will begin selling supersaver tickets and Saver Day Passes again from 8 June.

Employees have been made aware of the need to comply with hygiene and conduct regulations.
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 two-metre 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.