



Bernina Express



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Passenger information regarding safety concept

The safety concept of Swiss public transport and the guidelines in place for tourist traffic and gastronomy apply when travelling aboard the Bernina Express. The safety concept, which will be implemented and supplemented by the Bernina Express through a number of different measures, relies on passengers taking responsibility and showing solidarity.

We also ask those who have felt unwell over the last 14 days, or those who currently have a temperature or cough or are experiencing other cold- or flu-like symptoms, to avoid planning any trips and thus help stem the spread of COVID-19. If you already booked a journey, please contact our Railservice railservice@rhb.ch or **+41 (0)81 288 65 65**.

For the latest safety information and travel regulations, we also advise you to consult the websites of the Federal Office of Public Health (FOPH), the Federal Department of Foreign Affairs (FDFA), your home country and the WHO.

FAQ

Cleaning

The Bernina Express will be cleaned and disinfected on a daily basis at the terminals. Cleaning of the Bernina Express will also take place en route. Special attention will be given to handrails, buttons, handles, toilets, etc. The tables will be cleaned and disinfected after each passenger.

Train stations will be cleaned several times a day in line with the cleaning concept, and cleaning services have been increased. The focus is on surfaces with which customers come into direct contact.

Staff

Our staff have been trained in personal protective measures and must abide by the safety concepts. Furthermore, all staff are equipped with personal protective equipment. Additional rules also apply when dealing with passengers, and wherever possible, distancing rules will be observed. Increased requirements have been placed on our service staff regarding protective measures.



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Protective masks

In the Bernina Express, the hygiene mask must be worn from the age of 12 in accordance with the FOPH guidelines. Passengers are responsible for having and wearing a protective mask.

Protective masks are also compulsory for our staff.

Air-conditioning systems

Our air-conditioning systems transport fresh air from outside into the interior of the Bernina Express through various filters. These filters are cleaned and replaced regularly.

Hand washing / Sanitisation

All WCs are available free of charge at train stations for regular hand washing. A number of sanitisation points are also available.

The toilets aboard the Bernina Express are available for hand washing.

Cashless payments

The Bernina Express prefers cashless payments.

Information

Passengers are made aware of the hygiene measures and safety concept in our cars by posters.

Travel Guide brochure

Our Travel Guide brochure is disposed of after each use.

Restrictions in panoramic cars

To prevent gatherings and restrict movement within the cars, we ask that passengers remain in their reserved seat and use the toilet in their car. Please refrain from walking around the train.

Feeling unwell and displaying symptoms / Medical emergency

If you are feeling unwell or displaying symptoms, please contact a member of staff as soon as possible and do not leave your seat. Our train staff are trained in dealing with such matters and know the necessary measures to take to help you. The same applies in the case of a medical emergency.

Travelling safely on public transport / The public transport safety concept

