



## Passenger information regarding the Glacier Express safety concept

The safety concept of Swiss public transport and the guidelines in place for tourist traffic and gastronomy apply when travelling aboard the Glacier Express. The safety concept, which will be implemented and supplemented by the Glacier 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 [info@glacierexpress.ch](mailto:info@glacierexpress.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.

[Link to safety concepts](#)



## FAQ

<p>Glacier Express cleaning</p>	<p>The Glacier Express will be cleaned and disinfected on a daily basis at the terminals. Cleaning of the Glacier 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.</p> <p>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.</p>
<p>Staff</p>	<p>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. Our on-board kitchen is subject to food hygiene safety measures and standards.</p>
<p>Protective masks</p>	<p>A mask is mandatory in all public transport in Switzerland and also on the Glacier Express.</p> <p>Our guests are independently responsible for a protective mask.</p> <p>The protective mask can be removed during consumption. Please wear the protective mask whenever possible.</p>
<p>Air-conditioning systems</p>	<p>Our air-conditioning systems transport fresh air from outside into the interior of the Glacier Express through various filters. These filters are cleaned and replaced regularly.</p>
<p>Hand washing Sanitisation</p>	<p>All WCs and hygiene units are available free of charge at train stations for regular hand washing. A number of sanitisation points are also available.</p> <p>The toilets aboard the Glacier Express are available for hand washing. Sanitiser can be provided on request.</p>
<p>Cashless payments</p>	<p>The Glacier Express prefers cashless payments.</p>

Information	Passengers are made aware of the hygiene measures and safety concept in our cars via the onboard screens.
Travelling safely on public transport The public transport safety concept	
Headphones Welcome aboard Audio guide Tablets	<p>We use disposable headphones distributed by qualified cleaning personnel who observe hygiene measures.</p> <p>Our Welcome Aboard brochure is disposed of after each use.</p> <p>Our audio guide panel is cleaned and disinfected daily.</p> <p>Our tablets are cleaned and disinfected between each use.</p>
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.
Panorama Bar / Glacier Bar	The Panorama Bar and Glacier Bar will remain closed. Passengers are prohibited from entering our service cars; only service staff are permitted entry.
On-board magazine	A member of staff will place a copy of our on-board magazine at your seat prior to travel and dispose of the magazine upon completion of the journey/disembarkation.
Infotainment <b>NEW</b> Wi-Fi / WLAN	<p>An alternative to our audio guide is provided in the form of our new infotainment system – offering passengers lots of new and entertaining information about the Glacier Express and the route.</p> <p>You can also have free use of our Wi-Fi/WLAN. Please note that reception depends on network availability. We travel through sparsely populated areas that are difficult to access. Therefore, continuous reception cannot be guaranteed.</p>
Luggage handling Excellence Class luggage handling	Due to the protective measures in place, passengers must carry their own luggage onto the train.
Excellence Class concierge	For the protection of our passengers and staff, service restrictions are unavoidable. Our concierges must adhere to strict hygiene measures in order to observe distancing rules.
On-board restrictions	<ul style="list-style-type: none"> <li>- The bar is off-limits (no standing allowed)</li> <li>- Passengers are not permitted to walk around outside their reserved car</li> <li>- Tickets will be inspected in accordance with public transport guidelines</li> <li>- Tourist information will be provided by the infotainment system rather than train staff</li> <li>- Limited catering and souvenirs</li> </ul>
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.

## Contact Tracing



Guest data for contact tracing is recorded on the Glacier Express. This data is only used for any contact tracing and will be destroyed after 14 days.