



# Landwasser-Express

## Passenger information on the safety concept

The safety concept for public transport in Switzerland and the guidelines for tourist traffic apply on board the Landwasser Express. The safety concept relies on passengers taking responsibility and showing solidarity and is being implemented and supplemented on the Landwasser Express with various measures.

In an attempt to stop the further spread of COVID-19, we would also ask you not to plan a trip if you have not felt well in the last 14 days or are currently suffering from a high temperature (fever), a cough or other cold and flu symptoms. If you have booked a trip, please contact our Railservice by mail at [railservice@rhb.ch](mailto:railservice@rhb.ch) or by phone on **+41 (0)81 288 65 65**.

For all the latest safety information and travel regulations, we would also ask you to consult the websites of the FOPH, the Federal Department of Foreign Affairs (FDFA), as well as the relevant websites of your home country and the WHO.

## FAQ

### Cleaning

The Landwasser Express is cleaned and disinfected once a day. Special attention is paid to the following: handles, seats and windows.

### Staff

Our staff are trained in the deployment of personal protective measures and must comply with the safety concepts. Furthermore, additional rules will be implemented when dealing with passengers and, wherever possible, distance rules will be observed.

### Protective masks

In the Landwasser-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 the staff.

### Washing hands / disinfection

Hand sanitiser is available free of charge at Filisur station for use before boarding the Landwasser Express.



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## Online booking

If at all possible, passengers are asked to purchase tickets online.

## Seating

Only families or people who know each other should sit in one particular row.

## Separation of individual rows

The individual rows of seats on the Landwasser Express have safely been separated by transparent sheets of PVC.

## Information

Passengers can check all hygiene measures on the posters displayed in the coaches.

## Embarking and disembarking

Passengers can board in groups of four and with sufficient distance. Staff on the train are responsible for opening and closing the doors. At the vantage point at the Landwasser Viaduct, please behave responsibly when getting on and off the train.

## Illness & symptoms / medical emergency

If you feel unwell or start showing any symptoms of illness, contact our staff as soon as possible and do not leave your seat. Our staff have all been trained and are familiar with the necessary measures that can help you. The same applies in the case of a medical emergency.

## How to protect yourself on public transport / safety concept for public transport

