

COVID-19 update

Resumption of services on 20 June 2020

1 Resumption of Glacier Express services

The Glacier Express services are due to recommence on 20 June 2020, a fact confirmed by the Swiss government on 27 May 2020.

1.1 Operational concept for resuming summer 2020 services

Given the expected low level of demand, we will start with only a limited timetable. **Trains 902 / 903 will run according to timetable.** The following trains will be temporarily suspended: 900/901/904/905/906/907

We will consider expanding the timetable subject to concrete demand.



2. Klasse (Bp)	2. Klasse (Bp)	1. Klasse (Ap)	WrP	1. Klasse (Api)	Excellence (Aps)	Total Sitzplätze 182
48 Sitzplätze	48 Sitzplätze	36 Sitzplätze	Panoramabar	30 Sitzplätze	20 Sitzplätze	

2 Offering

From 20 June 2020	
Glacier Express	Reserved seat in a new car* Audio guide (in 6 languages) Infotainment system (in 8 languages)
Catering	Reduced offer 1st & 2nd class* - Cold dishes - Daily special - Set menu (2 or 3 courses) - Desserts - Drinks - Wine list
Souvenirs	Slanted glass on board Online shop with further souvenirs
Excellence Class Trains 902/903	Reserved seat Infotainment Concierge* 5-course meal* Reduced supplement until 11 October 2020: CHF 395 (instead of CHF 420)

* Restricted offer due to protection concept; see protection concept / restrictions

3 Safety concept / hygiene measures

The Glacier Express is following the guidelines set out in the public transport safety concept and the provisions outlined for tourist traffic and gastronomy. Certain measures are also being implemented and supplemented by the Glacier Express. However, the safety concept also relies on passengers taking responsibility and showing solidarity

To avoid challenges, we kindly ask you not to plan a trip for yourself or your customers if there is anyone who does not feel well or who is currently suffering from a high temperature/fever, cough or any other cold or flu symptoms. If symptoms occur at short notice, please contact our Railservice.

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), the regulations given by your home country and/or the WHO.

Please inform your customers about the following measures for passengers on the Glacier Express:

- Heed the hygiene rules set out by the Federal Office of Public Health (FOPH)
- Keep your distance (2 m) at the station when boarding or disembarking
- Use the sanitisation points at train stations / sanitiser is available on board the train
- Hygiene masks are highly recommended if you are unable to keep your distance and must be brought along by passengers
- We urge you not to leave your allocated seat and only move around within your car
- The Glacier Bar / Panorama Bar is closed
- Regular cleaning will take place and cleaning requirements have been increased

Click [here](#) for detailed information on the protection concept & FAQs.

4 Group travel / reservations

4.1 Limited group size

Due to the directive of 27 May 2020 from the Swiss Federal Council, a group can currently consist of a maximum of 30 people. This upper limit may be adjusted continuously in the light of further developments.

4.2 Cancellation fees and terms and conditions

In principle, the [General Terms and Conditions](#) apply from 20 June 2020.

4.3 Binding reservations

Due to the limited capacity as a result of the protection concept, we are dependent on binding reservation requests as early as possible. For this reason, there will be an increased number of callbacks from Railservice about specific reservation requests.

5 Rebookings / cancellation of individual bookings

No changes will generally be made to individual bookings on trains 902/903. The relevant cancellation fees apply. If individual bookings have been made for non-operating trains (see point 1.1), please proceed as follows:

5.1 EPR bookings (UIC / Hitrail / Euronet)

EPR bookings for non-operating trains must be cancelled separately through the tour operators via the relevant systems and, if necessary, rebooked for the available trains 902/903.

5.2 B2B shop bookings

B2B shop bookings up to and including 19 June 2020 will be cancelled and refunded by Glacier Express AG; bookings for non-operating trains (see point 1.1) will be cancelled by Glacier Express AG. If the cancelled seats are still required, they can be rebooked in the B2B shop for the available trains 902/903.

5.3 Online bookings

Seats booked via the online shop will be rebooked to trains 902/903 by Railservice and customers will be informed automatically via the mail address given.

6 Cancelling/rebooking Excellence Class

Bookings in Excellence Class up to and including 19 June 2020 will be cancelled and refunded by Glacier Express AG.

We will refund the difference between the standard and the reduced surcharge for bookings which have been made for after 20 June 2020.

7 Contacts

To ensure the entire process is as smooth as possible for everyone, please feel free to contact us as follows:

Enquiries for group seat reservations

info@glacierexpress.ch / tel.: +41 (0)81 288 65 25

Messages regarding B2B shop cancellations (only by mail)

vertriebssysteme@rhb.ch

General questions on the situation and how to proceed

sales@glacierexpress.ch / tel.: +41 (0)81 288 61 61