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## Update Glacier Express 2020/2021

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### Note on the current situation

Dear customers

We are pleased that you have decided to include the Glacier Express in your programmes for 2021. Based on the experience of 2020 and the many uncertainties facing us re 2021, we would kindly request that you take note of the following:

- We have made as many seats as possible available to you. In spring 2021, however, a new consolidation of demand will be necessary to enable us to plan optimally
- The operating concept 2021 has been significantly reduced due to the uncertainties and experiences of 2020 (see point 1). Should demand increase sufficiently, we will be able to adjust our offerings accordingly within a reasonable amount of time
- In 2021, we will depend more than ever on a lively exchange and good cooperation with our customers and would like to thank them now in advance for their support

### 1 Operating concept Glacier Express 2020/2021

Given the expected low level of demand during the peak season, operations will take place on only a limited timetable.

- Trains 902/903 (923) **will run according to timetable.**
- Train 904/905 **will run according to timetable from May 8<sup>th</sup> 2021**
- Trains 900/901/906/907 **are not likely to be running in 2021.**

We will consider expanding the timetable subject to concrete demand. Group reservations in April 2021 on trains 904/905 remain valid.<sup>8</sup>

### 2 Offering

<b>From 06.12.2020</b>	
Glacier Express	Reserved seat in a new panoramic car* Audio guide (in 6 languages) Infotainment system (in 8 languages) Free Wi-Fi in the new panoramic cars
Catering	Reduced offer 1st & 2nd class* - Cold dishes - Daily special - Set menu (2 or 3 courses) - Desserts - Drinks - Wine list

Souvenirs	Slanty glass on board Online shop with further souvenirs
Excellence Class Trains 902/903	Reserved seat Infotainment Concierge* 5-course meal*  As long as the protection concept is in force, a reduced surcharge applies: CHF 395 (instead of 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), as well as 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:

- Hygiene masks must be worn on public transport
- Heed the hygiene rules set out by the Federal Office of Public Health (FOPH)
- Keep your distance (1.5m) at the station when boarding or disembarking
- Use the sanitisation points at train stations / sanitiser is available on board the train
- We urge you not to leave your allocated seat and only move around within your car
- The Panorama Bar is closed
- Regular cleaning will take place and cleaning requirements have been increased

Click [here](#) for detailed, up-to-date information on the protection concept & FAQs.

## 4 Group travel / reservations

### 4.1 Cancellation fees and terms and conditions

In principle, the General Terms and Conditions apply from 06.12.2020.

### 4.2 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.

In the interests of good cooperation, we ask you to inform us about the number of participants and cancellations in good time. Please do not wait until the last day before the cancellation becomes chargeable, but give us binding information in advance if possible. This is the only way we are able to plan the operating concept optimally.

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

### General questions on the situation and how to proceed

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