

# Accessible travel.

Valid from 15 December 2024.



## Accessible travel on public transport.

2 You can travel barrier-free or with assistance on the entire Swiss network. The following information is aimed at all passengers who use wheelchairs, those with mobility problems, the blind, the visually impaired and passengers with a cognitive disability.



Find the information you need on SBB's digital channels.

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## **SBB online timetable and SBB Mobile app.**

You can find out the following at [sbb.ch/en/timetable](http://sbb.ch/en/timetable) and in the SBB Mobile app:

- Whether the whole journey is barrier-free.
- Whether on-site assistance is needed.
- Where the individual coaches are located.
- Where the wheelchair space and wheelchair WC are.

The level of accessibility is indicated using six symbols:



### **Independent boarding/alighting.**

You can board and alight independently on this connection.



### **Board/alight with transport staff.**

Please contact the transport or service staff directly to request assistance.



### **Board/alight with staff assistance, register in advance.**

You require boarding/alighting assistance for this connection. Register at [swisspass.ch/handicap](http://swisspass.ch/handicap) or via the Contact Center Handicap at least one hour in advance.



### **By shuttle to the accessible stop, register in advance.**

Please contact the Contact Center Handicap by telephone at least two hours in advance.



### **Connection not wheelchair accessible.**

This connection is not wheelchair accessible. There is an independent boarding/alighting location nearby. Obtain information from the Contact Center Handicap.



### **No information available.**

Reliable information cannot be provided for connections that are more than 21 days in the future.

### **SBB Inclusive app.**

- The app displays visual and acoustic information about railway stations, tram stops, bus stops and SBB trains on your smartphone.
- Current announcements on trains and at the station.
- Door finder function.



**sbb.ch/en/handicap**

General information about SBB's service offer and travel discounts for passengers with reduced mobility.

## Digital notification and information system (AMO).

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### **Digital with SwissPass login.**

The new notification and information system (AMO) lets you check the accessibility of your connection and, if necessary, order assistance digitally. Sign in using your SwissPass login at [swisspass.ch/handicap](http://swisspass.ch/handicap). You will receive an e-mail with the travel confirmation. Additionally, 30 minutes before each registered instance of assisted boarding/alighting, you will receive an SMS text notifying you which person will support you.

### **Telephone the Contact Center Handicap.**

- 0800 007 102 (free from within Switzerland).
- From abroad: +41 800 007 102 (subject to charge).

Open every day from 5am to midnight.

### **Register your trip in advance.**

- For all Swiss public transport stops: one hour before the time of the assistance. There are exceptions.
- Public transport stops served by shuttles: at least two hours before departure.
- For foreign stations: 24 hours before departure.

### **Seat reservations on international rail services.**

Seat reservations are obligatory on international services.

These can be purchased at your railway station or via the SBB Contact Center on 0848 44 66 88 (CHF 0.08/min.).

The most important services and advice at a glance.

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### **Contact Center Handicap.**

0800 007 102 (free from within Switzerland)

Open daily from 5am to midnight.

- Organises assistance with boarding and alighting Swiss public transport for passengers with reduced mobility
- Information about accessibility of public transport
- Information about discounted fares

### **[sbb.ch/en/timetable](http://sbb.ch/en/timetable).**

- Details of the timetable and accessibility of connections and train compositions
- Ticket purchase

### **Notification and information system (AMO) at [swisspass.ch/handicap](http://swisspass.ch/handicap).**

Digital reservation of boarding and alighting assistance on public transport

### **SBB Contact Center.**

0848 44 66 88 (CHF 0.08/min.)

[sbb.ch](http://sbb.ch)

- 24-hour service
- Ordering tickets, seat reservation, timetable information and general information about rail travel

## **SOS Bahnhofhilfe ([bahnhofhilfe.ch](http://bahnhofhilfe.ch)).**

Support for persons with reduced mobility in Basel, Bern, Biel/Bienne, Geneva Cornavin, Lucerne, Olten and at Zurich main station.

### **Important information.**

- Information about connections and accessibility is updated in real time in the online timetable and the SBB Mobile app. In the event of cancellations, unforeseen changes in modes of transport or lack of information, the level of accessibility of a connection may differ from that given online.
- Depending on the stop, customers may still need to deal with various differences in height and/or a gap between the platform edge and the train door, even on low-floor vehicles.
- If you board or alight independently with a wheelchair, you take responsibility for doing so. The transport companies do not accept any liability in the event of damage or accidents.

**SBB AG**

Passenger Services Markets  
Handicap Centre of Excellence  
Trüsselstrasse 2  
3000 Bern 65

[sbb.ch/en/handicap](http://sbb.ch/en/handicap)