

FAQ customers – certificate requirement as of 09/13/2021

Why is a certificate now required for my journey on the Glacier Express?

As a transport company and also a provider of catering services, Glacier Express AG is subject to the precautionary measures plan for public transport ([Precautionary measures plan for public transport](#)) and the precautionary measures plan for gastronomy ([Precautionary measures plan for gastronomy](#)). These precautionary measures plans govern the implementation of the regulations imposed by the Federal Council in day-to-day operations.

We are therefore obliged to adhere to the regulations adopted by the Federal Council on 8 September 2021 regarding an extension of the certificate requirement.

From when and until when does the certificate requirement apply?

According to the Federal Council, the extended certificate requirement is likely to apply for a limited period from 13 September 2021 until probably 24 January 2022. The time limit depends on the epidemiological situation and can be lifted earlier by the Federal Council.

Who is required to be certified?

The certificate requirement applies to all persons aged 16 and over (children and adolescents under 16 are excluded from the certificate requirement).

Which certificates are valid?

Access to the Glacier Express is granted to all guests who can present a valid Covid certificate (CH or EU/EFTA certificate) in paper form or in the app together with a valid identification document. The certificate documents via QR code either a complete Covid vaccination, a recovery or a negative test result.

All persons from third countries / outside the EU who have been vaccinated with a vaccine approved by the European Medicines Agency (EMA) can obtain a Covid certificate valid throughout Switzerland by having their vaccination certificate converted into a Swiss vaccination certificate online (central contact point for tourists will be available from 10/11/21).

In the transitional phase until 10/24/2021, a recognized vaccination certificate (e.g. CDC Card) together with an official ID/passport is sufficient for foreign guests to access the Glacier Express.

Which Glacier Express trains are affected by the certificate requirement?

All trains except special trains 900/901 (offering no food), which run on certain days in September for private groups.

What do I need to show to be able to start my journey on the Glacier Express?

You can only travel on the Glacier Express if you have a valid COVID certificate. The certificate documents a COVID vaccination, recovery from the illness or a negative test result.

[Everything you need to know about the Swiss COVID certificate](#)

Can I get tested on your premises?

No, all guests must first obtain a COVID certificate themselves. Here is an [overview](#) of possible test centres.

When and how will the certificate requirement be checked?

Before embarking, our staff will scan and check the QR codes for the COVID certificates of all passengers. This will be carried out at all official stops on the Glacier Express timetable. This is how we will ensure that checks are carried out at all boarding points and that only passengers who have been tested, vaccinated or who have recovered from the illness are on board the Glacier Express.

Will there be any changes to the timetable or do I have to expect delays due to the prior certificate checks?

No, there will be no changes to the timetable. With regard to delays, that is something we can only say when the procedure has been in place for a few days.

Will the mask requirement no longer apply as a result of the new certificate requirement?

The introduction of the certificate requirement on the Glacier Express means that all other measures, such as contact tracing, the requirement to wear a mask and the restriction of capacity, are now dispensed with.

Can I continue to eat food on the train and/or use the gastronomy services on offer?

Yes, our gastronomy services on board the Glacier Express will continue to be available to all passengers as usual.

I would like to cancel or rebook my trip due to the certificate requirement. How should I proceed?

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