



Press release

Glacier Express back on track from 20 June / New interior design in 1st and 2nd class

After experiencing a very good start to 2020 and a 7.5% increase in travellers by the end of February, Glacier Express services were suspended on 14 March on the instruction of the Federal Council. Due to the change in circumstances caused by COVID-19 and the uncertainty in demand, we have had to realign and reorganise our summer season. As a result, there will be fewer Glacier Express trains and they will be less busy than usual in the beginning due to the safety concept. At the same time, more space will be available to accommodate each traveller. The new interior design and infotainment system will also provide added comfort for passengers.

Owing to the coronavirus, passenger numbers in the 2020 summer season will be a far cry from the high figures recorded over past three years, especially in terms of group travel. Although it could be assumed that the major increases reported by the Glacier Express – especially in individual travellers – would mean that this segment would be more likely to recover, an economically viable occupancy rate for the three train pairs originally intended to operate under the summer timetable is unlikely once service has resumed. As a private enterprise, Glacier Express AG must also assess the risks. Together with the Board of Directors therefore, the management has decided to resume operations with just one train pair to begin with. All cars in operation have been redesigned to fit in with the «Alpine chic» style of the successful Excellence Class, which was launched in 2019.

If necessary and with sufficient warning, capacities can be adjusted to meet increasing demand. All group reservations for summer, made prior to the suspension of operations in March, and for which the entire risk was borne by Glacier Express AG at the time, have been suspended and the organisers have been asked to make new, binding reservations. Those travelling alone have been given the option of rebooking at no extra cost or cancelling their booking altogether. New bookings can be made via the respective digital systems.

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