





Wheelchair users on public transport

Two systems are available to assist wheelchair users on the Swiss rail network: low-floor access to vehicles, and staff assistance with provision of wheelchair access devices (ramps/lifts). For international services with a seat reservation, journeys with a wheelchair must be registered with the SBB Call Center Handicap 0800 007 102 (free from the Swiss fixed-line network) at least 48 hours before departure. At the same time, they must notify SBB Call Center Handicap of their trip. Local conditions apply for travel by boat and by cableways. Information is available from the relevant transport companies.

Please note that the information on www.fahrplanfelder.ch/en is not guaranteed to be correct and a non-wheelchair-accessible replacement can be used in the event of a cancellation. Boarding and alighting from modes of transport may not be possible at all stations or stops.

Information on www.fahrplanfelder.ch/en

-  Some or all modes of transport readily accessible to manual or electric wheelchairs. Boarding and alighting may not be possible at all stations or stops.
-  Restrictions may apply to individual modes of transport, e.g. "Electric wheelchairs cannot be conveyed" or for rail travel "A gap of approx. 20 cm remains, and assistance is not available except at the designated stations".
-  No wheelchair-compatible modes of transport are in operation, or no staff may be available to assist passengers boarding or leaving modes of transport.
-  Advance notification required. Staff will assist passengers boarding or leaving modes of transport, but generally only at the designated stations.

Categories  and  already comply with the legal specifications.

Contact

SBB Call Center Handicap, daily from 6.00–22.30 on freephone 0800 007 102;

from abroad: tel. +41 (0)51 225 78 44 (subject to charges).

E-mail mobil@sbb.ch,

sbb.ch/en/station-services/passengers-with-a-handicap

or you can contact the relevant transport companies directly.

Further information can be found at:

fahrplanfelder.ch

www.bav.admin.ch/mobile

inclusion-handicap.ch