



SBB CFF FFS

Vorinformation Bauarbeiten: Fahrplanänderung: Bern - Basel / Zürich, Fr, 12. September ab 21:00 Uhr bis Mo, 15. September 2025 um 05:55 Uhr. Prüfen Sie Ihre Verbindung im Online-Fahrplan.

Linie	Abfahrtsort	Anfahrtsort	Wagen
S3	16:17 Basel SBB	via Liestal	11
C5	16:20 Rorschach	via Zürich HB	7
	16:25 Kreuz	via Aarau Rapperswil	9
	16:29 Interlaken Ost	via Bern	11 Gruppen Sektor A
	16:30 Basel SBB		10 Gruppen Sektor C
	16:30 Lucerne	via Luzern	12
	16:33 Olten	via Albstadt	4
	16:33 Hamburg	via Basel	7
	16:38 Biel/Stans	via Grenchen	1 B-D
	16:38 Westlingen	via Aarau	3 AB



Accessible travel.

Valid from 1 April 2026.



Accessible travel on public transport.

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You can travel barrier-free or with assistance on the entire Swiss network. The following information is aimed at all passengers who use wheelchairs, mobility-impaired passengers, blind people, people with visual impairments and people with cognitive and invisible disabilities.



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 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 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 provides audio and visual information about railway stations, tram and bus stops, and about most trains right on your smartphone.
- Current announcements on trains.
- Find door button and emergency call functions.
- Station accessibility and lift failures.



sbb.ch/inclusive



sbb.ch/en/handicap

General information on accessible travel.

Reserve your assistance by telephone or online.

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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.

SBB Assist.

SBB Assist provides you with support at SBB stations e.g. finding your way around, changing trains and dealing with ramps. SBB Assist assistance can be organised via the Contact Center Handicap. This service depends on staff availability.

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.
- Obligatory seat reservations for international rail services at your station or via the SBB Contact Center: 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 online timetable and SBB Mobile app.

- Details of the timetable and accessibility of connections and train compositions
- Accessible routing within the railway station
- Ticket purchase

Notification and information system (AMO) at [swisspass.ch/handicap](https://www.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](https://www.sbb.ch)

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

Sunflower lanyard.

At all SBB Travel Centres, passengers with invisible disabilities can receive the sunflower lanyard from the Hidden Disabilities Sunflower project free of charge.

SOS Bahnhofhilfe ([bahnhofhilfe.ch](https://www.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. Unforeseen changes can result in the information about accessibility being inaccurate.
- Despite low floors, at some stops there may be gaps or differences in height. Additional help can be organised by the Contact Center Handicap.
- 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
Accessible Travel Department
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[sbb.ch/en/handicap](https://www.sbb.ch/en/handicap)