

Accessible travel throughout Switzerland – good to know.

Accessibility and public transport in Switzerland.

Swiss Travel System.



People with limited mobility often face challenges in their everyday lives. A flight of stairs, a construction site, an absence of elevators or someone to give a hand. These are daily obstacles that need to be addressed. Switzerland has taken up these challenges, implementing numerous measures to ensure that all individuals can travel around as independently as possible.

The aim of enabling all people to live as autonomously as possible is stipulated in the Federal Act on the Elimination of Discrimination against People with Disabilities (DDA) and the Ordinance on Barrier-Free Design of Public Transport (PTAO). Public facilities are expected to be fully accessible. This extends to public transportation as well, with all services of the Swiss Federal Railways (SBB) being gradually made accessible for all.

With significant investments in infrastructure, such as barrier-free platforms and comprehensive station services for people with limited mobility, the development of digital offers, and discounted ticket prices for support people, Switzerland is moving closer to achieving this goal. The offering for people with limited mobility or reduced sight or hearing covers the entire travel experience, from booking to post-journey.

Information and booking.

The journey starts with planning. SBB provides special services for people with limited mobility to ensure they can plan their journey in advance and receive all necessary support. This includes providing information about barrier-free connections and stations. Most SBB connections are accessible without barriers. The [SBB Mobile app](#) and the online timetable on [sbb.ch](#).

Scheduling boarding and disembarking assistance.

SBB offers a special service that can be reserved prior to travelling to help guests board and disembark its trains. This service ensures that qualified personnel is available to assist with getting on and off the train. This is particularly useful for wheelchair users or individuals with limited mobility. This service is offered at most major stations. An overview of all stations in Switzerland that offer these services available [here](#).

Accessible facilities.

SBB has made great strides to make its stations and trains barrier-free. This includes lifts and ramps for wheelchair users, tactile guidance systems for the visually impaired, and acoustic signals for the hearing impaired. Moreover, most trains are equipped with special areas for wheelchair users.

SBB Inclusive.

The SBB Inclusive app delivers visual, acoustic, and digital customer information from stations and trains directly to your smartphone. Thus, the app allows blind, visually impaired, deaf, and hard of hearing people to travel more independently and securely.

Support during the journey.

During the journey, available railway staff are committed to providing support and ensuring the journey is as comfortable and seamless as possible. This can include help in finding the correct seat, information about connecting trains, or assistance in the event of unforeseen circumstances.

After the journey.

Even after the journey, SBB strives to continually improve and expand its services. It encourages travellers with limited mobility to provide feedback and share their experiences to ensure their needs and expectations are met.

Overall, travelling with the Swiss Federal Railways for people with limited mobility is a simple and pleasant process thanks to comprehensive planning, support, and barrier-free facilities. SBB demonstrates that inclusion and accessibility with regards to public transport are possible.

It is important to emphasize that SBB's efforts to enable barrier-free travel benefit not just those with mobility restrictions. Families with strollers and older people also reap the benefits of investments in barrier-free travel opportunities. The easy accessibility of trains and stations, the availability of elevators and ramps, as well as staff support make travelling with public transportation in Switzerland a pleasant experience for all.

For more information about traveling with limited mobility, visit: sbb.ch/accessible-travel