

Hygiene and conduct measures for passengers at Zurich Airport

Welcome to Zurich Airport.
Nice to see you again!

OUR CONTRIBUTION FOR YOUR PROTECTION



Floor stickers to ensure distance is kept



Increased cleaning



Stations for disinfection



Constant disinfection of handrails and door handles

YOUR CONTRIBUTION FOR YOUR PROTECTION



Keep your distance where possible.



Pay cashless.



Wash your hands thoroughly.



Recommendation: If its not possible to keep your distance, wear a mask.

www.zurich-airport.com

Zurich Airport

Flughafen Zürich AG and its partners have intensively examined the current situation and have drawn up a comprehensive protection plan. The most important points are as follows:

Cleaning

Cleaning frequency has been increased and two new cleaning robots are in use. Items that passengers touch frequently, such as escalator handrails, trays at security checkpoints, handrails in buses or luggage trolleys, are also cleaned more frequently and are disinfected.

Hygiene

200 disinfectant dispensers are available along passenger routes, as well as the first Selecta machines in Switzerland that contain only hygiene products, such as masks or disinfectants. Hygiene measures have been stepped up on board SWISS aircraft, in accordance with Federal Office of Public Health guidelines. Adjustments to inflight service have been made where necessary.

Keep your distance

Passenger congestion will be avoided wherever possible. However, it is not always possible to maintain a distance of two metres. In this case, the recommendation of the Federal Office of Public Health is to wear a mask. Airport employees and airport police will assist and monitor passenger procedures.

Masks

There is no obligation to wear a mask at Zurich Airport. However, it is recommended that a mask be worn at all times where it is not possible to maintain the required distance. A mask is also recommended on board. Masks can be obtained at Zurich Airport in retail outlets and from Selecta vending machines. Other types of nose/mouth coverings, such as reusable fabric masks, are also available.

Communication

Announcements, posters and signage are used at Zurich Airport to draw attention to the applicable guidelines.

Plexiglas protective screens

Plexiglas protective screens have been installed at the counters (check-in, ticketing, gate, transfer, information, service center, lost & found).

Security check

The overflow levels have been reopened to avoid an accumulation of passengers and provide more space. The security check is carried out in accordance with current regulations, taking care to avoid situations with a higher risk of infection. Cantonal police officers wear gloves and – at their discretion – hygiene masks; they are also authorized to ask passengers to wear masks.

Border control

To reduce queuing but still ensure a comprehensive border control, as many counters as possible will be open. Furthermore, the size of the queuing areas will be increased, to ensure that passengers can keep their distance before border control.

Boarding

Whenever possible, opposite gates will not be used simultaneously during boarding. If distancing cannot be maintained, an announcement asking passengers to wear masks will be made. Boarding will be staggered, with passengers boarding in limited numbers. The waiting area has been adapted to ensure that minimum distances can be maintained.

Deboarding

Passengers will be reminded of the recommendation to wear masks at the airport. Before entry, they are directed to supervised queuing areas in the terminal.

Transfers

When back in service, passenger buses and the Skymetro will operate with reduced passenger capacity.

Measures on board

Hygiene

Hygiene measures on board have been increased in accordance with the Federal Office of Public Health's specifications and, where necessary, changes to inflight service have been made. All SWISS aircraft are equipped with the highest quality HEPA air filters, comparable to those used in an operating theatre. These circulate air vertically rather than distributing it through the cabin.

Cleaning

Cleaning on board has been increased since March. For example, all items with which a person could come into contact, such as seat belts, are cleaned more intensively with a special cleaning fluid.

Starting in June, disinfectant wipes will be distributed to all guests on board. In addition, there will be no duty-free sales, distribution of hot-towels or print material such as on-board magazines or other newspapers and magazines. These can be downloaded.

Check-in

Aircraft will be handled in Docks A and B and, if possible, parked in such a way as to make optimum use of the waiting areas.

Inflight service

Crew members who are in direct contact with passengers have been required to wear masks since the beginning of May. In First and Business Class, trolleys with unpackaged food will no longer be used until further notice. Instead, the requested meal will be prepared directly in the galley. In addition, only fruit that can be peeled by the passenger will be served. There will also be service adjustments in Economy Class: for example, the full range of beverages will only be served on flights lasting one hour or more, and the meal service will only be provided as of 2 h 50 min flight time. On long-haul flights, water will be handed out to guests in small PET bottles after the main meal. The aim of all these measures is to keep the time spent with guests as short as possible, while offering the best possible service and the high standards they expect.

Communication

Special corona announcements draw the attention of passengers to the newly introduced measures.