Health and Safety Measures for Visitor Services Tour Participants

Dated: 03.08.20

The health of our visitors as well as of our staff is of highest priority for the Visitor Services & Events team at Zurich Airport and we are counting on your cooperation.

**Important information:**

- Anyone who feels ill, has a fever or a cough, is not permitted to take part in a guided tour. We reserve the right to cancel a tour, if we believe that the participants pose a health risk. Thank you for understanding.
- Due to protection measures in place, the time required at the security checkpoint has increased. For this reason, we kindly ask that you arrive **at the meeting point 15 minutes prior to the tour.**
- The effects of travel restrictions are visible at Zurich Airport: The number of flight movements and passenger processes are limited and vary, depending on the time of day.

**The health measures include the following:**

**Information**
- Flughafen Zürich AG developed the framework of the protection plan. For further details, please refer to our website:
  

**Personal hygiene**
- Hygiene stations with sanitiser are available at the meeting point and at the end of the tour, as well as at various locations in the terminals.
- Visitors should also wash their hands in the toilet facilities.

**Keep your distance**
- The number of participants in the group must not exceed the number in the confirmation.
- At the security check, please observe the markings on the floor.
- **Bus tours:** To allow for distancing rules, our buses operate with reduced seating. In addition, it is **obligatory to wear a facemask.** Children under 12 years are exempt.
- **Walking tours / Childrens’ Birthday Parties:** It is not always possible to adhere to distancing regulations. It is **obligatory to wear a facemask.** Children under 12 years are exempt.

**Personal protection**
- **Obligatory masks:** It is obligatory to wear a face mask on all our tours. Children under 12 years are exempt. Masks are available at Airport Shopping (pharmacy, Migros, etc.) and at the Selecta hygiene vending machines, located at the boarding pass screening in Terminals 1 and 2.
- **Safety vests**: It is compulsory to wear a security vest on Zurich Airport premises. Each participant will receive a personal security vest, which can be taken home after the tour or disposed of in a special waste container. The cost of the safety vests will be invoiced separately.

**Cleaning services**
- There has been a significant increase in the cleaning schedules at Zurich Airport, with a focus on contact areas (e.g. handrails on escalators or in the bus)
- Toilet facilities are cleaned regularly. To avoid contact with the door handle, doors to the facilities will remain open.

*Safety vests are not required for bus tours or Circle: Behind the Scenes tours*