

Media release

Zurich Airport, 8 July 2021

Travel assistance

SWISS helps customers prepare for their summer holiday travels

As the peak summer season approaches, SWISS is offering its customers various ways and means to carefully prepare for their flights and make their air travel experience as smooth and enjoyable as possible. The options here include the SWISS Travel Briefing, an interactive world map that gives details of the latest travel restrictions, a digital document check, rebooking flexibility and additional SWISS Chatbot functions.

To help ensure as smooth a start as possible to their summer holidays, Swiss International Air Lines (SWISS) is advising its customers to use the comprehensive [SWISS Travel Briefing](#) to inform themselves about all the major steps they need to take and the latest entry provisions at their destination for their air trip ahead. For those customers who are yet to finalize their vacation destination, SWISS also offers an interactive [world map](#) that provides a handy visual guide to current travel options and restrictions.

Up to 12 hours before their flight's departure, SWISS travellers can take advantage of a digital [document check](#) facility to ensure that they will be able to present all the correct documentation required when checking in. The document check, which also recognizes Switzerland's digital COVID certificates, is currently available for 17 SWISS destinations in Europe.

Since the more extensive document checks that are currently required can also lead to longer check-in waits, SWISS advises all travellers to arrive at their departure airport at least two hours before their flight's departure. In addition to Check-in 1, Zurich Airport's Check-in 3 will also be open on Fridays and at weekends during the summer holiday period. Under the present hygiene concept, face masks must be worn throughout the airport and on board. Travellers are further asked to consistently observe the present physical distancing rules.

Private medical travel companions and fixed-price upgrades during online check-in

SWISS has also added further options to its product and service range for travellers seeking individual assistance or greater inflight comfort. Travellers with particular needs can now take advantage of individually tailored private [care and assistance services](#) that are being offered in collaboration with Medical Travel Companions. The services available here include the provision of a qualified travel companion (such as a nurse or a doctor) to offer care and assistance before, during and/or after the flight.

Travellers seeking more inflight comfort can also opt for an [upgrade](#) for a fixed fee to the next-higher travel class during the online check-in process, subject to availability. This upgrade option is basically available for all European and intercontinental flights that are operated by SWISS.

Flexible rebooking and the SWISS Chatbot for round-the-clock inquiries

To give them as much flexibility as possible in their travel plans, SWISS is offering customers who buy their SWISS ticket at any time up to 31 July 2021 the option of rebooking their flight free of charge as many times as they wish until the same date, and for one further time thereafter. This [free rebooking](#) option applies to all new bookings for all short-, medium- and long-haul flights and in all fare categories.

If they have any questions about their rebookings, additional baggage or the current status of their flight, SWISS customers can not only contact the SWISS Service Center but can also turn to [Chatbot Nelly](#), who is available 24/7 to respond to their inquiries. In the event of a short-notice cancellation of their flight, Nelly will show the customer the latest information on their booking along with their rebooking options. Nelly can also make the rebookings required and (in many cases) automatically refund tickets, too.

Swiss International Air Lines (SWISS) is Switzerland's largest airline. Operating one of Europe's youngest and most fuel-efficient aircraft fleets, SWISS provides direct flights from Zurich and Geneva that keep Switzerland connected with Europe and the world. Its Swiss WorldCargo division further offers an extensive range of airport-to-airport airfreight services for high-value and care-intensive consignments.

As The Airline of Switzerland, SWISS embodies its home country's traditional values, and is committed to delivering the highest product and service quality. SWISS is part of the Lufthansa Group, and is also a member of Star Alliance, the world's biggest airline network.

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