

What do I have to pay attention to?

Refrain from eating, drinking, smoking, brushing your teeth and chewing gum at least 30 minutes before the test. This may lead to an invalid test result. In case of an invalid result, you will be asked to repeat the test.

What do I need to bring?

Please carry a valid travel document to present at the registration desk on site

When will I receive my result?

According to our general terms and conditions, the test results are usually delivered as follows: If the sample is submitted before 13:00: On the same day by 23:59 at the latest, usually between 20:00 and 22:00 If the sample is submitted after 13:00: On the following day by 23:59 at the latest, usually between 20:00 and 22:00.

For samples sent by post, you will receive the test result on the day the sample is received at the test centre by 23:59 at the latest, usually between 20:00 and 22:00.

How do I get my result?

The two certificates (travel certificate and EU Covid certificate) will be sent to you at the e-mail address provided. Please also make sure that your mobile phone number incl. country code is correct.

The travel certificate is valid for international travel.

Sender: "Euroairport"

Password: The first three letters of your family name (capital letters) and your date of birth (8 digits without dots), e.g. SCH02121978

The EU Covid certificate is valid for use within Switzerland.

Sender: "SI-Dep"

Click on the link in the mail. You will be taken to a website. Enter your date of birth there. You will receive the code to download the certificate by SMS.

I have not received my test result, what do I have to do?"

Please check that your emails are sorted by date and that the most recent emails are displayed at the top.

Please also check your junk or spam folder.

If you have entered a business e-mail address, please also check with your IT department whether the e-mail with your test result has been quarantined. Since the attached travel certificate is encrypted with a password, this possibility exists.

Basically, all our processes are designed to provide you with the fastest possible result. Nevertheless, in rare cases there may be a delay in the delivery of the test result. In this case, we accept no liability for any damage incurred.