

# Experience ultra-modern letter processing

## Information for visitors of the Härkingen Letter Centre

### In brief

- If you have any questions contact us on: Tel. 0848 888 888 (CHF 0.08/min. from landline phones within Switzerland).
- To book a tour please use the booking form on our website [www.swisspost.ch/besucherfuehrung](http://www.swisspost.ch/besucherfuehrung) (Guided tours -> Choose relevant centre).

### When do tours of the Härkingen Letter Centre take place?

Guided tours usually take place from Monday to Friday at the following times: 9.00 a.m., 2.00 p.m., 6.00 p.m. and 19.30 p.m. Tours last approximately two hours. If the slot you wish to book is already full, we will contact you to arrange an alternative time. Please note, however, that the centre processes most of the mail in the evening. On weekends, no guided tours take place.

### How do I book a tour?

We accept bookings via the booking form on our website. To access the form please visit [www.swisspost.ch/besucherfuehrungen](http://www.swisspost.ch/besucherfuehrungen) (Guided tours -> Choose relevant centre).

### How big can a group be?

The tour of the production facility takes place in groups of max. 20 people. It is possible to show two groups through the Letter Centre at any one time.

### What happens on a tour?

To begin with, we provide you with some general information about Swiss Post and show you a film on letter processing. Next you are taken on a guided tour. (This walking tour takes around one hour.) The visit finishes with a drink and a snack. You should set aside two hours for the visit.

### In which languages are tours offered?

Tours are usually in German. They can, however, be conducted in French, Italian or English on request.

### Who do I contact if I have any questions?

If you have any questions about guided tours, please ring us on 0848 888 888 (CHF 0.08/min. from landline phones within Switzerland). You can also leave us a note at the bottom of the online booking form – we will answer your question as soon as possible.

### How do I get to the Härkingen Letter Centre?

There are very few visitor parking spaces available. We recommend you travel to the Letter Centre on public transport. See the map on the next page for detailed information on getting to the Letter Centre. If you arrive by car, you can park at the Letter Centre. Please introduce yourself at the barrier via the intercom system. Our staff will be pleased to show you where to park.

### How much is a guided tour?

Our standard two-hour tours are free of charge for our customers.

### Is the Letter Centre accessible by wheelchair?

Yes. The guided tour is also suitable for mobility impaired persons. Please discuss your requirements with us in advance.

### Are the guided tours suitable for children?

Tours are not suitable for children aged under 10 years.

### Can I take my dog on the tour?

Dogs are not permitted as the Letter Centre can be noisy and hectic.