

For the latest government issued guidance please click here:

<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>

### **Q1 Why aren't drivers wearing face coverings/masks?**

Government guidance does not mandate bus drivers to wear face coverings when they're inside their cab.

Our drivers are permitted to wear masks or face coverings when driving if they want to.

### **Q2 Will the driver be enforcing all people to wear a face covering/mask?**

According to the new legislation, some people don't have to wear a face covering for health, age or equality reasons. We have trained our bus drivers to remind customers of the new rules, but they are also aware that customers may have perfectly valid reasons for not wearing a face covering, and that these are not always obvious. Therefore drivers will be exercising their discretion.

### **Q3 Does it have to be a mask or is a face covering sufficient?**

A face covering is a covering of any type which covers your nose and mouth. The government is clear that a face covering is not a surgical mask, which must be kept for clinical settings. It means the kind of face covering you can easily make at home - [here's how](#).

### **Q4 Will I get refused if I do not have a face covering/ mask?**

According to the new legislation, some people don't have to wear a face covering for health, age or equality reasons. We have trained our bus drivers to remind customers of the new rules, but they are also aware that customers may have perfectly valid reasons for not wearing a face covering, and that these are not always obvious. Therefore drivers will be exercising their discretion.

### **Q6 What are exemptions for not wearing a mask?**

The law says you do not need to wear a face covering if you have a good reason not to. This includes:

- if you have a physical or mental illness or impairment, or a disability that means you cannot put on, wear or remove a face covering
- if putting on, wearing or removing a face covering would cause you severe distress
- if you are travelling with, or providing assistance to, someone who relies on lip reading to communicate
- if you are travelling to avoid injury or escape the risk of harm, and you do not have a face covering with you
- if you need to remove it during your journey to avoid harm or injury or the risk of harm or injury to yourself or others
- if you need to eat, drink, or take medication you can remove your face covering
- if you are asked to remove your face covering by a police officer or other official, for example to check your ticket

In addition, we have made a [list](#) of examples of health and non-visible conditions where individuals will not need to wear a face covering. This list is not exhaustive and would extend

to someone who has a justifiable reason for not wearing one on the grounds of health or disability not outlined above.

**Q7 Will I need proof that I'm exempt from wearing a facemask/face covering?**

The government does not envisage that people relying on an age, health or disability related exemption will routinely be required to produce any written evidence in support of their reliance.

**Q8 Will there be someone on the buses to police this or will there be inspectors doing spot checks?**

From 15 June 2020, you must wear a face covering on public transport in England. You will be breaking the law if you fail to do so and could be fined.