

## Passenger Face Covering Policy

Door2Door Transport will ask all passengers to wear a face covering whilst using the service to protect our customers and our volunteers.

This will be made clear at the time of booking.

We recognise that there are circumstances where a passenger may be exempt from the requirement to wear a face covering. Please make us aware of this at the time of booking so we can assess this and discuss it with our drivers ahead of the journey.

In line with the Gov.uk guidelines, you do not need to wear a face covering if you have a legitimate reason not to. This includes (but is not limited to):

- young children under the age of 11 (Public Health England do not recommended face coverings for children under the age of 3 for health and safety reasons)
- not being able to put on, wear or remove a face covering because of a physical or mental illness or impairment, or disability
- if putting on, wearing or removing a face covering will cause you severe distress
- if you are travelling with or providing assistance to someone who relies on lip reading, facial expressions or clear sound to communicate
- to avoid harm or injury, or the risk of harm or injury, to yourself or others
- to avoid injury, or to escape a risk of harm, and you do not have a face covering with you
- to eat or drink if reasonably necessary
- in order to take medication
- if a police officer or other official requests you remove your face covering

We recognise that you may carry an exemption card, badge or sign but this is a personal choice and is not necessary in law.