

## **Title: Face coverings**

**To help stop the potential spread of coronavirus, the government has decided that from Monday 15 June the wearing of face coverings when travelling by train or other public transport will be compulsory. So, if you have to travel by train make sure you bring a face covering to wear.**

Below is a short Frequently Asked Questions that tells you all you need to know to follow this new rule, which will apply on all rail services for your entire journey.

## **FAQs**

### **Q.What do rail staff do to make sure people wear face coverings on trains**

Rail staff engage and educate customers about the mandatory use of face coverings when they travel by train and encourage people to wear them. The vast majority of people do the right thing and help protect others by bringing and wearing a face covering while in stations and on trains. Unless they have a good reason, those that don't wear a face-covering could receive a £100 fine from the British Transport Police.

### **Q. Why are people allowed on my train without face coverings**

Some people may not be able to wear a face-covering due to medical conditions which may not always be apparent. Please do not confront other passengers. Anyone that isn't exempt from wearing a face-covering can get a £100 fine from the police or Transport for London enforcement officers.

### **Q. What is a face covering?**

The Government's [instructions](#) state that a face covering is a cloth that should cover your mouth and nose while allowing you to breathe comfortably. It can be as simple as a scarf or bandana that ties behind the head.

### **Q. Will face coverings be provided or available to buy at the station?**

Not necessarily. You should bring your own face covering. We are, however, starting to install vending machines in some stations to make it easier for you to buy face coverings if you forget to bring one.

### **Q. Where does this apply – just on trains or in stations too?**

You need to wear face coverings from when you enter a station all the way through your journey, including exiting the station at the other end. If you are then moving onto the bus, tram or tube, you should keep your face covering while interchanging to avoid touching your face or mouth unnecessarily.

### **Q. What if I can't wear a face covering for medical reasons or due to a disability?**

You can still use public transport. We want you to be able to travel with dignity and our staff will act considerately towards those who cannot wear a mask due to their disability or medical condition.

### **Q. I'm deaf and I need to lip read what staff are telling me. Can they take off their face covering to help me?**

At our biggest stations, we are looking at getting transparent face coverings for people in our mobility teams. Elsewhere, a common-sense approach will be taken.

### **Q. Do children require face coverings?**

Children under 11 are not required to wear face coverings.

**Q. What do I do with my face covering when I am finished with it?**

We encourage you to use reusable face coverings where possible as these are better for the environment. If you have a disposable face covering then please take it home to dispose of it or put it in the normal bins available on stations at the end of your journey.

**Q. What should I do if I'm sitting in a carriage with someone who isn't wearing a face covering?**

We are confident that the vast majority of people will want to do the right thing and help protect others by bringing and wearing a face covering while in stations and on trains. Please also be aware that some people may not be able to wear a mask due to medical issues. Regardless of whether someone is wearing a mask, you should keep your distance – at least two metres, if possible.