

Face Coverings - FAQs

We know that many of you may have questions about wearing face coverings in England, so we've gathered answers for you below.

Q. What is a face covering and where can I get one?

A. A cloth face covering should cover your mouth and nose while still allowing you to breath comfortably, for example a scarf or bandana that ties snugly behind the head. You can buy a face covering but the Government has put together a guide showing you how you can make your own. Check out the [Government guide](#).

Q. Do I need to wear it at the tram stop as well as on the tram?

A. No but make sure you're prepared to wear it as soon as you step on board. Remember to keep a safe social distance at the tram stop.

Q. I've forgotten my face covering can I still travel?

A. Unfortunately not, unless you're exempt from wearing a face covering.

Q. Who is exempt from wearing a face covering?

A. The Government has put together a list of people who are exempt from wearing a face covering. Exemptions include:

- A child under the age of 11.
- An employee of the transport operator, when they are acting in the course of their employment.
- Any other person providing services to the transport operator, under arrangements made with the transport operator, who is providing those services.
- A constable or police community support officer acting in the course of their duty.
- An emergency responder such as a paramedic or fire officer acting in the course of their duty.
- An official, for example a border force officer, acting in the course of their duties.
- If you are allocated a cabin, berth or other similar accommodation, at any time when you are in that accommodation, either alone, or only with members of your own household or a linked household.

- If you are on board public transport but remain in your private vehicle, for example on a car ferry.

The requirement to wear a face covering also does not apply if you have a reasonable excuse not to. Reasonable excuses include:

- 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 railcar that young children, people with disabilities and people with breathing difficulties can travel without wearing a face covering.

Q. What are exemptions for not wearing a mask, I'm autistic and can't have anything touching my face?

A. We understand that some people will be unable to wear a face covering and government guidelines have included some exemptions.

Q. Do children need to wear a face covering?

A. All children under the age of 11 are exempt from wearing a face covering. Children over the age of 11 must wear a face covering, unless they're exempt on medical grounds, in line with government guidance.

Q. Will face coverings be available on board trams?

A. No, we're not able to give out face coverings to our customers.

Q. If someone is travelling without a face covering what should I do?

A. Please bear in mind that some people are exempt from wearing a face covering and the reason why may not be immediately obvious.

Q. How will the wearing of face coverings be enforced?

A. Our conductors have been briefed to use their discretion to act appropriately if someone refuses to wear a face covering and is unable to show they're exempt from the guidance. This may include contacting the British Transport Police or local police force.

Q. Why are you not providing hand sanitiser alongside requiring passengers to wear face coverings?

A. We're encouraging our customers to thoroughly wash their hands before and after travelling and to carry their own hand sanitiser, if they can.

Q. Will there be a fine for not wearing a face covering?

A. The British Transport Police and local police forces have been given the authority to issue fines but this would be a last resort.

Q. Will conductors be expected to call the police if someone refuses to wear a face covering?

A. We'd expect our customers and conductors to work together at this time to support government guidance. However, our conductors have been briefed and can use their discretion to take the most appropriate form of action, which may include contacting police through the control room.

Q. If I use a face covering, will there be somewhere to leave it when I get off the tram?

A. No, it's important for everyone's safety that you take any used face coverings with you and dispose of them carefully.

Q. Can I drink water on a hot day and remove my face covering to do so?

A. Yes, of course, but please replace your face covering as soon as you've taken a drink.

We ask that you follow the advice on using face coverings closely, which is to wash your hands or use hand sanitiser before putting a face covering on and after taking it off, avoid touching your eyes, nose, or mouth at all times and store used face coverings in a plastic bag until you've had an opportunity to wash them.