



# Coronavirus - COVID 19

## Information for passengers

We take the health and welfare of our staff and passengers very seriously and we have had to make some changes to the way we work and to the services that we offer.

As you would expect we have thorough cleaning and regular disinfecting for all grab rails and poles, entrance door handles, window ledges and other touch points

We are encouraging good hand hygiene amongst our staff

We have implemented social distancing, and providing additional PPE to our staff

### ***Bus Stops***

Please stand 2m apart at the bus stop, do not try and get onto the bus until any passengers wanting to leave the bus have got off.

### ***Payment***

Please have the EXACT FARE. Our drivers will NOT be issuing change. Once you have paid please find a seat and sit down.

### ***Standing Passengers***

Standing will no longer be allowed on the buses.

### ***Eating & Drinking***

There will be no eating or drinking whilst on board.

### ***Windows***

Please leave the windows open to aid ventilation.

### ***Seating***

Our buses will be running at a reduced capacity, with around 1 in 4 seats being available. It is likely that you will begin to see "BUS FULL" signs as some services reach their revised capacity.

This means that if your waiting at a bus stop and the bus drives past it will have reached its maximum passenger capacity so please allow extra time for your journey.

Once you board you will see that some seats are clearly marked to be left empty.

Please sit by the window.

Additional screens around the cab area have been installed to help protect our drivers on some vehicles.

### ***Getting off the bus***

When you want to get off the bus please remain seated and ring the bell, DO NOT stand up and move towards the front of the bus until the bus has stopped and the driver has opened the doors.

### ***Face Coverings & Hand Sanitiser***

The government have said that you MUST wear a face covering whilst using public transport. You may be refused travel if you do not wear a face covering.

We would strongly advise you to carry hand sanitizer and use it regularly.