What you need to know when travelling with Brighton & Hove and Metrobus

Passengers are legally required to wear a face covering when travelling by bus. If a passenger boards a bus without a face covering the driver will remind the passenger that they need to wear one, unless they are exempt.

Passengers who are exempt can voluntarily choose to show an exemption card, wear a Sunflower lanyard or scan their concessionary pass as a non-verbal way to share with the driver that they are exempt.

Where the passenger is exempt, the driver will not ask for proof or why they are exempt, and the passenger should continue to board as usual.

We fully recognise it is the choice of the person with an exemption to decide if they wish to carry a card or wear a Sunflower lanyard. The government states that if you have an age, health or disability reason for not wearing a face covering:

- you do not routinely need to show any written evidence of this.
- you do not need show an exemption card.

Please maintain social distancing and where possible use the hand sanitiser provided.

We ask all passengers to #BeBusKind and remember that not all disabilities are visible.

If you have any queries, please contact out customer service team.

Email: info@buses.co.uk
Call: 01273 886200