

Face masks are mandatory on public transport. Read more

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Mask mandate for HSL public transport starting from 13 March 2021: information and instructions

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As of 13 March 2021, all those aged 12 or over must wear a face mask when using HSL public transport. The only acceptable reason for not wearing a mask is if you are unable to do so for medical reasons. We have updated our Public Transport Conditions of Carriage and Ticket Terms and Conditions on 11 March 2021 to include a mask mandate.

The mandate does not apply to persons who cannot wear a mask for medical reasons. We do not require a separate report on these medical reasons; it is enough to simply state you have a medical reason.

For the majority of our customers, the mask mandate will not have any impact on their travel, as on average around 80% of passengers have already been wearing a mask on public transport. Thank you to all of you working with us to keep public transport safe.

How is the mask mandate monitored?

HSL ticket inspectors and security guards working by commission of HSL may advise a passenger on the use of a mask if they are not wearing one.

Drivers need to be able to focus on operating their vehicle in a safe way, so they do not monitor the use of masks. HSL has no legal right to prevent passengers from travelling or to remove a passenger from a vehicle just because they are not wearing a face mask.

Who does not need to wear a face mask?

The only acceptable reason for not wearing a mask is if you are unable to do so for medical reasons. Otherwise, you must wear a mask.

Where can I get face masks?

Each customer is responsible for acquiring their own face masks. Municipalities are responsible for the distribution of face masks to those who are not able to buy masks themselves.

What does updating the Public Transport Conditions of Carriage and Ticket Terms and Conditions mean in practice?

As of 13 March 2021, we will require passengers aged 12 or over to wear a face mask on public transport. In other respects, our terms and conditions have not changed. The change does not affect our ticket refund practices.



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