

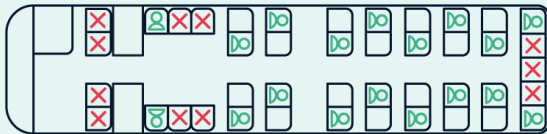
We're changing social distancing on buses in the South East

As lockdown restrictions continue to ease and more people are travelling we've reviewed our seating guidance so we can safely carry more passengers.

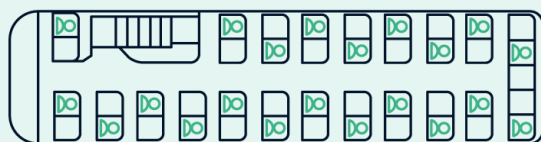
There will be posters and signage onboard the bus to help you find where to sit. Once on board you'll be able to sit:

- » One person per double seat
- » Leave the seat behind and next to someone empty
- » Only sit with somebody if they're in your household or bubble.

See below example plans so that you can see the zig zag seating arrangement:



Lower level seating plan example



Upper level seating plan example

We know you've got lots of questions so we've put together some answers relating to this new process when travelling on our services.

Q Why is it safe now to sit so close to others on the bus?

A With the virus now more controlled, the alert level has been reduced and there has been a relaxation of social distancing measures across other sectors in England. Now that everyone who can is wearing a face covering on board it was time for us to make a few changes. Along with other public transport operators, we've done a risk assessment which means one person can now sit on each double seat, in a zig-zag formation. This will allow more people to safely travel on our services.

Q I haven't seen this in the Government guidelines, is this allowed?

A In line with the reduced risk level, the Government has relaxed social distancing measures across a wide range of sectors and worked with individual sectors to apply the new measures to that industry. We've consulted with government and The Confederation of Passenger Transport UK (CPT) that this change in social distancing on board public transport is allowed and is necessary to help get the country moving again.

Q What if the person in front of or behind me isn't wearing a face covering?

A There will be people who aren't wearing face coverings because they're exempt for various reasons so please remember to be kind. If you feel uncomfortable sitting in front of or behind them, choose a seat further away or across the aisle.

10-steps to staying safe when you travel:



1. Plan ahead, allow extra time for your journey and try to travel at off-peak times, where possible.



2. Wear a face covering.



3. Use contactless, smartphone, smartcard, or have the exact change.



4. Buses will have limited capacity. If your bus has a BUS FULL sign please be prepared to wait for the next bus.



5. Let people off the bus before you get on. Be considerate of the impact of restrictions on the needs of fellow passengers who may have impairments, disabilities or mobility issues.



6. Keep a safe social distance from others, at the bus stop and on board.



7. Only one person can sit on a double seat, unless you're with a member of your household or bubble.



8. Leave the seat next to you or behind someone empty.



9. Don't stand on the bus.



10. Wash or sanitise your hands before and after your journey.

If you have questions about these measures see our [Social Distancing FAQs page](#),
if you've got [feedback](#) for us, we'd love to hear it.

If you need more information about our response to COVID- 19, please visit [our Coronavirus webpage](#)