



Safety for our passengers and employees

The Transportation Security Administration (TSA) requires proper wearing of face masks, per federal law. Face masks are to be worn at all times. Failure to comply will result in denial of boarding or removal, and may result in penalties.

The Centers for Disease Control and Prevention (CDC) has issued an order that requires face masks to be worn by all passengers while on public transportation. People must wear masks that completely cover both the mouth and nose while awaiting, boarding, disembarking, or traveling on buses as they are traveling into, within, or out of the United States and U.S. territories. People must also wear masks while at transportation hubs (e.g., airports, bus or ferry terminals, train and subway stations, seaports) and other locations where people board public transportation in the United States and U.S. territories.

Land to Air Express will use best efforts to ensure that any person on the conveyance wears a mask when boarding, disembarking, and for the duration of travel or while entering or on the premises of the transportation hub. **Passengers must bring their own face masks.**

Land to Air Express is required to take the following actions:

- Board/allow entry only to people who wear masks;
- Instruct people that wearing a mask on the conveyance/premises is a requirement of federal law and that not complying with the requirement is a violation of federal law;
- Monitor the conveyance/premises for any person who is not wearing a mask and seek compliance from such a person;
- At the earliest safe opportunity, disembark/remove from premises any person who refuses to comply; and
- Notify people of the requirement to make sure they are aware of and comply with the requirement to wear a mask.

People are not required to wear a mask under the following circumstances:

- While eating, drinking, or taking medication for brief periods of time;
- While communicating, for brief periods of time, with a person who is hearing impaired when the ability to see the mouth is essential for communication;
- If unconscious (for reasons other than sleeping), incapacitated, unable to be awakened, or otherwise unable to remove the mask without assistance; or
- When necessary to temporarily remove the mask to verify one's identity when asked to do so by the company agent or any law enforcement official.

The following categories of people are exempt from the requirement to wear a mask:

- A child under the age of 2 years;
- **A person with a disability who cannot wear a mask, or cannot safely wear a mask, for reasons related to the disability.**
 - A travel waiver must be obtained from Land to Air Express prior to traveling.



How to Obtain a Travel Waiver

TSA and CDC require that passengers who request travel without a mask due to a medical condition to obtain pre-clearance and certification from Land to Air Express.

Contact the Land to Air Express ADA Desk via email at ADA@jeffersonlines.com or by telephone at (612) 359-3406 at least 24 hours prior to your proposed date and time of departure and provide the following information:

- Passenger Name
- The date and time of proposed travel
- Written current medical documentation from a qualified healthcare provider which specifically addresses:
 - The alleged disability,
 - How it prevents the passenger from wearing a mask, and if there are any measures that can be taken to allow the passenger to wear a mask;
 - Evidence of a negative COVID-19 test taken no more than five (5) days before planned travel.

You should **allow at least 18 hours** for your request to be processed. Land to Air Express will review the information and determine whether the information is sufficient and, if so, will issue a formal certificate for the passenger to travel without a mask.

If the request is approved by Land to Air Express to travel without wearing a mask, a certificate will be issued which you must provide to staff in any terminal and on any bus which you enter without a mask.

Failure to present this certificate and not wearing a mask will result in being removed from the bus/terminal and denied travel.

If you are issued a certificate and travel without wearing a mask you must sit in the third row of seats, you also must socially distance in the terminal and on the bus and you may be required to travel on another schedule as designated by your carrier's ticketing system to allow social distancing on the bus.

If you are planning to travel round trip, and the commencement of your return trip falls outside the five (5) days since taking your initial COVID-19 test, you will need to apply for a new certificate including producing a new negative COVID test.

As an operator of public conveyances, Land to Air Express will enforce TSA and CDC guidelines. Enforcing these mandates supersedes previous face mask policies released by Land to Air Express. Land to Air Express reserves the right to refuse service to any passenger that refuses to adhere to this order.