



Upper Wharfedale *Venturer* – Frequently Asked Questions

Covid19 related questions

Is the service “CovidSecure”?

Upper Wharfedale Bus takes the safety of its drivers and passengers extremely seriously. We have undertaken a Covid19 risk assessment of the Venturer service and have implemented a package of changes guided by the Government’s publication “*Coronavirus (COVID-19): Safer transport – guidance for operators*” and by good practice established by other bus operators. A summary of these changes can be [found here](#)

Why are you only able to carry eight passengers?

We have reconfigured the seating in line with the guidance on the Government’s Safer Transport document, which identifies as one of the key measures: “*Rearranging, limiting or removing seating to try and ensure social distancing is observed*”

If there are fewer seats, why don’t you run more frequent services?

Given that we only have one bus and a limited pool of drivers, it is not practical to run more services

Why won’t you accept cash

Handling cash and giving change is an opportunity to transmit infection. To protect our drivers and passengers we have decided to go “cashless” – or more specifically – “changeless”

What if I haven’t got any cash

If you are a regular user and do not have a contactless card, you may pay next time you travel with us.

If you are not local, please take a UWB business card and contact our office to make a payment

What if I haven’t got a face covering?

Government regulations require face coverings to be worn on buses, and you should therefore ensure that you have an appropriate face covering before setting off. If for whatever reason you do not have a face covering, we may be able to sell you one on the bus. However, this is subject to availability and if we have sold out you will not be able to travel.

What if I can’t wear a face-covering?

The government has defined a list of who is exempt from the requirement to wear a face covering. This list can be [viewed here](#)

How do I use my bus pass?

Just show it to the driver. You won’t be able to tap, but the driver will record the journey on the Ticketer.

**How do I give a donation?**

Donations and cash payments for tickets should be put in the cash box mounted on the bulkhead behind the driver.

What contact will I have with the driver?

The driver will be behind a plastic screen so you can talk to them through the screen. It may be necessary to speak more loudly than usual. The driver will not give out tickets unless you buy a return or a through ticket.

What do I do if someone coughs on the bus

People should not be travelling if they have Covid symptoms – one of which is a “continuous cough”. A passenger may well cough for some other reason. However, if you are concerned, face away from the person and ensure you are wearing your mask correctly. The seats are positioned at least 1 metre apart to minimise the risk of infection. On alighting, please tell the driver of any concerns.

Are these changes permanent?

We don't know. We will continue to follow government guidelines and clearly these will change depending on the progress of the virus. We certainly expect to operate in this way for the next few months.