

# **Mask Etiquette**

## **Where Masks Are Required**

Masks are required on federal property, and all airports are considered federal property, so always wear a mask until you exit the airport. Cameras in the airport will see you not wearing a mask the moment you take it off, or forget to put it on. It won't matter if you are driving or loading and unloading the vehicle. The company provides masks to all drivers that are easier to breath than other masks. PHX is extremely strict; they will shutdown the whole company for breaking any of their long list of rules. DFW will personally give you a ticket and a fine.

## **Where Masks Are Not Required**

Most cities and counties in Arizona and Texas do not require masks outside the airport. However, you should never just take it off with a customer in the car without at least asking them if it's okay. This is because you don't know how they will react, or whether they are a very high health risk. Please be courteous to others and don't just assume it's okay. Sometimes it helps if you tell them you are fully vaccinated before asking for permission.

## **Company Masks**

The company provided masks are easier to breath than most of the masks you can buy. Masks should always cover your mouth and your nose. You can slightly pull it away from your mouth if you are feeling claustrophobic as long as it doesn't effect your driving.

## **Customer Coughs**

If a customer coughs, chances are it's not COVID. Older people have a tendency to cough when eating, drinking, allergies, cold, flu, dust or just out of habit. However, we highly recommend you put your mask on to be safe. If you're worried, you can partially open your window, turn off the air recirculator, plug in an ionizer, ask if they have COVID, and increase the fan speed. Vents can also be pointed at your face to reduce the possibility of getting sick.

## **COVID Customer**

If the person has COVID, immediately open all of the windows and drop them off at the nearest place with services like a gas station. Your safety a way more important than any \$100 ride.

## **COVID Protocols**

Avoid shaking hands, wear a mask, use hand sanitizer after handling bags, get fully vaccinated, Lysol the vehicle, and seat customers away from you for social distancing.

## **Full Vaccinated**

Getting full vaccinated is highly recommended since it's safer for you and the customers. It doesn't guarantee you won't get sick, but it helps with transmission and lessens the possibility of having more severe, life threatening symptoms.