If you travel by plane, train, bus or ferry

Information and guidelines from the Danish Ministry of Transport and Housing, among other the required use of face masks.

Q&AS FROM THE DANISH MINISTRY OF TRANSPORT AND HOUSING

Q&As on the requirement for passengers to wear face masks or shields on public transport

1. When will the requirement to wear a face mask or shield take effect?

The requirement will apply from Saturday, 22 August 2020 until at least 31 October 2020.

2. Where must I wear a face mask or shield?

Face masks or shields must be used on all public transport at all hours. The requirement applies to:

• All buses: local and regional buses, school buses, express buses, long-distance buses and tourist buses.
• If you rent a bus with a driver for a company outing, a group trip, a camping trip or the like. This also includes party buses.
• All trains, including private railways, light rail and the Metro.
• All ferries in Danish waters
• All taxis
• All Flextrafik (demand responsive transport), including Flextur, individual solutions for disabled persons and transport solutions undertaken by Flextrafik.

The requirement to wear a face mask or a shield also applies at departure halls, waiting rooms, at platforms and the like at:

• Bus stations
• Train stations
• Metro stations
• Light rail stations and stops
• Ferry terminals

You must put on the face mask or shield before you enter a public transport vehicle or one of the above places.

The requirement to wear a face mask or shield does not apply on buses owned by an institution or organisation, such as a nursing home or school, and driven by an employee of the institution, as such use is considered to be private transport and therefore not comprised by the requirement to wear a face mask. However, the health authorities may have recommended the use of personal protective equipment in such a situation.

3. What kind of face mask or shield can I use?

By face mask is meant a disposable mask or a cloth mask with a string, an elastic cord or the like strapped behind the
ears or the head.
If you use a cloth mask, the Danish Health Authority advises you to use a three-layer face mask (see https://www.sst.dk/en/English/Corona-eng/Face-masks).

You can also use a shield. A face shield is a screen made of plastic covering the eyes, nose and mouth but which does not fit tightly to the face.

4. Who is exempt from the requirement?
The requirement to wear a face mask or shield does not apply to children below the age of 12.

Nor does the requirement to wear a face mask or shield apply on buses owned by an institution or organisation, such as a nursing home or school, and driven by an employee of the institution, as such use is considered to be private transport and therefore not comprised by the requirement to wear a face mask. However, the health authorities may have recommended the use of personal protective equipment in such a situation.

Persons with a reduced level of consciousness or a physical or mental weakness or the like that can make them unable to wear a face mask or shield are exempt from the requirement. According to the Danish Health Authority (Sundhedsstyrelsen), physical or mental weaknesses that can make people unable to wear a face mask or shield include:

- Physical impairment, involuntary shaking, skin rashes, wounds or dressings.
- Anxiety, claustrophobia or delusions.
- If the face mask or shield prevents the performance of key functions, such as a mouth-operated wheelchair.

Read more information about exceptions from the requirement

If you do not have to wear a face mask or shield for any of the above reasons, you do not have to show a medical certificate as proof. Passengers will be given the benefit of the doubt.

5. Must I wear a face mask or shield when using public transport to other countries?
You must wear a face mask or shield as long you use public transport in Denmark. If you take a bus or the like out of Denmark, you must wear a face mask or shield until the bus crosses the border. Subsequently, the rules applicable in the relevant country or the rules of the bus operator must be complied with. The same goes for trains, ferries etc.

On ferries, a face mask or shield must be worn as long as the ferry is in Danish waters or as long as required by the ferry operator.

6. Can I be fined for not wearing a face mask or shield?
No. You cannot be fined for not wearing a face mask or shield.

Transport operators are obliged to enter a face mask requirement in their travel rules and to enforce the requirement.

This means that you can be refused access to a public transport vehicle if you do not wear a face mask or shield and that you can be asked to leave the transport vehicle or the place/station if you do not comply with a request to use a face mask or shield.

If a passenger refuses to comply with a request to use a face mask or shield and refuses to leave the public transport vehicle, the police will be asked to forcibly remove the relevant person. If you do not comply with the request to leave the transport vehicle, the police can also issue you with a fine.

7. Under what circumstances can the face mask or shield be removed?
A passenger can remove a face mask or shield temporarily while using public transport or while at a station etc. on certain conditions. Such conditions could be:

- For a short time while consuming food, beverages or medication.
- If you are staying in your own car or cabin during a ferry crossing.
- During a conversation with a person who lip-reads.
- If the police or a ticket attendant wants to verify your identity.
- If you suddenly feel unwell when using personal protective equipment.
8. Am I allowed to eat and drink when using public transport?
The transport operators decide whether you are allowed to consume food and beverages when using their transport vehicles.
If you are to eat or drink, you can remove your face mask or shield temporarily. You must put on your face mask or shield immediately after you have finished eating or drinking.

9. Does the requirement also apply outdoors on ferries, such as on a sun deck?
The requirement applies both indoors and outdoors on ferries. However, the requirement does not apply if you are staying in your own vehicle on ferries allowing passengers to stay in their vehicle during the crossing or if you are in your own closed cabin.

10. Will my ticket be refunded if I am turned away for lack of face mask?
It depends on the travel rules of the transport operator whether your ticket can be refunded.
As from 22 August 2020, public transport passengers will be required to wear face masks or shields. The same applies to public transport staff.

If you use public transport
The Danish Health Authority advises you to maintain a physical distance of 1 metre and, in particular, to avoid getting close to others if you have face-to-face contact. However, in a number of situations, it is not possible to maintain a distance of at least 1 metre for a long period of time. This could be if passengers are seated on long journeys on buses, trains or planes where the seating layout does not make it possible to maintain a distance of 1 metre. In that case, the Danish Health Authority advises passengers to be seated facing the same direction and to avoid face-to-face contact at a distance of less than 1 metre.

As from 22 August 2020, public transport passengers will be required to wear face masks or shields on public transport. The same applies to public transport staff.

Download Q&As from the Ministry of Transport and Housing on the use of face masks by passengers on public transport.

The Danish Health Authority also advises you to bring hand sanitizer or wipes when moving around many people in places with many contact points, such as on public transport.

See the Danish Health Authority’s guidelines for the use of face masks etc.

DSB, the Danish State Railways, requires that passengers make seat reservations on intercity trains and high-speed trains. Passengers on regional trains are not required to make seat reservations. See more on the DSB website.

Guidelines and suggestions for passengers using public transport
Many people often stand or sit very close on public transport. It is therefore relevant to take precautions to contain the spread of the virus.

1. Wear a face mask when using public transport
As from 22 August 2020, public transport passengers will be required to wear face masks or shields.

   Read more about the new requirement to wear face masks or shields on public transport as from 22 August 2020

2. Walk or take the bike at short distances
If you are just going travel a short distance, consider walking or taking the bike, if possible. In that way you will avoid getting in close contact with other people during the journey and there will be more space for other passengers who may not have the same options.

3. Travel outside of rush hours
Passengers on buses, trains, in the Metro etc. often have to stand very close during rush hours. Consider whether it is possible for you to travel outside of rush hours by rescheduling an appointment or going to work earlier or later in the day.

4. Show consideration for other passengers
Do not cough or sneeze in the direction of other passengers. Cough and sneeze into your sleeve or a tissue. Make sure not to cough or sneeze when around elderly passengers.

5. Remember to maintain good hand hygiene
Passengers using public transport often need to hold on to handrails etc. to keep their balance. Correct and thorough hand hygiene is an effective way to protect yourself against the novel coronavirus/COVID-19. Consider this when you are or have been in direct contact with touch points (handles, stop buttons etc.) used by other passengers. You are advised to bring hand sanitizer or wipes on your ride.

6. Do not use public transport if you have symptoms or suspect that you are infected
Please show consideration for others by not using public transport if you have symptoms or suspect that you are infected. If you arrive in an airport from another country and have symptoms of COVID-19 or suspect that you are infected, you must take your own car home.

Read the most recent guidelines for providers of public transport on the website of the Ministry of Transport and Housing

If you travel by plane

In step with the gradual reopening of Denmark, the number of airline passengers at Danish airports is expected to increase over time. Accordingly, on 4 June 2020, the Danish aviation sector entered into a voluntary agreement with the Minister for Transport on Danish airports' and airline companies' implementation of and compliance with a slightly adjusted version of the new guidelines on the safe handling of COVID-19 at airports and on board planes, which was published on 21 May 2020 by the European Union Aviation Safety Agency (EASA) and the European Centre for Disease Prevention and Control (ECDC).

In addition to the Danish Health Authority's general recommendations on good hygiene and COVID-19, it is also a consequence of the new guidelines that passengers must wear surgical face masks from the moment they enter a terminal and while on board a flight until they leave the terminal after their arrival. The guidelines of the EASA and the ECDC are available here.

If you have further questions about the specific guidelines applicable to your journey, please contact the airport to/from which you are travelling or your airline company.