

You can help maintain a better, safer environment on the tram by following a few simple rules...



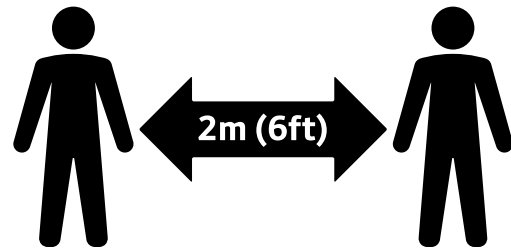
PROTECT

You must wear a **face covering** on public transport to protect yourself and your fellow passengers, unless you're exempt.

If you don't wear one, transport staff or police could stop you from travelling and you could even face a fine. If needed, you can collect a face covering from Travelshops, ticket offices or from a TfGM member of staff.

If you see someone travelling without a face covering, they may be exempt, so bear this in mind and be respectful of other passengers.

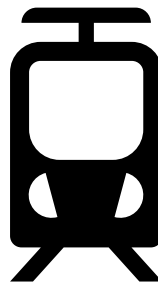
Don't forget to your **wash hands regularly** and carry hand sanitiser if you can.



PATIENCE

Space on Metrolink will be limited due to **social distancing guidelines**, which are in place where possible on tram, on platforms and in stations.

You may have to wait, so please be patient.



PAY

You must have a **valid ticket or pass** when travelling and you may be asked by staff to show this at any point of your journey.

Buy tickets online for **smart cards**, use **mobile apps** or have **exact change** available if you need to pay by cash. If you are aged 11 to 16, you must have proof of age for travelling by tram with a child ticket. You can use an **igo card** for this.

If your pass is a smart card, you must **touch-in** at the start of your journey and **touch-out** at the end of your journey, using the card readers on every platform.

PASSENGERS

When travelling, please consider the impact of your behaviour on other passengers. Crime and antisocial behaviour are unacceptable, will not be tolerated on Metrolink and persistent troublemakers may find themselves banned from all or parts of the network via civil injunctions.

With over 2000 cameras across the network as well as a 24/7 control room, security patrols, staff body cams and help points, offenders are being watched and incidents can be responded to quickly.

If you do witness an incident, you can report it discreetly using Live Chat - a live 24-hour web chat service that puts you immediately in touch with a Greater Manchester Police call handler.

For more serious security matters you can also call **101** or **999**.