

Sample Script for Business about Boulder County Face Covering Requirement

Hello! Welcome to [business name].
I see that you aren't wearing a face covering.
Do you have a face covering available to put on now?

YES, they do have a mask available

OR

They share they have a medical reason that allows them not to wear one – see additional resources

Great & thank you for bringing one!

Please put your face covering on now and we'll continue [checking you in, placing your order, browsing the products].

Thanks again for putting your face covering on and for coming in today!
Feel free to continue with your normal conversations at this point.

NO, they do not want to wear an available mask

OR

They do not have a mask available

OR

They share they have a medical reason that allows them not to wear one – see additional resources

Unfortunately, since you do not have a face covering

OR

do not want to wear a face mask...

We won't be able to provide you any [services/products] right now.

Thank you for understanding. We're doing our part to keep everyone safe and to follow all the requirements of the State's Safer-At-Home Order that allows our business to operate. We don't want to jeopardize this in any way.

When you have a face mask available, please [re-book online, call to reschedule, come back and shop], however, I must kindly ask you to leave now.

**If the person(s) refuses to leave after the above conversation occurs, please call your local law enforcement agency for support.*