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**, do not want to wear a face covering
  - 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.*

Contact the COVID business liaison team at COVIDbiz@bouldercounty.org or 720-776-0822 for additional support related to COVID-19. Thank you for helping our community remain as healthy as possible.