



If you would like to claim an exemption to the Federal mask law you are required to contact the Peter Pan Bus Lines, INC. ADA Compliance Department with the following documentation, at least **24 hours prior to travel**, at [ADA.Support@peterpanbus.com](mailto:ADA.Support@peterpanbus.com) or 413-523-7100.

You will be required to provide:

1. Current medical documentation from a qualified healthcare provider which identifies the disability and how the disability prevents you, the passenger, from wearing a mask and whether there is any action that can be taken which would allow you to wear a mask; and,
2. Evidence of a negative COVID-19 test taken no earlier than five days prior to planned travel.

If you are planning to travel round trip, and the start date of your return trip falls outside the five days since taking your initial COVID-19 test, you will need to apply for a new certificate including producing a new negative COVID-19 test taken in the last 5 days.

You should **allow at least 18 hours** for your request to be processed. If you have not received a response from the ADA Compliance Department within 18 hours after submission, you may call or email to check on status.

If the request is approved by the Peter Pan Bus ADA Compliance Department to travel without wearing a mask, a certificate will be issued which you must provide to Peter Pan staff in any terminal and on any bus which you enter without a mask.

Failure to present this certificate and not wearing a mask will result in being removed from the bus/terminal and denied travel.

If you are issued a certificate and travel without wearing a mask you must sit in the front seat(s) designated for customers with disabilities, you also must socially distance in the terminal and on the bus and you may be required to travel on another schedule as designated by Peter Pan Bus to allow social distancing on the bus.

[ADA.Support@peterpanbus.com](mailto:ADA.Support@peterpanbus.com)

413-523-7100



(413) 781-2900  
(800) 237-8747



[peterpanbus.com](http://peterpanbus.com)



Union Station - Suite 300  
1 Peter Pan Way  
Springfield, MA 01103