

Face Coverings – Business Owner Guidance

Businesses are required to follow the face covering requirements for specific activities as provided in the guidelines: <https://www.governor.wa.gov/issues/issues/covid-19-resources/covid-19-reopening-guidance-businesses-and-workers>. The following information provides additional clarification for businesses on the interactions with customers who are not wearing a face covering as required.

1. Businesses **must post signage** in a prominent location visible to patrons at each entry informing customers of the face covering requirement.
2. If a customer enters a business without wearing a face covering, the business **must engage** with the customer to ensure the customer is aware of the face covering requirement and to ask if the customer is exempt from wearing a face covering as required pursuant to Proclamation [20-25.12](#).
3. If the customer responds stating s/he is **exempt** under the requirements, the business **may**:
 - a. Offer a reasonable accommodation (alternative way to receive service, if feasible). If the reasonable accommodation is refused, deny the person entry; or
 - b. Allow the customer to enter.
4. If the customer responds stating s/he refuses to wear a face covering (**not exempt under the proclamation but unwilling to wear a face covering**), the business **must** deny the customer entry/service (unless there are worker safety concerns). The business may choose to offer an alternative way to receive service, when feasible; however, if the alternative is refused, the business must deny entry as provided above.
5. Businesses are not required to directly engage with customers if there is a fear of or reason to believe there is a threat to worker safety.

Additional information:

- For information regarding face covering signage and printable posters may be found at this [website](#).
- Information on proper face covering usage may be found at this site: [Covering nose and mouth](#)