

COVID-19 PROTOCOLS FOR TOUR & TRANSFER GUIDES

Guides are strongly advised to comply with this guidance at all times. The following preventive measures must be enforced:

Before starting the tour:

1. Before the tour, tour guides will take their temperatures to monitor for fever and will not work if they are sick. They will fill in a medical evaluation form.
2. Printed materials such as maps, brochures, etc. should be avoided. If this is not possible, consider single-use/disposable versions, or plasticize them to allow for cleaning and disinfection between uses.
3. Tour guides will permanently wear appropriate protective material during working hours.
4. Tour guides must have to hand and available the telephone numbers of the health authorities, medical centers and emergency numbers.
5. Tour guides should coordinate with suppliers in order to avoid crowding when groups or fit's passengers arrive.
6. Before leaving, each tour guide will ensure that all surfaces in the vehicle are properly sanitized and wiped down.
7. The number of people on the tour cannot exceed 08 people.
8. Tour guides will use online and contactless tools and procedures where appropriate and possible.
9. Tour guides should consider the following measures for **Adventure activities:**
 - Tour guides will ask the disinfection register and make sure that all the equipment should be clean and disinfect before each use.
 - Tour guides will verify each person should have their individual equipment and encourage them to carry and care for them.
 - Tour guides must assume a firm commitment to execute the implementation of measures to prevent and reduce the COVID-19 transmission risk during the activity.
 - Tour guides will adapt their procedures to be able to maintain social distancing during the activity (for example: tents will be place with a minimum of 2 meters between them, passengers should maintain at least 1.5 meters between them, etc).

During the tour:

1. Tour guides will maintain recommended social distancing between themselves and clients at all times. (Keep a two meter/six feet distance from others, when possible.)
2. Tour guides will explain the clients all the preventive measures that will be taken in terms of health and safety during the service.
3. Tour guides determines how the visit will be conducted and where the tour will go based on the risk assessment and the regulations and/or possible restrictions applied by the various service providers (museums, monuments, natural areas, etc.).
4. Tour guides will make sure that all clients have the necessary Personal Protective Equipment (PPE). Tour guides will ensure that clients and driver will wear the face mask at all time except while eating or drinking. Clients will be asked to step into a footbath to disinfect the soles of their shoes before entering the vehicle/ restaurants/ museums/ and wherever it is required.
5. Temperature of all clients and driver will be taken at the beginning and end of each tour. Tour guide will use a non-contact thermometer. In the event of any client has a temperature

outside of the normal range (above 38°C or 100.6°F), tour guide will apply the established protocols.

6. Tour guides will apply rigorous hygiene practices. They will ensure that clients wash hands frequently with soap and water or, when this is not possible, with hand sanitizer. This is especially important after coughing or sneezing, and after touching potentially contaminated surfaces.
7. Tour guides must monitor the implementation of the protocols and the effectiveness of the measures undertaken. Tour guides should be aware of basic procedures, with managing the response to a passenger or staff member with a high temperature, COVID-19 symptoms, or a positive test result.
8. Tour guides will avoid shaking hands or any other physical contact with clients.
9. The planned schedule should be respected as much as possible to avoid incidents. Improvisations affecting the development and itinerary of the visit should be avoided.
10. Tour guides must prepare one-way routes to avoid groups crossing whenever possible, avoid areas likely to be crowded and avoid small spaces with limited capacity.
11. Upon getting back into the vehicle the tour guide will provide hand sanitizer or wipes for each client.
12. Disinfect personal items (glasses, mobile phones, microphones, etc.) frequently with soap and water and, if this is not possible, with a disinfectant solution like alcohol. Use specific products applied with a cloth, or special disinfectant wipes, to disinfect electronic equipment.
13. Tour guides must remind clients to avoid share items, including food, food/drink containers, bottles of sunscreen, ear buds, phones or other electronic devices or personal items. If certain equipment or devices are shared, the tour guide must establish cleaning and disinfection guidelines.
14. Tour guides should ensure appropriate ventilation either with open windows or efficient air-conditioning.
15. Tour guides will have extra face masks, hand sanitizers with at least 60% alcohol, and wipes available for passengers. They will have a basic first aid kit, too.
16. Tour guides will make sure that the vehicle has a plastic garbage bag for all waste, including any personal hygiene waste, especially tissues
17. Tour guides will recommend our clients that if they make any shopping, they should use digital platforms for payment or credit cards that should/can be cleaned and sanitized

After the tour and during the farewell:

1. At the end, tour guides will take their temperatures to monitor for fever and fill in the medical evaluation form.
2. Tour guides must dispose protective materials used during the tour in authorized waste bins. (masks, gloves, etc.).
3. All materials used during the service must be disinfected at the end of the service.
4. Tour guides will make sure everyone has all personal items.