



## Our Guidelines and Policy for Dealing with Covid-19

### Safety Is Our Number One Priority

We take the well-being of our customers extremely seriously and during this dangerous period we understand that health and safety must be our priority.

To that end we have implemented a Covid-19 Guidance Policy aimed at keeping customers and Guides as safe as possible.

**WE'RE GOOD TO GO**  
Valid 2020

**COVID-19 Industry Standard**

In Partnership with;  
The National Tourist Organisations of Great Britain and Northern Ireland

In recognition that this business has confirmed that they have followed government and industry COVID-19 guidelines, ensuring processes are in place to maintain cleanliness and aid social/physical distancing.

VisitEngland | tourism northernireland | Visit Scotland | Alba | Cymru Wales

*The industry standard mark is a scheme that has been designed by VisitEngland in partnership with the other national tourist organisations to provide a ring of confidence for all sectors of the tourism industry as well as reassurance to visitors that we have clear processes in place and are following industry and Government Covid-19 guidance on cleanliness and social distancing.*

To ensure that our tour adheres to the relevant guidelines our route has been redesigned, walked and risk-assessed to ensure it can be conducted in a safe and enjoyable manner. We have avoided entering buildings, tight spaces like the York Walls and so far as possible, areas where crowds occur. We will continue to monitor the route and this might mean it is altered or changed for your safety and we would ask for your understanding should it become necessary.

## Our Policy

1. Your Guide is in absolute control of the tour. He will be familiar with and will abide by the most up-to-date guidance provided by the relevant health authorities to ensure that the tour adheres strictly to the most recent official recommendations.
2. The number of participants on each tour will be kept in line with the latest government recommendation for the number of persons allowed in a social gathering. This number may change from time to time but as of now is limited to 8 visitors per guide.
3. Your Guide will avoid shaking hands or making any other physical contact with customers at all stages of the tour. When speaking with customers the Guide will maintain the recommended social distance.
4. Your Guide will maintain rigorous hygiene practices, including thoroughly cleaning and washing hands before guiding. Your Guide will use a personal hand sanitizer after touching objects such as gates, pedestrian crossings or handrails etc although we have endeavoured to reduce the need for this. **Please note the Guide will not be able to share hand sanitizer with the tour group and we would ask you to bring your own and use it should you touch any surface during the tour.**
5. Your Guide will expect to see some evidence of your booking in the form of an acceptance email to you from our central office that confirms the date, time, and number of customers. This can be shown by Smart Phone from a safe distance. The Guide will refuse to take customers who cannot show proof of booking.
6. All tours will always maintain the government recommended social distance between the Guide and the customers. Customers from

different households will always be expected to adopt appropriate social distancing between each other.

7. Your Guide will wear a visor to further reduce the chance of droplet escape. In return you are requested to wear but without obligation, a face mask to help protect our Guide. Your consideration will be appreciated.
8. If you have a persistent cough or display any symptoms of illness please do not take the tour. **Please be aware that any participant who in the Guide's opinion shows any symptoms will be asked to leave the tour as our priority always must be the well-being of all our customers. Indeed the Guide has the ability to cancel the tour at any stage if he feels it is for the safety of his customers.**

