

Covid-19 Protocols for Tourism and Hospitality: Tour Guides Checklist

The following checklist can be used when conducting a self-assessment to check that the protocols for Tour Guides have been met. These protocols apply to tour guides at all levels: national guides, provincial guides, site guides, activity or adventure guides.

The protocols in the white lines are mandatory and must be followed. All of these protocols must be achieved in order to be awarded the Health and Safety Certificate.	The protocols in the green spaces are additional, recommended protocols that the shop may follow to enhance their Covid-19 safety if it is possible in their operations.
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Evidence of compliance of many of these protocols may be difficult to provide considering that much of the protocols are enacted on the job. The Tourist Guide is responsible for complying with the protocols which will be verified by the authorities in on-site inspection visits.

No.	Criteria and Compliance Elements	Yes/ No	Evidence
1	Tour Guide Knowledge and Behaviour		
	a. Is the tour guide familiar with Covid-19 transmission, symptoms, prevention/infection control, and protocols?		
	b. Is the guide familiar with the most up-to-date public health guidelines and follows these for the duration of the tour?		
	c. Does the guide know not to guide tourists when feeling ill with any of the Covid-19 symptoms?		
2	Tour Preparation		
	a. Does the guide identify risks that may lead to Covid-19 transmission and develop and follow plans for alternative actions to mitigate risks?		Copy of risk plans
	b. Does the guide liaise (where relevant) with tour operators, coach companies, private vehicle companies and drivers to ensure vehicles have been thoroughly cleaned and sanitized?		
	c. Does the guide coordinate with suppliers to avoid crowding when groups arrive?		
	d. Is the guide fully aware of tourism sites' specific Covid-19 requirements and complies with them?		
3	Personal Protective Equipment (PPE) and Guiding Equipment		
	a. Does the guide wear a face mask or a mask and a face shield while guiding?		Photo
	b. Are masks made available to tourists, either for free or for sale?		Photo
	c. Does the guide avoid using shared guiding equipment, or, alternatively, does the guide clean and disinfect the equipment after use, or use PPE to reduce the risk of contagion?		

No.	Criteria and Compliance Elements	Yes/ No	Evidence
4	Handwashing or sanitising		
	a. Does the guide, and the tour group, follow hand sanitizing protocols?		
	b. Does the guide apply rigorous hygiene practices, including thoroughly washing or sanitizing of hands before and during tours?		
	c. Does the guide carry hand sanitizer on tour for own personal use and for tourists who may need it?		Site-specific information
5	Health Screening		
	a. Does the guide conduct health checks, including body temperature checking with a thermal scanner, and maintain a register for all tourists in the group being guided?		
6	Physical Distancing and minimising Physical Contact		
	a. Does the guide maintain physical distance between themselves and tourists at all times?		
	b. Does the guide facilitate physical distance of six feet between tourists in queue control, seating areas, attractions and other such areas?		
	c. Has the guide calculated the maximum number of people to whom the tourism service can safely be offered?		
	d. Does the guide avoid shaking hands or any other physical contact with clients?		
	e. Does the guide encourage and help clients to adopt appropriate social distancing between each other on tours, especially where the group includes different households?		
	f. Does the guide deliver interpretation and activities outdoors as much as possible?		
7	Communication with Tourists		
	a. Does the guide communicate health and safety protocols with tourists ahead of time if possible?		
	b. Does the guide communicate with guests or tourists to observe Covid-19 protocols at the beginning of the tour and during the tour as needed by the itinerary?		
	c. Is the guide prepared to answer questions, resolve challenges, address situations where tourists are not complying with Covid-19 protocols ?		
8	Emergency Protocols		
	a. Does the guide have available and accessible the contact numbers for the appropriate authorities for the nearest Covid-19 treatment facility in the destinations where they are guiding?		Copy of list

No.	Criteria and Compliance Elements	Yes/ No	Evidence
	b. Does the guide have a clear procedure on how to manage a suspected Covid-19 case of a guest or tour member?		Copy of procedure
	c. Does the guide have details of the medical insurance details of tourists in case of emergency?		