

## The Health & Safety Operating Guide for Tour Guides

### Tour Guides' Safety Measures

<b>General Operating Procedures</b>	<ul style="list-style-type: none"> <li>The tour guide wears the mask at all times.</li> </ul>
	<ul style="list-style-type: none"> <li>The tour guide adheres to the 2-meter distance measure between him and accompanying guests, and keeps washing hands as much as possible several times a day. He must also keep a hand sanitizer with him during the trip.</li> </ul>
	<ul style="list-style-type: none"> <li>The tour guide must inform the site management to communicate with the Ministry of Health immediately upon suspecting he has an infected individual within his group. The individual is isolated in a designated spot, preferably with a toilet to use if needed. The tour guide must remind the individual of the importance of wearing a mask and remaining in the same spot until the necessary action has taken place.</li> </ul>
<b>Handling Guests</b>	<ul style="list-style-type: none"> <li>After greeting the guests, the tour guide informs them of the importance of wearing a mask before boarding the tour bus or vehicle and focusing on trying not to touch anything outside the bus. At the sites, the tour guide indicates the availability of a hand sanitizer on each door of the bus and the need to use it when getting on and off the bus.</li> </ul>
	<ul style="list-style-type: none"> <li>The tour guide explains the importance of physical distancing among group members throughout the duration of the trip, especially when boarding the bus, leaving a 2-meter distance between members of one group and other groups or individuals.</li> </ul>
	<ul style="list-style-type: none"> <li>The tour guide is the first one to board the bus, then he instructs the group members on how to take their designated seats. First, passengers fill the window seats, taking into account leaving empty seats in between as per the permitted number of passengers instructed by the Prime Ministry.</li> </ul>
<b>Tours &amp; Visits</b>	<ul style="list-style-type: none"> <li>The tour guide must cover the microphone used in the tour buses in an appropriate way and ensure that everything is set before the trip starts.</li> </ul>
	<ul style="list-style-type: none"> <li>The tour guide must submit copies of the "tracking list" (2 copies for each driver and one copy for: places to visit, overnight stays and food purposes). An electronic tracking list can also be used as soon as it is prepared and agreed upon.</li> </ul>
	<ul style="list-style-type: none"> <li>The tour guide checks the bus and makes sure it is ready and in compliance with the approved procedural guide.</li> </ul>

	<ul style="list-style-type: none"> <li>• The tour guide explains the importance of physical distancing among group members throughout the duration of the trip, especially when boarding the bus, leaving a 2-meter distance between members of one group and other groups or individuals.</li> </ul>
	<ul style="list-style-type: none"> <li>• Tourists must follow the “Leave No Trace Behind” principle which entails taking discarded items to dispose of in the trash bin of the hotel room. The tour guide also explains the importance of not leaving discarded items like empty water bottles in the bus.</li> </ul>
	<ul style="list-style-type: none"> <li>• The tour guide explains the check-in mechanism according to the procedures followed at each hotel as well as the mechanism for serving food and beverages.</li> </ul>
	<ul style="list-style-type: none"> <li>• The group members remain on the bus until the tour guide makes sure that the hotel lobby is not crowded with groups and other guests, after which the guide can instruct them to enter the facility.</li> </ul>
	<ul style="list-style-type: none"> <li>• The tour guide ensures that all guests abide by the general safety instructions before departure by wearing masks. Then, he re-explains boarding the bus/vehicle mechanism. He also reemphasizes the importance of not touching anything during visits and adhering to the 2-meter distance measure.</li> </ul>
	<ul style="list-style-type: none"> <li>• Explanations to tourist groups are done the traditional way, with an emphasis on maintaining physical distancing between members of one group and other guests at the sites.</li> </ul>
	<ul style="list-style-type: none"> <li>• The tour guide must emphasize on the importance of avoiding crowded and closed places, if possible, during the visit.</li> </ul>
	<ul style="list-style-type: none"> <li>• Conducting a PCR test regularly.</li> </ul>