THE GUIDES ASSOCIATION OF NEW YORK CITY

is proud and pleased to partner with NYC & Company. We are committed to provide a safe and secure environment for all of our guests as we explore the Greatest City in the World.

Responding to COVID-19 is a shared responsibility. In the spirit of the collective action needed to defeat COVID-19, we urge travelers to do their part and follow government and industry guidance to help protect themselves and others.

By working together, we can overcome the challenge.

TOGETHER, WE'RE ALL IN ON COMMUNITY HEALTH

WE ALL PLEDGE TO

WASH OUR HANDS
and/or sanitize them frequently

WEAR MASKS
unless it is medically unsafe to do so

ALL IN NYC STAY WELL PLEDGE

BUSINESSES PLEDGE TO

LIMIT CAPACITY
and/or create space for social distancing

ENSURE STAFF HEALTH
with wellness check-ins and sick days

DISINFECT SURFACES
and common areas

GUESTS PLEDGE TO

KEEP OUR DISTANCE
from anyone outside of our party

USE CONTACTLESS PAYMENT
like credit/debit when possible

STAY HOME IF SICK
and visit another time

The Stay Well Pledge is an initiative of NYC & Company. By posting publicly, you agree to uphold it to the best of your ability, in accordance with official guidelines. Learn more at **nycgo.com/staywellnyc**

NYC & Company

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REOPENING INFORMATION

NY FORWARD

Guides should be familiar with the latest state regulations on businesses re-openings. This Information is available at:

INSTRUCTIONS FOR USE:

Select: **County** (New York/Manhattan for most)

The **Business NAICS codes** most pertinent for us are:

561520: Tour Operators

487110: Scenic and Sightseeing Transportation, Land

487210: Scenic and Sightseeing Transportation, Water

HEALTH AND SAFETY GUIDELINES

BEFORE STARTING TOURS

REVIEW YOUR ROUTE before taking guests out on it. Don't assume that everything is where you last saw it. Instead, treat your routes as if they're brand-new tours.

UNPLANNED AND/OR UNUSUAL STREET CLOSURES MAY STILL BE ONGOING.

- Utilize Notify NYC to receive alerts.

TO MAINTAIN SOCIAL DISTANCING, plan the route of your tour to minimize use of heavily traveled thoroughfares. Sidewalks will have less room as well.

BE READY TO ADJUST YOUR ROUTE DAY BY DAY or improvise mid-tour.

- This will be important in neighborhoods like Greenwich Village, Brooklyn Heights and Harlem, where stops and sites are in residential areas.

BE SENSITIVE TO THE TOLL TAKEN ON NEIGHBORHOODS by the pandemic and recent rallies.

- Locals may be hypersensitive about groups of visitors moving through their neighborhoods.
- Street restrictions may be in effect around healthcare and vaccination sites.
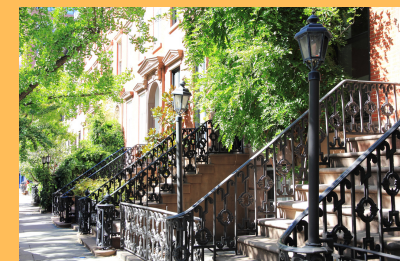
BEFORE STARTING TOURS

PROVIDE A STREET ADDRESS for the start of the tour. Guests may use Uber, Lyft or similar transportation. Know the parking garage and lot options for those driving themselves to the tour.

STAGGER TOUR START TIMES to avoid rush-hour crowds on public transportation and sidewalks.

ENABLE CONTACTLESS PAYMENT AND CHECK-IN.

SEND AN EMAIL TO GUESTS 24-48 HOURS PRIOR TO THE TOUR to confirm the tour time, date, and starting point. This email should also remind guests that if they are not feeling well, they should not attend the tour, as well as the expectation that they follow the practices in the paragraph below.

GANYC recommends that everyone gets the vaccine as soon they qualify. Post-vaccine, the CDC recommends the following practices to ensure public safety.

- Wear a mask over your nose and mouth
- Stay at least 6 feet away from others
- Avoid crowds
- Avoid poorly ventilated spaces
- Wash your hands often

In the interest of safety and goodwill, self-employed guides and tour operators should adopt a liberal CANCELATION/[POSTPONEMENT POLICY. Our first guests will probably be local, so rescheduling should not be a major hurdle.

ON TOURS
Meeting Guests

- Be sure you are wearing a mask.
- Be sure your guests are wearing their masks.
- Have a spare mask for yourself if yours becomes soiled or sweaty.
- How to wear TWO masks, as recommended by NYC.gov
- At the beginning of the tour, ask in the kindest way, "How are you today?" The guest has this opportunity to affirm they are in good health and ready to go. If they are not feeling well, they have this last opportunity to opt out.

ON TOURS

During the Tour

- Remind your guests that face coverings or masks must be worn during the tour and SIX FEET OF SEPARATION MUST BE MAINTAINED. The only exception to the six-foot rule is within parties traveling together. Failure or unwillingness to comply may result in the termination of their tour and no refund will be provided.

- It is recommended that guides/companies use apps that enable them to conduct tours using their phones to lead guests. Here are some suggestions:

  - VoxConnect
  - LiveVoice
  - AudioFetch
  - Guiding Group
  - Uniti
  - BMS Audio
  - iTour city guide GmbH
  - LiveTours
  - Tripi
  - Guide.fm

  This list is a sampling, and therefore not comprehensive.
  * These are suggestions and not GANYC endorsements.

If your tour includes visual references, have your media ready on your phone. Ask your guests to enable AIRDROP or AIRDROID on their phones, or to use GOOGLE DRIVE to share a document or folder.

- TIPPING/GRATUITY:
  Consider an alternative to cash tipping that minimizes physical contact points (e.g., prepaid-tips, mobile services):

  - PayPal/PayPal.me
  - Zelle
  - Cash App
  - Apple Pay
  - Google Pay
  - Venmo

  This list is a sampling, and therefore not comprehensive.
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SICK GUEST

Have a plan in mind when dealing with a sick guest and how that will affect the completion of the tour.

- If a guest becomes unwell during the tour, do not panic. The guest should leave the tour and call their own doctor. If they do not have a local doctor, recommend that they call 311.

- No one should jump to a coronavirus diagnosis. Since everyone on the tour has been wearing their masks and face coverings and practicing social distancing, the likelihood of infection is very slim.

- Know your operator's plan for the situation.

AFTER THE TOUR

There may come a time when you get a call from a public health representative informing you of a guest who has tested positive for COVID-19.

Whether the tour has been booked through an OTA, Receptive Tour Operator, DMC, Travel Agent, or your own website, guests' information should be kept for at least 30 days. At the minimum, this information should include the full name, phone number and email addresses of your guest.

ADDITIONAL GUIDANCE

PUBLIC TRANSPORTATION

Stay up to date on news and updates for any mass-transit options you take, including service changes, PPE requirements, passenger spacing, trash handling, etc. More information about new rules and regulations for passengers and groups can be found at new.mta.info/coronavirus, www.siferry.com, and www.ferry.nyc, all of which receive periodic updates.

FOOD ON TOURS

- Food itself is not a threat to safety!
- Restaurants are operating at reduced capacity. Always call in advance. Guides should be aware of the latest restaurant limitations. https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/NYC_Indoor_Food_Services_Summary_Guidelines.pdf
- Use outdoor dining options when possible.
- Guests must still observe social distancing while dining.
- Masks are required when interacting with restaurant staff.
- Discourage browsing the display cases and lining up.
- When possible, use or arrange for contactless payment and/or prepaid arrangements.
- Stagger visits between co-working guides/groups to avoid crowds.

ADDITIONAL GUIDANCE

MUSEUMS AND CULTURAL SITES

- Be aware of the protocols within the institutions you visit with guests, including but not limited to PPE, group size, and social distancing. Inform guests of those protocols in advance. Inform guests in advance that you and they are obligated to follow these protocols.

- Interactive exhibits may not be available or may have significant restrictions.

- Get up-to-date information on closures and visit limitations before you arrive. If you are surprised, it casts doubt on your preparedness as a guide.
- Stagger visits between co-working guides/groups to avoid crowds.
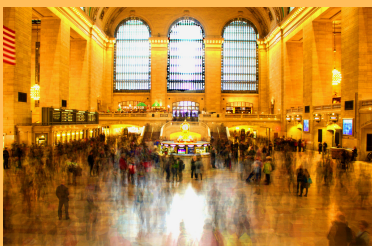
NEW YORK STATE TRAVEL ADVISORY
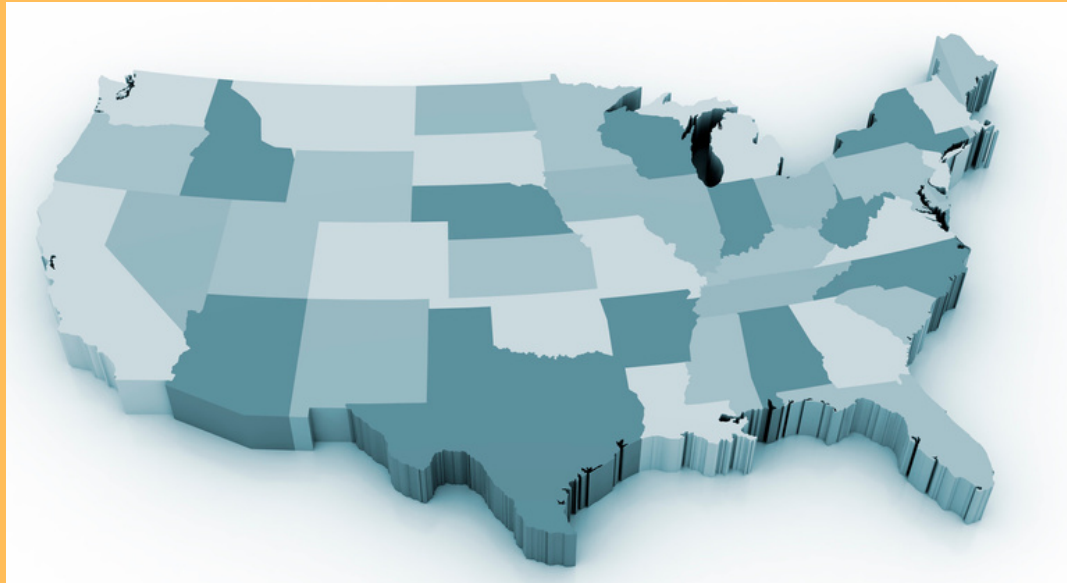
New York State constantly updates its advisory for travelers coming from out of state, even if you are a New Yorker returning from an out of state trip. Please use the link below to access the latest information and please adhere to quarantine and testing guidelines.

New York State Advisory for those traveling from or returning from other states