



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.





TABLE OF CONTENTS



CLICK TO
NAVIGATE

Reopening Information

Develop a Safety Plan

After the Tour

Before Starting Any Tours

Recommendations for Tour Operators

Walking Tours

Vehicle and Boat Tours

Additional Guidance

COPY FOR GUESTS

Our Commitments

COVID-19 Warning

REOPENING INFORMATION

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

[New York Forward Business Reopening Lookup Wizard.](#)

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



DEVELOP A SAFETY PLAN

Each business or entity must develop a written Safety Plan outlining how its workplace will prevent the spread of COVID-19.

A business may fill out the [NY Forward Safety Plan Template](#) to fulfill the requirement, or may develop its own Safety Plan. That plan must be available upon request of the [State](#) or [NYC Department of Health](#).



Guides should be advised on what practices and policies will be in place before returning to work so they can make informed decisions during their check-in and tour processes. We encourage operators to make sure guides have read/studied [GANYC's Health and Safety Guidelines for Tour Guides](#).

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.



BEFORE STARTING ANY 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.

Work with guides to **DEVELOP A PLAN** for dealing with a sick guest and how that will affect the completion of the tour.





WALKING TOURS

BEFORE 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 of the expectation that they follow the practices listed below.

GANYC recommends that everyone gets the vaccine as soon as 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 CANCELTION/[POSTPONEMENT POLICY. Our first guests will probably be local, so rescheduling should not be a major hurdle.

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.

DURING THE TOUR

- Guests should be reminded 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 with no refund provided.





ON TOURS

- 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 | ○ BMS Audio |
| ○ LiveVoice.io/ | ○ iTour city_guide GmbH |
| ○ AudioFetch | ○ LiveTours |
| ○ Guiding-Group.Guide | ○ Tripi |
| ○ Uniti | ○ 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 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 | ○ Apple Pay |
| ○ Zelle | ○ Google Pay |
| ○ Cash App | ○ Venmo |

This list is a sampling, and therefore not comprehensive.

** These are suggestions and not GANYC endorsements.*

PUBLIC TRANSPORTATION



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



VEHICLE AND BOAT TOURS

Whether or not the vehicle or boat you're working with is your own, make sure the vehicle driver/management company is fully aware of all New York State requirements and all related recommendations.

The American Bus Association's Sample Policies for Post-Pandemic Cleanliness and Safety Protocols is a fantastic resource.



- All buses and passengers are required to follow New York State laws. This includes buses and passengers from states where laws and regulations differ from those of New York State.
- Each guide should be provided a seat six feet away from both passengers and driver.
- Customers should be encouraged to sit in clearly marked locations.
- Every employee should be required to wear a mask at all times.
- Every customer should be required to wear a mask or face covering when on board, as well as when boarding and disembarking.
- A clear protocol of communication should be established between each guide, driver, captain and management in the event of an disagreement with an uncooperative passenger.





VEHICLE AND BOAT TOURS

- Hand sanitizers should be available at key locations, such as entrances and exits of the vehicle/vessel.
- Guides are encouraged to use their own microphones when giving a tour.
- In the event that onboard audio equipment must be used, sanitizing cleansers should be provided by the operator.
- Ticket collection by employees should be contactless wherever possible; when it is not, paper tickets should be dropped in a secure container.
 - We encourage ALL passengers and tour operators to utilize mobile devices for ticketing.
- Guests should be socially distanced while waiting on lines.
- Commonly touched areas like rails and handles should be frequently sanitized throughout the day.



- Every active vehicle/boat should always be thoroughly cleaned and sanitized after every tour.
- Tipping/Gratuity: Tipping is an important part of a guide's income. Tour operators should enable guests to add a tip at the time of booking, or after a tour. Third-party apps that don't require transmission of client's contact information should also be considered.
- Each passenger should be required to submit an email or mobile phone number to the tour operator solely for the purpose of contact tracing.



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 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.

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.





GUEST COPY

The following three pages are provided to tour operators to share with guests so they are aware of their own health and safety responsibilities, as well as the health and safety commitments they can expect of their tour guide.

These pages can also be found in GANYC's designated Health and Safety Guidelines for Tour Guests.



OUR COMMITMENTS



YOUR GUIDE IS COMMITTED TO:

- Following all New York State Department of Health and CDC Guidelines.
- Wearing masks while conducting the tour.
- Washing our hands frequently and using hand sanitizer often.
- Practicing social distancing and capacity guidelines.
- Providing a replacement guide in the event the scheduled guide becomes ill.

WE ASK OUR GUESTS TO COMMIT TO:

- Following all New York State Department of Health and CDC Guidelines.
- Wearing masks during tour.
- Washing or sanitizing hands before the tour begins.
- Practicing social distancing.
- Using credit, debit cards or other contactless methods of payment.
- Informing your guide/tour operator and public health officials in the event of positive COVID-19 diagnosis within 14 days of the tour.

Use of hand sanitizer and PPE, including but not limited to masks and gloves, is the responsibility of the individual guests. In the interest of everyone's safety, guides will not handle or dispense protective equipment.

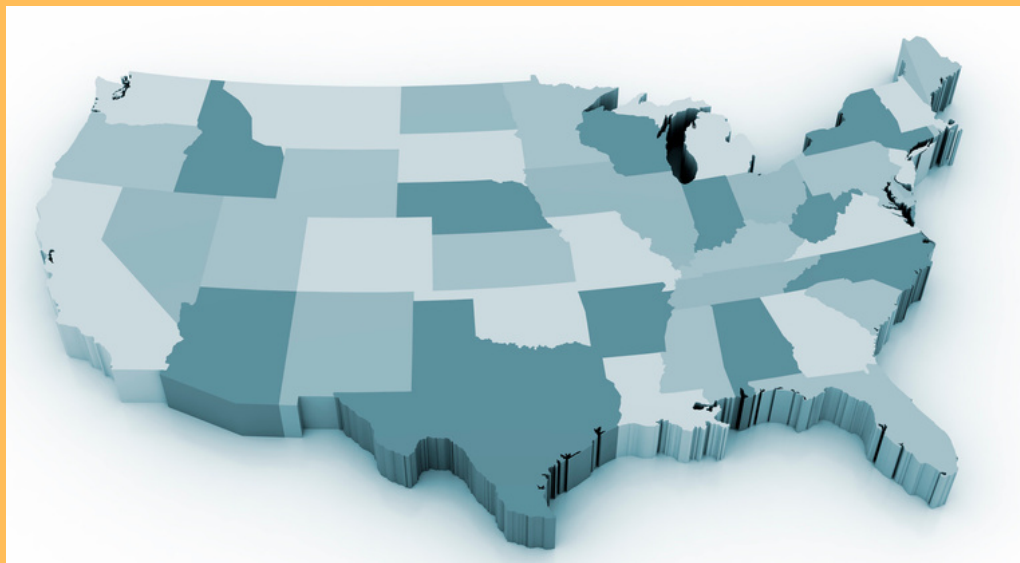
Adherence to local health and safety guidelines is required of all guests and guides.

Failure or unwillingness to comply with said regulations may result in the cancellation of your tour with no refund provided.





NEW YORK STATE TRAVEL ADVISORY



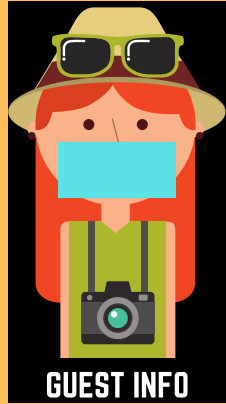
New York State constantly updates its advisory for travelers coming from out of state, even if you are a New Yorker returning from an out of state trip. Please use the link below to access the latest information and please adhere to quarantine and testing guidelines.

[New York State Advisory for those traveling from or returning from other states](#)





COVID-19 WARNING



Let's all help keep each other healthy. For everyone's safety, if you are not feeling well, please do not attend the tour. The tour guide/tour operator will work with you to reschedule.

We have taken enhanced health and safety measures — for you, our guests, and co-workers.

An inherent risk of exposure to COVID-19 exists in any public place where people are present.

COVID-19 is an extremely contagious disease that can lead to severe illness and death.

According to the Centers for Disease Control and Prevention (CDC), senior citizens and guests with underlying medical conditions are especially vulnerable.

While on this tour, you voluntarily assume all risks related to exposure to COVID-19.

