



The England Tour Guide has been awarded the 'We're Good to Go' industry standard by 'Visit England' which is the National Tourist Board of England.

It means that the business has demonstrated that it is adhering to Government and public health guidance, carried out a COVID-19 risk assessment and checked that it has the required processes in place.

The England Tour Guide also complies with the following **Code of Practice**:-

- **Blue Badge** Driver-Guides will ensure that their vehicle is thoroughly cleaned inside after previous use. They will follow licensing authority and national Covid-19 regulations for cleaning their vehicles and maintenance of air-conditioning systems. Driver guides will use hospital grade disinfectant and carry hand sanitisers in their cars.
- Guides will ensure they are familiar with the most up-to-date public health guidelines and will adhere to these for the duration of the tour.
- Guides will maintain government-recommended social distancing between themselves and clients. On tours where the group includes different households, guides will encourage and help clients to adopt appropriate social distancing between each other too.

- Guides will avoid shaking hands or any other physical contact with clients.
- Guides will apply rigorous personal hygiene practices, including thoroughly cleaning and waiting for hands to dry before guiding, and use a personal hand sanitiser when this is not possible.
- Blue Badge guides will know where public toilets/hand-washing facilities/hand sanitiser points are available.
- Various audio applications can be effective in helping social distancing on guided tours and may be an option where the guide/clients have compatible devices and good connectivity is possible.
- Blue Badge guides are experts in the tourist sites they visit with clients. Guides will ensure they are fully aware of site specific Covid-19 requirements and comply with them.
- The guide will carry out a risk assessment in relation to each element of a tour and keep a copy of it on their booking file.
- Blue Badge guides know the towns and cities where they lead tours. They will be familiar with more crowded areas and will make best efforts to negotiate them, or if possible, avoid them.
- It is a booking condition that a client displaying any symptoms known to be related to the Covid-19 virus within two weeks of an agreed tour date should cancel the tour in accordance with the cancellation policy agreed when the tour is booked.

- It is also a condition that any client who displays symptoms of the Covid-19 virus up to 2 weeks after the tour is required to inform the guide by email immediately they become apparent.