



# Scottish Tourist Guides Association

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Dear Guides

## COVID 19 risk management advice

19 June 2020

Some guides, who are members of ITG, BGTG, APTG or DGA in England will have received an advice notice on Friday morning. As you are all aware England is ahead in the route map of recovery from Covid 19 lockdown therefore any advice STGA gives out would understandably come later. However, the Board would like to collaborate with other UK guides' groups where we can.

As mentioned at the AGM open forum a Quality Statement which we believe will be called 'Good to Go' is being recommended by the Scottish Government to assure visitors that organisations have made risk assessments for their health and safety.

Since we are only just entering Phase Two of the Covid recovery pathway this advice may change, and social distancing will still be in existence for some time yet.

This advice notice is based on Scottish Government policy. Please also note that your insurance is dependent on customers being fully briefed on safety protocols at all times. Guide training and assessment includes the use of safety warnings and ensures you are covered by your insurance.

Therefore, the STGA advice statement is attached for your information.

The following notice will also be posted on the STGA website We advise you to also post it to your own website. It will also appear on the VisitScotland website as part of a range of Tourism Industry sector protocols. STGA will also send it out to our business partners.

With best regards

Linda Arthur

Chair of STGA Board of Directors.



STGA is a member of the European Federation of Tourist Guide Associations (FEG)



STGA is a member of the World Federation of Tourist Guide Associations (WFTGA)



## **STGA COVID Good to Go Protocol**

As part of their Professional training, STGA guides are expert in effective and sensitive group management techniques, on walking tours, in visitor attractions, visitor sites and museums. In addition, the Scottish Tourist Guides Association has created safety guidance for tourist guiding.

**STGA Guides are strongly advised to abide by this guidance, and guidance at attractions, sites, and museums during the Covid-19 crisis.**

1. STGA Guides will all be identified by the badge they wear which includes the STGA logo at the heading of this notice. It also has the name of the guide on it. The badge may have a blue, green or yellow background.
2. 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. They will give you advanced notice before the tour begins of how to be safe on the tour, enjoy the tour, and have fun while maintaining Scottish Government public health advice.
3. Guides will maintain government-recommended social distancing between themselves and clients at all times. On tours where the group includes different households, guides will encourage and help clients to adopt appropriate social distancing between each other too.
4. When guiding groups from different households, guides will follow government guidance to determine the maximum possible group size.
5. Guides will avoid shaking hands or any other physical contact with clients.
6. Guides will apply rigorous hygiene practices, including thoroughly cleaning and waiting for hands to dry before guiding, and use a personal hand sanitiser when this is not possible.
7. Guides will be wearing a mask or visor according to Scottish Government recommendations and will comply with the protocols of agents and coach company they work with.
8. STGA guides will know where public toilets/hand-washing facilities/hand sanitiser points are available.
9. Remote audio devices (such as Whisper, Vox and various apps) can be effective for social distancing on guided tours. Guides will happily work with tour companies using these systems.
10. STGA guides are experts in the tourist sites they visit with clients. Guides will ensure they are fully aware of sites' specific Covid-19 requirements and comply with them.
11. STGA guides will be familiar with more crowded areas and will make best efforts to negotiate them, or if appropriate, avoid them.
12. STGA guides will liaise with coach companies and private vehicle companies and drivers to check that vehicles have been thoroughly sanitised.
13. Driver guides will ensure their vehicle is thoroughly cleaned inside after previous use. They will follow licensing authority and national Covid-19 regulations for cleaning their vehicles and maintaining air-conditioning systems. Driver guides will carry disinfecting wipes, hand sanitisers and paper towels in their cars, and will use face masks.

**STGA Board of Directors.**