

- The Health & Safety of our guests is our priority. We have attained the “We’re Good To Go” industry quality standard and all guides are fully qualified and insured. They have been trained in new procedures relating to Covid-19 Safety Measures



- Social Distancing - in line with government protocol guides will adhere to the required social distancing from guests during the tour. They will also encourage and remind participants for the duration of the tour to maintain social distancing between each other.
- These tours take place outdoors, the recommended government guidelines are a maximum of 30 people on an outdoors tour however as an extra safety measure currently we are adhering to a maximum of 10 participants. All tours are bookable online to avoid any cash-handling. A contact mobile telephone number will be required at the time of booking
- PPE - Our guides will be wearing face shields for your safety and will also carry hand sanitiser for the use of our guests
- Staff Health - guides will be monitored every day before taking a tour to ensure they are not showing any symptoms of Covid 19
- Guidelines for Tour Participants - Face coverings are encouraged but not obligatory. If you need to cough or sneeze during a tour please use a tissue or do so into your elbow. Please do not turn up for a tour if you are displaying any of the following symptoms
 - **A high temperature**
 - **Have developed a new continuous cough**
 - **Have recently lost your sense of smell or taste**
 - **Shortness of breath or difficulty breathing**
 - **If anyone in your household had shown symptoms of the above**
- Cancellations or Refunds - if you have booked a tour and are unable to attend please contact us at least 2 hours before the tour for a refund or an alternative tour date to be arranged.
- Evaluation forms - prior to 2020 guests were encouraged to fill out a short evaluation at the end of their tour, we will not be handing out forms but would be grateful if participants could give us their feedback verbally or online to help us develop or improve upon this tourist experience

- We sincerely hope that you will enjoy your walking tour and will feel safe and at ease for the duration. Please do not hesitate to contact us if you have any further questions or queries regarding the above information. Thank you