



PREVENTIVE MEASURES AGAINST COVID-19 DURING WALKING TOURS:

We know that these are strange and difficult times, but with everyone's help and collaboration we will get ahead.

Below we would like to present the measures that the team of **official guides of Tour Teatro and Mallorca Free Tour** will carry out during the **guided walking tours in Palma** to avoid infections and guarantee your health and hygiene and that of our guides.

Please read this document carefully.

BEFORE STARTING THE TOUR:

- The official guides must **inform the clients about the preventive measures** adopted in the company.
- The guides must also **inform customers of how the visit will be made**, the tour, and any possible restrictions, limitations, or modifications to the service.
- Organization of **small groups: 12 people maximum** per group.
- Those forms of greeting that involve **physical contact** should be **avoided**.
- Official guides must have their **guide accreditation visible and disinfect**.
- The guides must **disinfect all the electronic devices** they use to make the visits.
- **Use of gloves** by the guides during the visit.
- **Do not distribute printed material** to clients as far as possible.
- **The schedule** established by the company must be fully **respected** and improvisations must be avoided.
- **Maintain safe distances** at the meeting point and if it is not possible to use masks and/or protective screens.

DURING THE TOUR:

- The guide must give an image of **tranquility and confidence** to the clients.
- The guide must **remember the protocol measures** during the tour if necessary.
- **Exhaustive hand washing** as much as possible with soap and water or if it is not possible with a hydroalcoholic solution.
- The **safety distance (1.5 meters)** must be maintained between the clients and between the clients and the guide and if it is not possible **to use the mask and / or protective screens**.
- Stops and explanations must be carried out in **open and / or wide spaces**, respecting the safety distance.
- **Avoid touching potentially contaminated surfaces** (railings, knobs, barriers, etc.).

AFTER THE TOUR:

- Properly dispose of single-use protective materials.
- **Avoid as much as possible the use of cash**. If it is not possible, the guide must carry a bag or envelope for the client to deposit the amount and thus avoid handling the money.
- Our guides have a **portable POS** available to the client.
- Those forms of farewell that involve **physical contact** should be **avoided**.