

ICT-P-013

# Specific protocol for Guided Tour Activities.

**TOURISM SECTOR**

**CREATION DATE:  
DECEMBER-2020**

**VERSION: 002**

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# FOREWORD

This document corresponds to a sectoral protocol that contains the minimum prevention requirements to be established by Tour Guides, however, organizations are not limited to implementing additional measures more efficient and effective to address the pandemic caused by COVID-19 disease.

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## OBJECTIVE AND FIELD OF APPLICATION

The objective of this document is to establish the minimum requirements that allow the reactivation of the tourism sector under the COVID-19 alert. This protocol provides the Guided Tour subsector with guidelines so that they may gradually provide clients with their services while avoiding chains of contagion. However, organizations are not limited to implementing more efficient and effective additional measures to address the pandemic.

The application of these guidelines is aimed at the subsector of guided tours, of the tourism sector, throughout the national territory, as part of the preventive and mitigation actions dictated by the Ministry of Health for the attention of the COVID-19 alert.

# HYGIENE AND DISINFECTION

## CLEANING, HYGIENE AND DISINFECTION MEASURES

The Tour Guide must have gel alcohol and/or individual disinfectant towelettes for each guided activity carried out. Similarly, the guide must promote the continuous use of gel alcohol and the hand washing protocol, as established by the Ministry of Health, among all participants and hikers.

The Tour Guide must be much more vigilant, compared to before the declaration of the COVID-19 pandemic, in verifying that all common areas visited with tourists or hikers are constantly cleaned and disinfected by reviewing the corresponding logs.

The Tour Guide must ensure the use of authorized commercial cleaning and disinfection products.

The Tour Guide must inform customers of the location of protocol signs for sneezing and coughing, hand washing, alternatives ways of greeting and not touching the face, in establishments visited. If they are in an open area, the guide must verbally go over these protocols with the clients.

The Tour Guide must have his or her own PPE (face mask for healthy people and face shields or visual protectors) and evaluate the use of non-surgical gloves, or similar, to carry out their activities throughout the entire tour.

The Tour Guide must avoid sharing personal items such as pens, field guides, binoculars and telescope. If sharing is required, disinfect after each use.

Intensify cleaning and hygiene measures on all those surfaces frequently touched in the course of the daily tasks carried out by the Guide such as pulleys, ropes, binoculars, telescopes, life-jackets, oars, boats, bicycles, vehicles of any size, maps, hiking sticks, tents, flashlights, trail rails, and more.

The use of cell phone adapters for the telescope, that allow the observation of flora and fauna without coming into contact with the optical equipment, or the use of any other technique considered appropriate to avoid contagion, is recommended. Should clients come into contact with the optical equipment, it must undergo rigorous disinfection immediately.

The Tour Guide must encourage the use of electronic payment methods, preferably contactless.

As long as the Tour Guide has a group of tourists or hikers under his or her charge, the Guide must ensure the physical distancing required by the Ministry of Health on the date of application of this Protocol (1.8 meters between people of different social bubbles).

Contact and manipulation of the belongings of hikers and tourists must be avoided.

For guided activities where the Tour Guide is required to stay overnight, the establishment must ensure that the Tour Guide has his or her own room. Under no circumstances can a room be shared with the driver, or any other employee because they do not belong to the same social bubble.

Make sure that natural ventilation in land vehicles is fluid.

Be vigilant that employees clean and disinfect surfaces that are continuously touched, giving special emphasis to handles, railings, belts, seats, driver's cabins, dashboards, mirrors, and others. They must be cleaned before and after the corresponding transfer of people.

Encourage tourists or hikers to use gel alcohol to maintain hygiene conditions in the vehicle or during outdoor tours. In the case of independent guides, he or she must provide gel alcohol with a composition of at least 60 -70% for this.

Use gel alcohol with a composition of at least 60 -70%, after handling luggage.

Provide the time and the means for proper hand hygiene when entering the workplace and during the work day.

Carry out informative and educational actions aimed at incorporating healthy practices issued by the Ministry of Health (see Annex 1).

The Tour Guide must wear a clean uniform, or work clothes, every day.

The Tour Guide must carry his or her own microphone for use in transport units, as personal equipment, and ensure its disinfection before and after each use.

As part of the welcome protocol, inform clients of the procedures and rules that must be implemented during the guided activity and advise participants to immediately communicate any COVID-19 related symptoms experienced during the tour. The Tour Guide, in turn, will guarantee prompt and timely treatment according to the guidelines of the Ministry of Health.

Tour Guide Associations, as well as FENAGUITUR, must assign a person responsible for the communication related to individual and collective protection.

Through the pages of the Tour Guide Associations, as well as FENAGUITUR, they must provide information on the official material provided by the Ministry of Health.

The documents issued must be in the official language, and at least one foreign language, such as English, for the understanding compliance of all.

Use informative presentations on electronic devices to review the steps recommended for hand disinfection, the proper way to cough or sneeze and alternative forms of greeting, as established by the Ministry of Health (see annexes).

Due to the nature of the guided activity, which takes place in multiple scenarios, electronic means will be used to communicate with the Tour Guides. These channels will be the websites of the Tour Guide Associations, their official chat groups and the official FENAGUITUR website.

The Tour Guide must comply with the assigned responsibilities, including by informing your immediate superior (when required) if you have symptoms of flu, cold, sore throat, fever or shortness of breath, prior to entry of your duties, so that appropriate decisions are made on according to the guidelines of the Ministry of Health.

# THE PROCEDURES TO BE CARRIED OUT FOR THE CLEANING AND DISINFECTION OF THE WORKPLACE ARE DETAILED BELOW:



## PROCEDURE FOR WASHING YOUR HANDS.

•The establishment must promote hand washing in accordance with the protocol established by the Ministry of Health for this purpose. See annex 1.



## PROCEDURES FOR HAND RINSING AND DRYING

The establishment must promote hand washing in accordance with the protocol established by the Ministry of Health for this purpose. See annex 1.



## PROCEDURES FOR DISINFECTION WITH EFFECTIVE ANTI-VIRUS PRODUCTS

The company must use effective cleaning products against the virus, ensuring the greatest disinfection of all areas, which must be duly authorized by the Ministry of Health.



During the entire time of visitation to the different National Tourist Heritages, the Tour Guide will be the one who will consult the cleaning and disinfection plans and schedules for the different areas of the facilities, by verbally checking with those responsible.

Tour Guides shall be responsible for ensuring that the people responsible for cleaning, disinfection, waste management and the use of personal protective equipment is carried out from the moment they begin their work.

Tour Guides must ensure their own safety when handling waste and waste, using EPP that best suits.

The chemical products used for cleaning and disinfection due to COVID-19 must be endorsed by the Ministry of Health for this purpose

## AUTHORIZED CHEMICALS FOR SURFACE WASHING

Cleaning and disinfection products must be those duly authorized and recommended by the Ministry of Health to fight the virus that causes COVID-19 disease

# IDENTIFICATION OF CRITICAL POINTS FOR DISINFECTION

Tour Guides must ensure the continuous disinfection and cleaning of the following surfaces and areas, as well as those deemed necessary for the correct sanitization of all the areas visited in general.

- **Mugs**
- **Ballpoint Pens**
- **Binoculars**
- **Telescope**
- **Telescope Tripod**
- **Guides and field books**
- **Laser Pointer**
- **Cell Phone**
- **Carrying Unit Microphone**
- **Communicator radios**
- **Headband Microphones with Speaker**
- **Tents**
- **Oars**
- **Boats**
- **Vests**
- **Others**

Tour Guides must ensure the continuous disinfection and cleaning of electronic equipment used in tours, so it is recommended to review the user manuals to know the specific cleaning restrictions for each equipment.

The company and the Tour Guides must intensify the frequency of cleaning and hygiene (depending on the volume of visitation) in all spaces, with greater rigorous, on the support surfaces.

It is recommended to use for cleaning equipment an alcohol-based solution of at least 60 -70%, as well as with commercial products recommended by sanitary authorities.

## PERSONAL PROTECTIVE EQUIPMENT (PPE)

According to Executive Decree No. 42603-S of September 7, 2020, the guide shall ensure the mandatory use of the mask by all members of the guiding groups, and when their services are required within facilities.

In addition, when a person transport service is required in its various modalities, the guide must also ensure the mandatory use of the mask.

The use of a face shield shall be optional and in addition to the required use of a face mask as personal protective equipment.

Tour Guides who work as Plant Guides must ask their companies to supply the required PPE.

It is recommended, before acquiring PPE, that the Tour Guide validate their quality taking into account national and international standards found at <https://www.inteco.org/juntos-en-la-prevencion>.

Tout Guides must evaluate the use of a face mask, as personal protective equipment, when providing tour instructions, as well as the details of the same, if applicable based on the activity to be carried out.

# WASTE MANAGEMENT

Waste generated during COVID-19 cleaning and disinfection must be classified and discarded according to the guidelines established in the National Strategy for Separation, Recovery and Recovery of Waste (ENSRVR) 2016-2021, of the Ministry of Health.

The Tour Guide must collect waste in a leak-proof, moderately thick bag, to avoid punctures and must be disposed of immediately to avoid the accidental contamination of others.

The person who performs the task of collecting and handling waste, must wear their PPE.

At the end of the waste collection and management process, the Tour Guide must implement hand washing protocols, as established by the Ministry of Health.



# LOGISTICS IN THE WORK PLACE AND/OR TOURIST SITES

The Tour Guide must design work schedules according to the needs of its operation, in such a way that physical distancing is achieved at the time of entry, during tours and departure from tourist sites.

The Tour Guide must respect the shifts and schedules established in the different tourist areas and spaces. (Protocols established for ASP, Museums, Thematic Companies, and others)

Work schedules must include time for both the Tour Guide and visitors to wash their hands in accordance with the recommendations of the protocol established by the Ministry of Health, for approximately 40 seconds, which corresponds to twice the amount registered by the vast majority of clinical trials published by medical journals.

The Tour Guide must respect the protocols established for the different areas and places of visitation, where the distance between people (1.80 meters) must be guaranteed, as well as respect social bubbles in these facilities.

Due to the nature of the Tour Guide's work, where interaction with the client (s) occurs in unconventional places, it is not possible to implement Teleworking, however, the assignment of jobs must be carried out through virtual meetings, instead of personally going to the offices of the hiring company, to receive the indications of the work to be carried out.

At the beginning of the tour guide activity, the Guide must be emphatic with customers in complying with all health provisions issued by the Ministry of Health.

If the activity is expected to last more than 60 minutes, it is recommended that the Tour Guide take an exclusive break to comply with the guidelines issued by the Ministry of Health regarding hand washing and/or disinfection.

Prepare one-way routes to avoid group crossings, whenever possible (example on trails, museums, theaters), in coordination with other Tour Guides and abiding by the logistics of tourist sites.

It is recommended that walking tours, and stops contemplated to explain monuments or buildings, be carried out in open and/or wide spaces, respecting the physical distance required by the Ministry of Health.

For hiking activities, groups of no more than 6 people are recommended, having as a starting point that the groups correspond to a social bubble, in this way guaranteeing that there is no mix with other social bubbles.

To achieve physical distancing, a minimum distance of 15 meters is required between groups led by a tour guide.

The Tour Guide must strive to maintain their safety at all times by encouraging the use of PPE during the activity.

The Tour Guide must remember the obligation to comply with the protocols established by the Ministry of Health during the trip.

The Tour Guide must keep a record of services rendered, noting the customers, tour and sites visited.

The Tour Guide must encourage tourists or hikers to wash their hands when entering a tourist site. Hand washing must also be encouraged after coming into contact with surfaces exposed to possible contamination.

The Tour Guide must inform his or her contracting company, or direct employer, if they realize that they have come into contact with someone in quarantine or exposed to coronavirus.

Guides associations should provide training for Tour Guides with official information from the Ministry of Health.

## ACTIONS FOR CONFIRMED CASES AMONG TOUR GUIDES AND/OR TOURISTS AND HIKERS

In the event of suspected cases, the Tour Guide must follow these recommendations:

- **It must be recorded and communicated to the administration of the company to which services are provided, through pre-established mechanisms for this purpose, or by calling the number 1322, in accordance with the Ministry of Health.**
- **Require compliance with the rules and regulations of the country's health authorities and coordinate the transfer in accordance with the guidelines of the Ministry of Health.**
- **Follow the instructions of the authorities of the Ministry of Health, once the call has been made, to provide the most accurate data.**

Guides associations should provide training for Tour Guides with official information from the Ministry of Health.



# COMMUNICATION

The Tour Guide must convey the minimum guidelines required by the Ministry of Health to customers, either verbally or in writing (digital channels, electronic devices, taking advantage of signs at sites visited, among others), as well as demonstrate the correct protocols for sneezing and coughing, washing and drying hands, and others.

The Tour Guide must provide customers with information about the services, provisions for the admission, use of facilities and schedules, if necessary, as well as all COVID-19 protocols related to National Tourist Heritage site to be visited.

Disseminate through the website of each Tour Guide Association and FENAGUITUR, as well as that of the Costa Rican Tourism Board, the protocols carried out to guarantee the health of tourists and hikers.

Due to the nature of the guided activity, which takes place in multiple scenarios, electronic means will be used to communicate with Tour Guides. These channels will be the web pages of Tour Guides Associations and FENAGUITUR.

The President of each Tour Guide Association, as well as FENAGUITUR, shall be responsible for maintaining and updating this information in an official manner or, failing that, designate a person considered pertinent for the position and shall notify the Tour Guides they represent, who will be in charge of communication from the Ministry of Health.

The means of publication of the protocol, once approved by the Minister of Tourism, will be the official websites of the Costa Rican Tourism Board, ACOGUITUR and FENAGUITUR.



# APPROVAL, MONITORING AND EVALUATION

## AUTHORIZATION

The institutional leader that will approve this sectoral protocol is Gustavo Segura Sancho, Minister of Tourism.