

Protocol related to the control of COVID-19 in the context of guided tours for private groups

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According to the experts, we have to live with COVID-19 for a while longer. Therefore, we are actively taking part in the measures to limit the spread of the virus and, since July 30, 2020 have been awarded **Brussels Health Safety Label**. This label was developed by the Brussels-Capital Region and visit.brussels in partnership with the certification company SOCOTEC. It aims at ensuring the quality and safety of Brussels' tourist infrastructure.



Here are the guidelines to follow in order to be able to organise a guided tour with Brussels Chatterguides:

1. Make sure you have the lists of participants and their contact details up to date and available quickly in case they are needed for 'contact tracing';
2. If a participant notifies you of a suspected or confirmed case of COVID-19 within 14 days of the visit, you must inform us and all other participants as soon as possible;
3. Groups are limited to a maximum of 25 participants per guide. Larger restrictions can be foreseen depending on the type of visit and the recommendations of the guide;
4. If equipment is used during the visit (audio system, tablets,...) it will be cleaned and disinfected before and after each visit/use;
5. Wearing a mask is compulsory for everyone aged 12 and over;
6. Please provide your participants with the following information:
 - a. Do not join a guided tour if you show symptoms of the disease;
 - b. Do not join a tour if you have been in contact with a person with COVID-19 or with symptoms of the disease;
 - c. Follow the guide's instructions and any guidelines posted in the places you visit;
 - d. Wearing a mask is compulsory for everyone aged 12 and over;
 - e. You will bring your own nose-to-mouth mask and, if you wish, your hydroalcoholic gel. In case you forget, the guide will have at his disposal a basic hygiene kit which will include:
 - i. disposable nose-mouth masks in case the clients forget (sold at cost price);
 - ii. disposable tissues;
 - iii. disinfectant wipes and/or hydroalcoholic gel (bottle handled by the guide).
 - f. Ensure good hand hygiene and do not touch anything as much as possible (monuments, plaques, street furniture, public places, etc.) ;
 - g. Cough or sneeze into your elbow or into a paper handkerchief that you will immediately throw into a covered rubbish bin;
 - h. If you develop symptoms associated with COVID-19 or if you test positive within 14 days of the visit, you must inform the tour organizer as soon as possible.