

GENERAL RECOMMENDATIONS FOR TOUR OPERATORS AND GUIDES

With infection caused by new coronavirus (SARS-CoV-2) related to (COVID-19)

General recommendations for tour operators and guides

Recommendations for the travel company, the organizer of all types of tours, guides and drivers:

- The number of people in the tourist vehicle shall be determined in accordance with Annex N1;
- The guide, driver and tourists should be thermoscreened before going on the tour. Data should be recorded for further monitoring. Thermoscreening should be performed daily;
- The tourist group (including the guide and the driver) must be provided with personal protective equipment. In a closed area, the face mask is obligatory, but gloves and protective shields/goggles should be used as needed;
- Vehicles must be provided with at least 70% alcohol-based hand cleaning liquid;
- Frequently touched surfaces (including keyboards, buttons, door handles, on/off buttons, telephones and other frequently touched surfaces and objects) should be processed several times a day in offices and vehicles (At 2-hour intervals) with a disinfectant solution of appropriate concentration; The vehicles must be provided with a closed container for the used disposable wipes or other hygiene items.
- A protective transparent barrier must be provided at the driver's cabin to ensure that passengers could keep the distance;
- Disinfection/sanitary treatment of internal and external handles of vehicles must be provided after each transfer of tourists;
- When cleaning the vehicle, special attention has to be addressed to the head restraint of the seats and the armrest of the seats (hand resting place);
- Regularly ventilate the passenger cabin through open windows;
- During the tour, the driver must have an individual thermometer provided by the tour organizer, thermoscreening must be performed daily and data must be recorded for further monitoring;
- All types of tour organizers and self-employed guides are required to comply with the requirements set forth in these recommendations.

Guide obligations:

- Guides should wear a face mask when directly meeting the tourists;
- During the tour, the guide must keep the distance from the guests;
- During the tour, the guide must have an individual thermometer with him to monitor the temperature. Thermoscreening should be performed daily, before the start of the tour;
- Wearing a mask indoors is mandatory;
- If a member of the group is found to have symptoms characteristic of the Covid 19 virus: cough, dry throat, fever, joint pain, etc. The guide is required to comply with the relevant protocol.

Note: If the guide/tour organizer uses audio equipment, disposable headphones should be used.

Exception: It is allowed to place a child under the age of 12 in a vehicle in the shorter distance than appointed.

COVID-19

List of vehicles by categories and allowed number of passengers

Vehicle categories		Models	Available places	Allowed quantity of tourists	%
M 1	Minivan	Mercedes Vito/Viano, Hyundai H1, Honda Elysion, Mazda MPV, etc.	6	4	N/A
	Minivan 4x4	Mitsubishi Delica 4x4, etc.	6	4	N/A
M 2	Minibus	Mercedes Sprinter C, Mercedes Sprinter XL, Mercedes Sprinter XXL, Ford Transit, etc.	12	7	N/A
			15	9	N/A
			18	11	N/A
M 3	Medium-sized bus 8-10 meters	Setra 309 HD, Setra 411 HD, Mercedes Tourino, Isuzu, Temsa Prestige, Temsa Opalin, etc.	26	13	50%
			28	14	50%
			30	15	50%
			32	16	50%
			34	17	50%
			36	18	50%
M 3	Large bus 11-14 meters	Setra 312 HD, Setra 315 HD / HDH, Setra 411 HD, Setra 415 HD, Setra 416 HD, Setra 417 HD, Mercedes Travego, Mercedes Travego 16, Mercedes Travego 17, Irizar pb 8 Mercedes Intouro, Neoplan Tourliner 116, Neoplan Cityliner 1217, Neoplan Cityliner 1218, Vanhool XS 4, MAN Lion Coach, Irizar pb 6, Irizar pb 8, Scania, etc.	40	20	50%
			42	21	50%
			44	22	50%
			46	23	50%
			48	24	50%
			50	25	50%
			52	26	50%
			54	27	50%
			58	29	50%
M 3	Double-decker bus	Open Top City Bus, Guleryoz-Cobra, etc	72	36	50%
		Setra - 431, Neoplan Skyliner, etc.	78	39	50%

models
Mercedes Vito / Viano
Hyundai H1
Honda Elysion

6 seat minivan



Allowed - 4 tourists

models
Mitsubishi Delica

6 seat minivan



Extensible chair

Allowed - 4 tourists

models
Mercedes Sprinter C
Ford Transit

12 seat minibus



Allowed - 7 tourists

models
Mercedes Sprinter XL
Ford Transit

15 seat minibus



Allowed - 9 tourists

models
Mercedes Sprinter XXL
Ford Transit

18 seat minibus



Allowed - 11 tourists

26 seat bus

Allowed - 13 tourists



models
Termin Prestige
Isuzu

28 seat bus

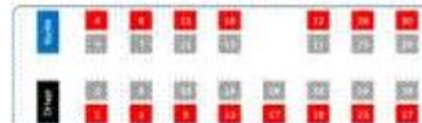
Allowed - 14 tourists



models
Setra 309 HD
Termin Prestige
Isuzu

30 seat bus

Allowed - 15 tourists



models
Setra 309 HD
Mercedes Tourismo
Isuzu

32 seat bus

Allowed - 16 tourists



models
Setra 309 HD
Mercedes Tourismo
Termin Opalin

34 seat bus

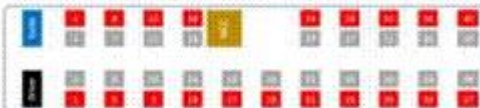
Allowed - 17 tourists



models
Setra 309 HD
Mercedes Tourismo
Termin Opalin

36 seat bus

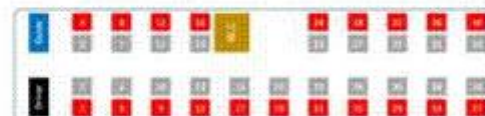
Allowed - 18 tourists



models
Setra 411 HD
Mercedes Tourismo
Termin Opalin

40 seat bus

Allowed - 20 tourists



models
Setra 312 HD
Vanthoel
Neoplan Tourliner

42 seat bus

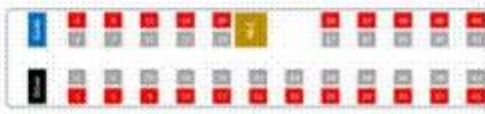
Allowed - 22 tourists



models
Setra 312 HD
Vanthoel
Neoplan Tourliner

44 seat bus

Allowed - 22 tourists



models
Setra 315/415
Mercedes Tourismo
Neoplan Cityline 1216
Priso PB

Note: If another vehicle, which is not specified in this Annex, is used for tourist purposes, the requirements for the vehicle category specified in this Annex shall apply.

FOR ADDITIONAL INFORMATION, PLEASE CALL 1505 OR 116001