COVID-19 Industry Guidance: Tour Operator

Are tours able to operate?
- Yes. As of June 12, 2020.

What is the guidance for re-opening tours?
- All businesses operating within Santa Barbara County are required to submit an attestation through the ReadySBC website. The Attestation form can be found here.
- All businesses providing tours using enclosed vehicles to transport people from one location to another should follow the industry specific guidelines for public transport provided by the California Department of Public Health. These guidelines can be found here.
- **Tour operators and guests should not participate in a tour if they are sick.** Tour operators should not return to work until the criteria to discontinue home isolation are met, and after speaking with their healthcare provider.

When do tour operators and guests need to use face coverings?
- Drivers must wear a face covering while driving or operating vehicles at all times, in order to reduce the spread of respiratory droplets inside the vehicle which can linger and/or spread in small spaces. This is a Santa Barbara County requirement as directed by Health Officer Order 2020-10 found here.
- Customers should wear face coverings while inside the vehicle.

What is the guidance for groups and capacity?
- Avoid providing pooled rides or picking up multiple passengers who would not otherwise be riding together on the same route

What is the guidance for physical distancing?
- Do not let passengers sit in the front seat.
- Keep a distance of at least six feet from passengers as much as possible.
- Ask that passengers sit six feet from the driver when transporting passengers in larger vehicles such as vans and buses

What is the guidance for ventilation?
- Avoid using the recirculated air option for the car’s ventilation during passenger transport; use the car’s vents to bring in fresh outside air and/or lower the vehicle windows.

What is the guidance for cleaning of surfaces and vehicles?
- Tour operators and guests
- Avoid contact with surfaces frequently touched by passengers or other drivers, such as door frame/handles, windows, seatbelt buckles, steering wheel, gearshift, signaling levers, and other vehicle parts before cleaning and disinfection.
- Carry cleaning and disinfectant spray or disposable wipes and disposal trash bags with you in your vehicle.
- At a minimum, clean and disinfect frequently touched surfaces in the vehicle between customers.

**How can we keep customers and staff safe?**

- Space customers out as much as possible. Tour operators and customers should maintain a minimum of six feet of distance from those who do not live within their immediate household.
- If customers are being transported to several locations, advise them to sit in the same seat each time they enter the vehicle and/or provide them with disinfectant wipes to clean surfaces before driving.
- Tour Operators should immediately report any passengers who exhibit symptoms to management, your app rideshare company, and/or the authorities, as appropriate.

**How do I find out what specific protocols and procedures should be in place before opening a tour company?**

- The Industry specific modifications outlined by the California Department of Public Health COVID-19 guidance documents can be found here: [https://covid19.ca.gov/industry-guidance/#top](https://covid19.ca.gov/industry-guidance/#top)
- The CDC guidelines for rideshare, taxi, limos and other passenger drivers can be found [here](https://www.cdc.gov/coronavirus/2019-ncov/community/bus-taxi-ride-sharing.html).