



Covid-19 Protocol Tours and Excursions

Summer 2020



KLOOK



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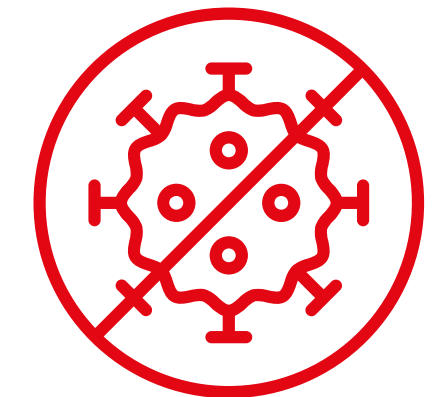
Introduction

At City Sightseeing we pride ourselves on offering a wide array of tours and attractions in over 100 cities and 35 countries worldwide, however, **the health and safety of our staff and guests is our top priority.**

In light of the current situation, we have introduced several new health and safety measures to ensure we can keep offering a fantastic service at all our worldwide operations while **ensuring the safety of all.**

Taking into account the advice of numerous governmental bodies throughout the world, **we have adopted numerous measures and procedures in order to reduce the risk of COVID-19 contagion** throughout our entire international network. However, measures and protocols may vary depending on the mandates and recommendations set forth by individual governments.

This guide will shed light on what guests need to know before hopping on with City Sightseeing, the social distancing measures that are in places, as well as the hygiene procedures which have been implemented.





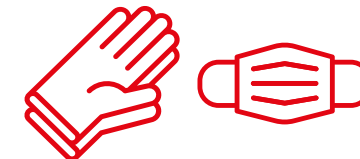
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Before Hopping On

- **Check our website and social media profiles for the latest information**, including schedules, cities currently operating, and tour information, before leaving home.
- **When possible, pre-book your tour online** and verify if mobile vouchers are accepted for your desired tour.
- Don't forget your credit card at home. If you decide to purchase in destination, **please make contactless payments when possible**.



- **The use of face masks is strongly recommended on all our tours**, however, depending on the city you are visiting the use of a face mask is mandatory. Please check our website or social media to consult the specific requirements in each city.





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Protocol for Guests

Please make sure you are fit to travel, for your safety and the safety of staff and other guests. If you display any symptom of COVID-19 you will not be allowed to hop on. Some City Sightseeing operations may even ask to take your temperature at a distance.

- We have introduced social distancing measures at our queueing points and on our vehicles. Please adhere to the staff instruction and try to maintain 1.5 metres distance at all times from staff and passengers who are not in your party.



- Once you hop on, you will find that seating is clearly marked to indicated which seats guests can use while enjoying the tour. This is to ensure social distancing is maintained at all times.



- The use of face masks is mandatory when riding on the lower deck. Depending on the city, a face mask may be required when on the top deck, however, City Sightseeing strongly recommends the use of face masks even when it is not obligatory. Please remember to bring your face mask with you.





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Protocol for Staff

Staff are required to use face masks at all times during their shifts.

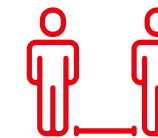
- Staff are to encourage clients to **use contactless** forms of payment.



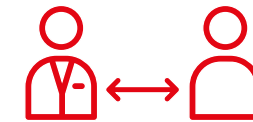
- **Hand sanitiser** should be used frequently by staff.



- **Social distancing measures** are to be enforced by staff.



- Staff are asked to maintain **1.5 metres distance** from other employees and guests whenever possible.





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General Hygiene Procedures

Guests should adhere to government advice regarding personal hygiene while using the service.

- All touch points, including handrails, seats, door handles, and audio panels, **will be cleaned and disinfected frequently.**

- In order to ensure the safety of guests and staff, **all employees are given PPE**, such as face masks, face shields, hand sanitiser, and disposable gloves.



- Hand sanitiser dispensers are installed in all our vehicles for guests to use as they hop on and off.



- Guests are asked to use the rubbish bin to dispose of any personal hygiene item, such as tissue, as well as rubbish in general.





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City Sightseeing: We are Clean and Safe

After reading these guidelines, we hope you feel confident in City Sightseeing and our health and safety measures which have been implemented in our operations throughout the world. **We have taken every possible measure in order to minimise the risk of contagion for our guests and staff.**

However, **we do ask that each and every guest and staff member also take personal responsibility for their safety and those around them** by abiding by these measures as well as those mandated and recommended by the government in the city or country they are in.



We look forward to welcoming **you on board soon** to help you discover, explore, and enjoy the world.

Thank you. Stay Safe.





Ready to hop on?



*We show you
the World!*