

Reopening Visitor Experience Induction

Covid-19 Secure Tours

Tours could be an alternative offering for your visitors if your site is not suited to a Covid-19 secure self-led visit because of access/visitor flow issues. These can offer a more controlled experience for both the visitors and staff giving more confidence in the safety of the site. Providing tours should be considered and assessed when creating a **risk assessment** for the site. Make sure to follow [official government Covid-19 secure guidelines of if tours are currently allowed within the restrictions](#).

Tours can take place with up to 30 people, however making sure that groups of six (or support/household bubbles) do not mix. Check the government [website](#) on a regular basis to ensure you are following updated guidelines.

Planning

When planning the tours avoid high risk activities. Have a walk through the site. *Is the space suitable for a tour? What does and doesn't work? Can you make any changes to the tour?*

Areas to consider:

- **Reduced capacity**
Using a risk assessment of the building, can you work out a safe capacity number for tours?
- **Ticketing/Time slots**
Can you carry out a ticket/time slot system for your tours?
- **Social distancing**
Can you ensure there is enough space for social distancing for visitors and staff?
- **One-way system**
Can the tour be adapted to the one-way system of the space?
- **PPE**
Can you provide PPE for staff and hand sanitiser stations for visitors?
- **Enhanced cleaning**
Can cleaning be scheduled between tours at all touch-points (doors/barriers) and toilets?

Examples

Examples of led tours: [Fairfax House](#), York have included a full page of terms and conditions specifically for their tour giving lots of information about their Covid-19 secure measures and 'Lady Anne's House Rules'. [York Castle Museum](#) runs several tours of small capacity.

Once you have assessed all these things and made all the required alterations, the next step is to test the tours before reopening. Make sure you provide information for visitors about the changes to the tours, via social media/website/booking confirmation and when visiting.

If the space isn't suitable for tours, consider alternative methods of sharing content with your visitors. Here are some suggestions to consider; virtual tours, audio guides, videos, online interactives, teaching resources. #Museumfromhome

Here are some examples: [YorkMuseumsTrust YouTube channel](#), [Shibden Hall Interactive virtual tours](#), [Ripon Museums audio guides](#).

Digital Content

If you are considering creating digital content, [Kids in Museums](#) also provides some useful information in how to achieve fun interactive activities for families.

Leeds Museums & Galleries have created content online for families to use, creating a [virtual visit](#) with a variety of content.

Please ensure that you first consult HM Government guidance [Coronavirus \(COVID-19\): guidance and support - GOV.UK \(www.gov.uk\)](#) and [Nmhc Good Practice Guidelines For Reopening Museums - National Museum Directors' Council Website \(nationalmuseums.org.uk\)](#) . Please note that this document has been written to provide practical advice, but the authors are not legal or medical experts. We recommend that you obtain specialist advice if you require it. This resource was produced in May 2021.