



# **Philly by Segway**

## **Health and Safety Guidelines**

### **Summary**

This is a brief document to outline requirements, advice and best practices for re-opening Philly by Segway in a way that minimizes risks for all stakeholders, builds trust with customers and manages the re-opening in the most prudent way. The aim is to create guidelines that are easy to communicate to customers while allowing for flexible implementation in this dynamic COVID-19 situation. The safety of the team, customers, guides, vendors and the wider local community remains our main priority and any return to operations will be done in a safe and responsible way.

This document will be revised and re-dated from time to time as our guidelines change.

### **Checklist for Re-opening**

#### **1. Re-opening Plan**

We will re-open for tours from June 27<sup>th</sup>, 2020 in accordance with national and local guidelines where applicable. At first, we will only operate one tour at a time (i.e. no overlapping one and two hour tours). We will review this procedure on a daily basis until we feel that it is acceptable to provide overlapping tours.

#### **2. Checking local government advice**

Everything that we do when we re-open will comply with the relevant local government guidelines. It is critical that everyone follows government advice and these guidelines to protect our community. In particular we are following [Pennsylvania's phased re-opening plan](#) and following [CDC guidelines](#), both of which are linked here.

#### **3. Analyzing our current range of products and our operations**

Before re-opening and operating tours again we completed a risk assessment for each of our tours and our general operations.

#### **4. Speaking to all of our vendors**

We will continue to reach out to our vendors to discuss any changes to operations and their new health and safety protocols. If they want to reassure tourists that they are taking best practices, we will share the phased re-opening guidelines issued by the Commonwealth of Pennsylvania, the CDC and the [WTTC \(World Travel and Tourism Council\)](#).



## 5. Training our staff

In this process, we are creating health and safety processes for our guides. We will discuss how we're greeting customers, our guides will deliver a health and safety brief at the start of the tour, and we'll establish how to handle different scenarios on-tour, ensuring guides are familiar with incident management procedures, how to manage issues as they arise and how to accept tips at the end of the tour.

## 6. Ordering supplies of PPE and sanitation gear

This will be an ongoing process for us led by our Segway Manager.

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# Health and Safety

## Government Guidelines

- The safety of the team, customers, guides, vendors and the wider local community remains our main priority and any return to operations will be done in a safe and responsible way. As such, our actions must follow the guidelines of the relevant authorities. Any breach of published regulations will be a serious matter.

## Vendors

- **Health and Safety**
  - All vendors on a tour should be consulted before submitting a tour for re-opening to discuss any operational changes (reduced hours, days etc) and discuss their own Health and Safety procedures and physical distancing protocols to protect our and their customers.
- **Bathrooms**
  - Guides will direct customers to use our own bathroom at the beginning of the tour because of the shortage of bathroom options on tour.
- **Cheesesteak Locations**
  - Philly by Segway management will ensure that any location used adheres to strict cleanliness standards .
  - Philly by Segway guides will carry sanitizer or sanitary wipes in order to wipe down any surface used and for use by customers.



- We will follow local regulations on table spacing and guest seating in restaurants. Wherever possible, groups should try to ensure that they are sitting at their own table without strangers in restaurants.
- Payment methods should be contactless.

### **Philly by Segway Premises and Equipment**

#### **● Equipment**

- All Segway and ancillary equipment will be thoroughly cleaned between tours and all high touch surfaces in shared areas should be regularly cleaned and disinfected.
- It is our preference is for customers to bring their own helmets. For customers without helmets, our own helmets should only be used once each day and will be sanitized immediately after use. We will also have head caps available for any customer requiring additional protection.
- Hand sanitizer will be made available.

#### **● Premises**

- All surfaces will be cleaned and sanitized on a regular basis and in between customer use.
- Bathroom surfaces will be cleaned between every tour and at least every half day and the bathroom fixtures will be cleaned daily.
- A sign will be placed on the entrance door referring tour our Health & Safety guidelines which shall be made available upon request.
- A sign will be placed on the entrance door to explain pre-tour registration and training procedures.

#### **● Pre-Tour Registration & Training**

- Only one from each customer group should enter at a time.
- Customers entering should wear a mask.
- Philly by Segway staff will always wear a mask when greeting and working with customers.
- Our waiver has been updated requiring that customers should review the safety video before they arrive for their tour.
- Waivers will be provided to all customers online prior to the tour. For anyone requiring to sign a waiver, these will be given to each customer group for them to sign outside of the premises.
- Customers will enter the premises one group at a time. Each group will stay in the seating area while, one by one, each of them goes through the training routine, all wearing masks.

#### **● The Tour**



- The guide should maintain some distance between themselves and the group while on tour and independent groups should be asked to maintain distance from other groups.
- Masks may be dispensed with as long as social distancing practices are maintained and the group does not go close to other members of the public, but masks should always be readily available to be worn in the event the group comes into close contact with others.

### **PPE (Masks, Face Coverings)**

- We will always follow up-to-date advice from the local health authorities.
- We will tell customers that they should bring a mask and their own sanitary wipes or lotion to the tour. Guides should remind customers of this before the tour and have spare masks to give to them.
- We will ask customers to bring a helmet to the tour.
- The guide will advise the group of the advice from the local health authorities during the health and safety briefing at the start of the tour.
- It is advised that guides wear masks at all times.

### **Group Size**

- No change to current 8-person maximum, but the Manager may use their discretion to cap a tour if there are more than two or three independent groups.
- We will comply with local government restrictions on gatherings.

### **Cleaning**

- Guides will be equipped with necessary cleaning materials (hand washing and sanitizer, equipment for cleaning where needed) for use on-tour for themselves and for guests.
- Protocols for any equipment used during the tour will be documented and shared with guides.

### **Staff Training**

All staff must be trained, or re-trained, on the following areas before operating a tour:

- COVID-19 Incident Management Process (below).
- Reporting incidents in the incident management log.
- Familiarity with the location of hospitals for the itinerary of each tour as a part of a contingency plan.
- Delivering a safety briefing at the start of the tour.
- All relevant information shared here.



### **Tour Safety Briefing**

Each tour will start with a safety briefing that covers all of the necessary information for customers, including information such as:

- Latest local health authority advice on mask usage and social distancing.
- Asking customers if they've had any symptoms in the last 14 days
  - A fever (38C/100.4F or higher)
  - Coughing
  - Difficulty breathing
  - Sore throat
  - Fatigue
- Asking customers if they have travelled internationally or to a high-risk area in the last 14 days.
- Protocols for what to do if feeling unwell.
- Reminders about hand washing, sanitization etc.

### **Data Collection**

- **Contact Tracing** - It is important to collect customer details at the start of the tour for contact tracing purposes **only** - if we are informed of possible exposure, this will allow us to inform our customer. We should take this information in a contactless way if we don't already have it online. This information will not be used for marketing purposes.
- **Delivery of Photos at End of Tour** - Photos taken of the group by the guide, will be air dropped or e-mailed to the guest at the end of the tour. These photos will also be retained on our internal Drive for e-mailing where necessary.

### **Social Distancing**

- We will follow social distancing guidelines from local health authorities at all times.
- We will educate guides and customers to maintain a minimum 6-foot distance wherever practical.
- Wherever possible, we will ensure that groups are sitting at their own table without strangers at restaurants visited.

### **Product**

- **Design** - Routes will be tweaked where possible to avoid crowds.
- **Guide flexibility** - Guides should be given authority to decide on the tour if the itinerary needs to be adjusted for health and safety purposes. For instance, if guides experience unexpected crowding at a location they should take a detour.

### **Guide Showing Symptoms**

- If a guide is showing consistent symptoms, they will be removed from scheduling for 14 days.



- If a guide has to cancel a scheduled tour within 7 days of such tour, because they are showing symptoms, the guide will be paid as normal. This protects customers and the local community by removing the incentive for a guide to show up to work while potentially positive for COVID-19.

### **Customer Showing Symptoms**

Prior to the tour, if a customer is showing any symptoms of COVID-19, the guide should ask the customer not to ride, and a full refund will be provided. While on tour, if the tour is less than one half of the way through the tour, the guide should call our back-up to meet the group and lead the affected individual back to the Hub, and a full refund will again be given. Past one half of the way through the tour, the guide should continue the tour but ask the affected customer to stay at the back of the group and make sure to wear a mask at all times. If a customer refuses to comply with a request from a guide which might compromise the health and safety of our community, the guide reserves the right to stop the tour and get back to the Hub as quickly as possible and all customers will be issued with a full refund. There will also be flexible booking conditions if a customer wishes to cancel before the tour - please see the 'Booking Details' section of this document for more details.

### **Tipping**

We will provide envelopes for customers to provide cash tips at the end of the tour so that no cash changes hands. Alternatively, guides can suggest a digital service such as Venmo or Paypal.

### **Incident Management Procedures**

In the event that a guide believes that a customer is exhibiting COVID-19 symptoms, the guide will complete an Incident Report in the form attached and provide the names and contact details of all other people on tour. The guide will ask customer to counter sign unless the customer won't do this in which case the guide will not push the idea. All Incident Reports should be signed by the manager on duty and be scanned into our Google Drive and attached for review by the owner.

### **Monitoring**

We will be monitoring feedback from customers to ensure they feel safe and that we are mitigating risk whilst operating departures. This is not to catch anybody out - if a customer flags something on a tour, we will work with guides to see how we can improve the experience for customers. If a customer does complain and it is apparent that a serious health and safety breach has occurred, that customer will be entitled to a refund to prevent further issues.



## Building Trust with Customers

### Communicating Health and Safety

Customers taking tours will understandably be concerned with health and safety on tours as the world reopens with COVID-19 still a threat. There are a number of ways in which we can mitigate their health and safety risks (outlined above) and inspire confidence in customers by communicating these with them.

- Philly by Segway will create a webpage to share these Health and Safety Procedures. For questions about specific tours, they' will be directed to the usual local contact information.
- For all members of our community (customers, vendors, local community, guides, managers), we will publish an email address ([info@phillysegway.com](mailto:info@phillysegway.com)) that will escalate a concern immediately to management.
- We will add a message to every tour page directing people to the Coronavirus page, and highlighting that the tour itinerary may have changed slightly to accommodate stringent health and safety procedures. These messages will also be included in the booking flow.

### Booking Conditions

One of the key questions customers will be asking post-COVID is “what happens if I need to cancel the tour?” Brands that offer the most customer flexibility will be the ones that customers trust the most and win their bookings.

- We will temporarily implement an industry-leading flexible cancellation policy in the event they believe they are exhibiting COVID-19 symptoms, that allows customers to book with confidence and protects our community.
  - Daily join-in tours: Cancel up to 2 hours before the tour to receive a full refund. Ask the customer if they're able to reschedule or accept a travel credit.
  - Custom and Private Tours
    - Outside of 48 hours, we will issue a full refund.
    - Inside of 48 hours, we will issue a credit minus unrecoverable costs.
  - For cancellations by Philly by Segway (e.g. due to government orders), the customer will receive a full refund for whichever tour they have booked.
- By allowing customers to cancel up until 2 hours before the tour departs, it removes all incentives to turn up to a tour when showing symptoms, protecting other customers, our guides, and our local community.
- We will all of these booking conditions regularly.
- This may mean that both Philly by Segway issue occasional last-minute refunds that we wouldn't usually issue. However, we believe that this policy will make our community safer and increase bookings.