

## Cemetery Tour Guide Company Registration Scheme

### Introduction

Graveyards and cemeteries in Edinburgh are popular destinations for tour operators. Using powers under The Civic Government (Scotland) Act, the City of Edinburgh Council can implement management rules to regulate these areas to help improve the quality of the visitor experience and reduce any harmful impact on the location or on other visitors, users and local businesses or residents.

The Cemetery Management Rules 2022, section 2 reads:

“The following acts are prohibited unless the Council’s written permission has been obtained first:

- 2.1 Engaging in any commercial activity including but not limited to, filming, photography and drone recordings.
- 2.2 Giving displays or performances including begging or busking.
- 2.3 Tours whether paid or not in a cemetery which is subject to the tour guide registration scheme if the operator has not registered with the Burial Authority.
- 2.4 Any organised event whether paid for or not within the cemetery including but not limited to art classes, teaching, ghost hunting and parties.

The Tour Guide Operator Registration Scheme requires all tour guide operators who wish to carry out any tour which starts/finishes or visits Canongate, Greyfriars, New Calton, Old Calton or St Cuthbert’s graveyards abide by the **Code of Conduct at Appendix A** and request their customers make a donation described in **Appendix B**.

Tour guides must also advise all persons on tours or visits to Greyfriars graveyard, not to take photographs of George Heriots school children through the west yard gate

### Fees

**Cemetery Tour Guide Operator Registration Scheme Fee – – please tick ✓:**

Registration Fee payable annually in advance	£150	<input type="checkbox"/>
Registration Fee payable annually in advance for each employee	£120	<input type="checkbox"/>

**Please Note - This application form must be fully completed and submitted electronically together with a digital photograph, and the relevant fee using our [electronic submission form](#)**

<b>APPLICANT DETAILS – please tick ✓:</b>			
Company Registration	<input type="checkbox"/>	Company Name	
		Company Number	
Individual Registration	<input type="checkbox"/>	Forename/s	
		Surname	
Home/Registered Company Address* (*all correspondence will be sent to this address)			
Postcode			
Contact telephone number			
Contact email address			
Number of employees		<i>Note a separate registration form must be completed for each employee and must be submitted at the same time as the company registration form</i>	

<b>Declaration - please sign and date</b>			
<p>In making this application you should be aware that the City of Edinburgh Council will hold the information supplied by you ('data') for its purposes as local licensing authority. If you wish to check or amend the data held, or request deletion of data, you should contact the Licensing Manager on the details above. By submitting this application, you are giving your consent for your information to be held and processed for the stated purposes</p> <p>I/We hereby make application for the Tour Guide Registration Scheme and confirm that:</p> <ul style="list-style-type: none"> <li>(a) The particulars given by me/us on this form are true to the best of my/our knowledge and belief</li> <li>(b) I/We agree to pay the registration fee indicated</li> <li>(c) I/We agree to abide by the Cemetery Tour Guide Code of Conduct at Appendix A and C</li> <li>(d) I/We agree to abide by the Cemetery Tour Guide Donation Scheme at Appendix B</li> <li>(e) I/We have read and understand the Tour Guide Code of Conduct and Cemetery Tour Guide Donation Scheme and acknowledge that these will be attached to any Registration Permit granted to me/us</li> </ul> <p>I confirm the above declaration is true</p>			
Signature of applicant		Date	
Please print signature			

## Cemetery Tour Guide Company Registration Scheme

### Employee Registration Form

<b>EMPLOYEE DETAILS – please tick ✓:</b>			
Employee of a Tour Company	<input type="checkbox"/>	Company Name	
Employee of an Individual Tour operator	<input type="checkbox"/>	Forename	
		Surname	
Home Address* <i>(*all correspondence will be sent to this address)</i>			
Postcode			
Contact telephone number			
Contact email address			

<b>Declaration - please sign and date</b>			
<p>In making this application you should be aware that the City of Edinburgh Council will hold the information supplied by you ('data') for its purposes as local licensing authority. If you wish to check or amend the data held, or request deletion of data, you should contact the Licensing Manager on the details above. By submitting this application, you are giving your consent for your information to be held and processed for the stated purposes</p> <p>I/We hereby make application as an employee of a Tour Guide currently registered with the Council's Tour Guide Registration Scheme and confirm that:</p> <ul style="list-style-type: none"> <li>(f) The particulars given by me on this form are true to the best of my knowledge and belief</li> <li>(g) I agree to pay the registration fee indicated</li> <li>(h) I agree to abide by the Cemetery Tour Guide Code of Conduct at Appendix A and C</li> <li>(i) I agree to abide by the Cemetery Tour Guide Donation Scheme at Appendix B</li> <li>(j) I have read and understand the Tour Guide Code of Conduct and Cemetery Tour Guide Donation Scheme and acknowledge that these will be attached to any Registration Permit granted to me</li> </ul> <p>I confirm the above declaration is true</p>			
Signature of employee		Date	
Signature of Registered Tour Guide		Date	

## APPENDIX A

### **Cemetery Tour Guide Operator Code of Conduct**

1. Written permission must be requested and given by The City of Edinburgh Council to permit a guided tour to visit any of the five historic city centre graveyards managed by the Council. Namely; Canongate, Greyfriars, New Calton, Old Calton and St Cuthbert's.
2. Cemetery Tour Guide Operators must have appropriate Public Liability Insurance and on request make it available for inspection by the Council.
3. A full and sufficient site Risk Assessment must be carried out by the Tour Guide Operator before conducting a tour of a graveyard or cemetery.
4. Tour groups visiting a graveyard listed at 1) must be limited to no more than 36 persons per guide or such other lower number set out in government guidance.
5. The starting and finishing points for graveyard tours must take account of pedestrian flow and any local restrictions.
6. Tour routes must utilise any existing pathway systems to minimise any potential damage to non-protected areas i.e. grass or non-hard-standing areas.
7. Stopping points for the tour must be carefully selected to minimise disruption to other visitors / users of the graveyard or cemetery.
8. Specific care must be taken within graveyards or cemeteries to ensure tours are carried out in a respectful manner and any routes or stopping points should ensure customers do not congregate on any grave areas.
9. Tours occurring between the hours of 9.00pm and 7.00am must be conducted in such a way to keep noise levels to a reasonable level to avoid disturbing neighbouring residents.
10. Tour Guides must whilst in the graveyard or cemeteries abide by any reasonable instruction given by a Council employee.
11. Failure to comply with this Code of Conduct may result in suspension of permission and/or costs for any damage caused being recharged. Any complaints or evidence of damage being caused will be investigated and may result in suspension of the Tour Guide Operator's permission.
12. The Council at its sole discretion may revoke the registration of a tour guide operator not complying with the terms of this Code of Conduct.
13. A scheme users group including relevant stakeholders will be set up by the Council and meet at least annually.
14. This Tour Guide Operator Registration Scheme is not applicable to Friends of Cemeteries Groups however constituted

## APPENDIX B

### **Cemetery Tour Guide Operator Donation Scheme**

The Council plans to introduce donation boxes to encourage giving to support the maintenance of its graveyards and cemeteries. Tour guides that take their customers to the historic graveyards are well placed to guide their customers to a donation point should they so wish. Initially boxes will be set up in Greyfriars Kirkyard and depending on success these will be expanded to other graveyards. Guidance is as follows.

1. Each Cemetery Tour Guide Operator shall ask their customers if they wish to make a 50 pence donation, varied by annual council review of charges, per each paying customer. Since customers typically visit in pairs or groups the donation points will be set up in increments of £1 to avoid multiple transactions.
2. The income generated will be used by the City of Edinburgh Council Bereavement Services to fund improvements to the graveyards and cemeteries.
3. To encourage customers to participate contactless donation boxes shall be placed by the Council in Greyfriars Kirkyard.
4. Donations made directly to the Council by shall be transferred into the Gov.UK/Pay account of the City of Edinburgh Council Bereavement Services – account information available on request.
5. The Council agrees to maintain confidentiality of commercially sensitive information such as tour group visitor numbers.
6. The Council will monitor success of the Scheme rules as it sees fit including but not limited to the introduction of electronic people counters and spot checks.

## APPENDIX C

### Frequently Asked Questions

Q1	I sometimes take walking tours thorough St Cuthbert's as a short cut from Lothian Road to The Mound. Does the scheme apply to me?
A1	No. The scheme applies to guides conducting tours not people passing through.
Q2	I'm a history teacher and take classes to historic cemeteries in Edinburgh as part of the curriculum. Does the scheme apply to me?
A2	No. The scheme applies to tour guide operators.
Q3	I lead school field trips as a paid tour guide with 32 students and six teachers and assistants which exceeds the 36 per tour guide limit in the scheme. Is this allowed?
A3	The objective of the scheme limit is to ensure suitable control of the group and that respect for the graveyard is maintained. A ratio of six teachers/assistants and a guide to supervise 32 students is fine and far exceed the required ratio of 1 to 36.
Q4	Does the scheme apply to tours from overseas?
A4	Yes. Visit Scotland will assist in identifying such tour operators.
Q5	I represent an umbrella group of tour guides, can I register one application on behalf of the registered members of the group?
A5	Yes.
Q6	How will the scheme be managed on day to day basis?
A6	With tours operating 12 hours per day and seven days per week through the five historic cemeteries it is not viable to maintain a consistent staff presence at all sites at all times. Management of the scheme will therefore be targeted.
Q7	Does the registration scheme apply to all 39 cemeteries?
A7	No not at this time, only the five city centre historic cemeteries are included. However, a tour of any other graveyard must be conducted in a dignified and respectful manner consistent with the scheme code of conduct.
Q8	We are a Friends of Cemetery Group does the scheme apply to us?
A8	No. However, a tour of the cemetery must be conducted in a dignified and respectful manner consistent with the scheme code of conduct.