

## 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
15. Permits must be on display at all times.