

COMPLIANCE CRITERIA

This is the list of criteria with which you undertake to comply while carrying out tourist guide activities in Donostia / San Sebastián, through signature of the Statement of Compliance

GENERAL REGULATIONS

- Groups will not have more than **25 people**, plus the person acting as guide for the group.
- **Times:** Activities may only be carried out within a timeframe between 08:00h and 23:00 h.
- Noisy activities or events or the use of PA systems in public spaces are not permitted, pursuant to the Municipal Ordinance on noise/vibration pollution of 12 May 2022.
- The statement will be accompanied by an ID card which must be displayed in plain sight during all tours and show the official data and the period authorised.

CONDITIONS

- Occupancy of public spaces: the locations and spaces used should be suited to this purpose. Areas of transit, bicycle lanes, very narrow pavements, entrances to catering and/or retail premises etc. should be avoided. Parks and avenues etc. should be used instead.
- Areas / streets which are very busy during the summer and during rush hours should be avoided.
- Sufficient distance from any events organised or authorised by the Town Hall should be observed.
- A distance of at least 75 metres from other groups should be observed. If any disputes arise from this, the group must leave the location along with the other party.
- Do not block pedestrian traffic, leaving a distance of at least 2 metres from the route's railing, wall or façade.
- Street furniture may not be used in an uncivil manner.
- No action may be taken which entails a risk to both people on the tour and/or the guide.
- Any special measures (timeframes, face masks etc.) that may be in force at any given time must be observed.

- Attention must be drawn to the city's heritage and culture. Guides must be familiar with the history and culture of the city, and during the tours they must also point out the heritage and culture of the region, understood at least as the province of Gipuzkoa and, by extension, the Autonomous Community of the Basque Country. This is necessary to show visitors where they are, give the tour some context, and provide them with information on other interesting aspects of the region, for the purposes of delocalising tourism.

UNDERTAKING

- I accept the authority of the Local Police to ensure that these requisites are met and that my actions are compatible with other events. I likewise undertake to depart the location if the Local Police order me to do so.
- During my activities I will display in plain sight the ID card for this statement attached below.

RECOMMENDATIONS

- Visitors should be given free time to enjoy attractions such as museums and tourist resources. Recommendations should be issued for them to make purchases from small local retailers, and to assist with the development of local, unique, different businesses.
- Organising alternative tours, showing off the city with a panoramic view, or explaining the city from another neighbourhood or an elevated location, mainly when the city is full of visitors.
- Guides must at least be familiar with the 2 official languages used in the Autonomous Community of the Basque Country, Basque and Spanish.
- Recommendations should be issued for catering establishments offering local, genuine, top-quality gastronomy.