



BIG SKY ADVENTURES & TOURS: COVID-19 SAFETY PLAN

Describe social distancing measures you will implement during your tours to minimize the risk of transmission in indoor areas, outdoor areas, and during transportation of

Guides will follow the guidelines established by the CDC, state, and counties in which we conduct business. Only private group tours will be offered, travelers unknown to each other will not tour together.

Social Distancing, Face Mask, Handwashing, and Sanitizing Info-graphics will be displayed in all guide vehicles. All guests are encouraged to bring their own PPE, but we will have PPE available to the guests and guides, including face masks. Guides will lead and manage all guests on boardwalks, hikes, wildlife viewing opportunities, etc.

As YNP-CUA guides, it is our responsibility to make sure our guests remain safe with social distancing standards, wildlife viewing guidelines, and geothermal features. If there is an unsafe situation, we will redirect our guests' behaviors in order to make the situation safe again.

Describe how you will ensure CDC handwashing and sanitation measures are followed.

An easily accessible hand sanitizing station will be available for guests at all times. Guests are also asked to carry their own hand sanitizer.

- **Posted Info-Graphics:** [CDC Handwashing Fact Sheet](#), [CDC Hand Sanitizing Guidelines](#)

Describe how and how often you will sanitize equipment and vehicles used to transport employees and clients.

Per Standard Operating Procedures (SOPs) of our company, the vehicles are cleaned after and before each private group uses the vehicle. As an extra precaution, door handles, hand railings, and common touch points will be sprayed with sanitizer and wiped down between each outing (wildlife viewing, geyser gazing, restroom stops, etc).

Describe how you will handle the sanitation of shared equipment (scopes, binoculars, etc.) or equipment provided to clients (saddles and other tack).

Hand sanitizing wipes and spray will be available to guests to wipe down equipment between uses and sharing. When possible, each guest will have her/his own set of binoculars to use throughout the day and sharing will not be required.

Describe how you will handle/sanitize equipment belonging to clients (fishing poles, backpacks, etc.).

There is adequate space in vehicles that allow for guests to handle their own daypacks and gear, without having the guide handle guests' personal gear. In the event a guide has to handle personal gear from guests, an onboard hand sanitizing station will be easily accessible to the guide and guests.

Will you provide food or drinks to clients on tours? If so, describe how you will handle food and drinks to minimize exposure and transmission.

Distribution of meals, snacks, and beverages will follow Serv-Safe Practices and Protocols, required by YNP for CUA holders. An easily accessible hand sanitation station will be available before and during snack and meal time. All guides will follow a pack-it-in/pack-it-out ethic, so as to avoid using Park service trash receptacles.

Describe actions you will take in your interactions with clients and visitors to minimize exposure.

We will follow personal hygiene and social distancing protocols, established by the CDC, states, and counties, and encourage guests to do the same.

- **Posted Info-Graphics:** [Social Distancing Infographic](#), [When To Use Mask Guidelines](#), [Personal Awareness](#), [Travelers Health Alert](#), [Travelers Health Alert: Protect Yourself](#)

Describe how you will evaluate employees and visitors to determine if they may be ill. Please describe actions you will take if an employee or visitor is ill.

[Mayo Clinic Self-Assessment Tool](#): Guides and guests will complete before meeting; pre-screening when guide arrives (same questionnaire, including infrared thermometer temperature check). This will be included in SOP pre-trip safety briefing.

If employees do not meet the pre-screening requirements, alternative arrangements will be made to fill her/his position with other staff. If a guide is ill, the entire vehicle and all equipment will be re-sanitized and another guide will be assigned to the tour. If there is no alternative staffing available, guest will receive full refund.

If guests do not meet the pre-screening requirements, standard cancellation policies apply.

Please list any additional actions your company and employees will take to minimize transmission of the virus.

We will adjust and respond as needed to the Covid protocols and guidelines. We will log all pertinent information to be able to assist in contact tracing if we were to have a guest or guide test positive and contact us after a tour.

Approved: Tuesday, May 19, 2020





United States Department of the Interior

NATIONAL PARK SERVICE
PO Box 168
Yellowstone National Park
Wyoming 82190

IN REPLY REFER TO:

C3827(YELL)

May 17, 2020

Denise Wade
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Subject: Review and Acknowledgement of COVID-19 Operating Plan - Big Sky Adventures & Tours -
CUA18-374

Yellowstone National Park has been closed to all visitors and travel since March 24, 2020, due to the outbreak of the COVID-19 virus. Superintendent Cam Sholly has released a three-phase COVID-19 Reopening Plan for the park. Yellowstone National Park will begin its reopening on May 18, 2020, with limited locations and services available as outlined in the COVID-19 Reopening Plan.

A requirement listed in the COVID-19 Reopening Plan is that all Commercial Use Authorization holders must submit a COVID-19 Operating Plan prior to operating in the park. Our office has received your COVID-19 Operating Plan. You have submitted all the information requested and you are authorized to operate in the park once it opens. Please present this letter at the park's entrance stations to gain entry to the park.

Please note that Item 2 of the Conditions of Authorization of your CUA states, "*The holder must acquire all permits or licenses of State or local government, as applicable, necessary to provide the services described above, and, must operate in compliance with all applicable Federal, State, and local laws and regulations, including, without limitation, all applicable park area policies, procedures, and regulations.*"

Please be aware that all tours are limited to 10 people or less, including guides. Vehicles with a maximum capacity of 16 passengers or greater will not be allowed to enter the park during Phase I or II of reopening.

Thank you for the services you provide to our visitors and for your continued commitment to keeping our visitors, employees, and park safe. If you have any questions, please contact Kimberly Flanagan, Concessions Management Specialist, at (307) 344-2320 or kimberly_flanagan@nps.gov.

Sincerely,

Zach Allely
Chief, Business and Commercial Services