

Corning Museum of Glass Group Tour Procedures

August 2020

Safety:

- The Sales Team conveys The Corning Museum of Glass safety guidelines and our compliance policy to the Tour Operator upon initial inquiry.
- Tour Operator must submit their safety plan to CMOG safety manager at least one week prior to arrival. Safety manager must approve the plan in order for the tour plans to continue.
- Tour Operators will be sent the link to our safety protocols (<https://visit.cmog.org/safety>) to read prior to visiting and asked to review the protocols with their passengers in advance.
- A staff member will be scheduled to meet each group upon arrival to review the safety protocols prior to them entering the Museum. (*Note: We will ask the entire group to leave if policies are not being followed once inside.*)
- Tour Operators will know in advance that if one person on the bus has a temperature of 100.4 or greater, the entire group will be turned away.
- Groups will be asked to provide a health screening to all passengers (similar to what we ask in ClearPass) prior to boarding the bus. It will be stressed that our expectation is that if anyone answers yes to one of the questions, the entire group will not visit. The staff member who greets the group will confirm that all passengers have answered no to these questions. Questions to ask will be:
 1. Do you have flu-like symptoms, such as a fever of 100.4 or higher, a dry cough, shortness of breath, or sore throat?
 2. Have you been in close contact in the last 14 days with someone diagnosed with COVID-19 or are you awaiting test results?
 3. Have you traveled internationally or to any state on the New York State Travel Advisory list in the last 14 days?
- Groups will be asked to travel in parties of 6 or fewer once inside to encourage social distancing whenever possible.
- Face coverings will be required of all group guests and they will not be granted entrance without a face covering.
 - It will be explained to the Tour Operator ahead of time that guests with medical exemptions must have a doctor's note to enter without a face covering.
 - If a group guest is unwilling/unable to wear a face covering and does not have a doctor's note, they will not be allowed to enter.
 - The tour guide and guest will need to arrange alternate plans for that passenger while the rest of the group visits the Museum.
- Tour guides will be asked to walk around the Museum during the visit to help ensure their visitors are wearing masks throughout the entirety of the visit.

Number of Groups/Passengers:

- The number of groups per day would be limited to a 2-group maximum with staggered arrival times.
- Groups will be kept at 30 passengers or below if booked in August and 45 or below after Labor Day.
- Groups will only be accepted from New York, New Jersey, Connecticut, or Pennsylvania to begin (unless one of these states ends up on the NYS Travel Advisory list, then we will not welcome them). Passengers will be told that they will need to have driver's licenses/proof of residency with them when they arrive.
- Reservations will be required – any groups without a reservation will be turned away.
- Attendance for the groups will be accounted for in the daily attendance cap. (This inventory reduction happens when the reservation is made.)
- Any groups with reservations for the week will be shared at the weekly Monday Morning Meeting to inform staff.

Admission/Touring:

- Only self-guided visits will be offered. Each passenger will receive a map upon arrival to tour on their own.
- No guided tours will be offered for the foreseeable future.

Group Dining:

- Catered group meals will not be offered for the foreseeable future.
- Groups eating onsite will eat in the Café. They may either purchase lunch on their own or the tour operator may purchase food vouchers as part of the tour.