

Ten rules for a good tour guide

Donostia
San Sebastián

San Sebastián supports responsible, sustainable tourism, and as professionals operating in the sector **we are seeking your help** to maintain the quality of the experiences of visitors and local people. Towards a more sustainable and friendly Donostia for one and all.

Compulsory:

1



To apply online for a **'Responsible Declaration'** as a tourist guide or tour leader, declaring compliance with the regulations.

2



Maximum number of people per group: 25 people + Guide. Guided tours are allowed from 8:00-23:00.

3



To **prevent excess noise** in the streets, individual audio systems must be used. Municipal regulations forbid the utilisation of megaphones, microphones, etc.



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Recommendations:

4



Use of pedestrian areas.

Areas of transit, bicycle lanes, very narrow pavements, entrances to catering and/or retail premises etc. should be avoided. Parks and avenues or other suitable routes and spaces etc. should be used instead.

5



Areas / streets which are very busy during the summer and during rush hours should be avoided.

When the city is full of visitors, it is advisable to organise alternative tours, and show it off with a panoramic view from other less crowded locations, such as parks or towers.

6



Local attractiveness.

Showcase the heritage and culture of the destination; the city, the territory of Gipuzkoa and the Basque Country. Guides must be familiar with the history and culture of the region.

7



Circular Economy. Preference should be given to small retailers, and to assist with the development of local, unique, different businesses. Encouragement of responsible sustainable consumption.

8



No hurrying. Give people visiting us **free time** to explore other locations such as museums and tourism services on their own.

9



Gastronomy. Visits to catering establishments offering local, genuine, top-quality gastronomy. "Instituto del Pintxo" tapas bars and establishments associated with DSS Turismoa are a good example of a fine genuine local service.

10



Languages. Guides should at least be familiar with the two official languages used in the Autonomous Community of the Basque Country, Basque and Spanish.

11



Sustainability and responsibility. People visiting us ought to be reminded of their duty to take care of the city and its heritage, and show respect for the environment (recycling waste, getting around on public transport, using local products and retailers etc.).

More information:

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