

Guidance for Re-Opening Tourism Offices, Chambers, and Visitor Information Centers

Please note: Governor Steve Bullock has asked all of us to continue to do our part to protect our fellow Montanans and guests and remain vigilant to slow the spread of COVID-19 in Montana. Here is important messaging for visitors planning a trip to Montana or ones that are already here:

- Know before you go: Know the local public health guidelines before arriving at your destination
- Stay home if you're sick: Montana has the lowest rate of infection in the nation, we want to keep it that way
- Understand some services and destinations may be limited

Please refer to the Governor's Office guidelines for [business re-opening](#), the [CDC Guidelines](#), and your County health offices for guidance in addition to these recommended guidelines.

1. Access and Staff Interaction:

- **Phase One through May 31, 2020:**
 - Limited visitor access (limited occupancy, social distancing behaviors, and enhanced cleaning).
 - Group size limited to 10 and under for occupancy or meetings.
 - Markings near registration and information desks indicating six-foot separation.
 - Whenever possible, brochures and other travel information will be kept behind the counters/tables to be given to guests by staff.
 - Staff will complete the guest book register on behalf of the guest.
 - Limited hours.
 - Limited volunteer staff.
 - Optional but recommended: Installation of temporary countertop sneeze guards. Any location without sneeze guards would implement social distancing.
- **Phase Two beginning June 1, 2020:**
 - Same protocol as above but with group size increased to 50 or less, volunteer staff not limited, hours of operation to meet demand.
- **Phase Three unlimited business (date to be determined):**
 - Same protocol as above but with group size increased to 50+.

2. Enhanced hygiene and cleaning

- **Phase One through May 31, 2020:**
 - Appropriate social distancing per [CDC Guidelines](#).
 - Staff will wear face mask and gloves.
 - Cleaning plan should include all public areas including lobby, reception, and public restrooms. All high touch areas are sanitized every 30 minutes and the full building receives a deep clean 2-4x a day depending on hours open.
 - Reference CDC guidelines.
- **Phase Two beginning June 1, 2020:**
 - Appropriate social distancing per CDC Guidelines.
 - Staff will wear face mask and gloves (optional).
 - Staff will complete the guest book register on behalf of the guest.

- Frequent hand washing breaks for front line staff.
 - Front line staff will use sanitization wipes frequently and as needed.
 - Spray sanitizer on brochures and travel materials once daily (optional)
 - Sanitizing protocols ease to the public area every 1-2 hours and 4x a day full building.
 - Phase Three unlimited business (date to be determined):
 - Appropriate social distancing per CDC Guidelines.
 - Staff will wear face mask and gloves (optional).
 - Staff will complete the guest book register on behalf of the guest.
 - Frequent hand washing breaks for front line staff.
 - Front line staff will use sanitization wipes frequently and as needed.
 - Spray sanitizer on brochures and travel materials once daily.
 - Sanitizing protocols will ease to high touch areas every 4 hours and 2x a day full building.
3. Information and communication
- Phase One through May 31,2020:
 - Non-resident travel quarantine posted/distributed to guests.
 - Handouts and signage posted in lobby and restrooms.
 - Content on website, with call center personnel, and other media updating potential visitors on restrictions.
 - Phase Two beginning June 1, 2020:
 - Handouts and signage posted in all public areas as needed.
 - Updated content on website and social media.
 - Phase Three unlimited business (date to be determined):
 - Handouts and signage posted in all public areas as needed.
 - Updated content on website and social media.