

WomanTours Guide SOP & Expectations

Operations, Safety, Guest Care & Tour Procedures

This document is intended to help guides understand the operational flow, safety expectations, guest care standards, and logistics involved in guiding a WomanTours trip.

Pre & Post Tour Responsibilities

- The guide should receive instructions for getting to & from the tour 2–3 months in advance for domestic tours and 5–6 months in advance for international tours. Travel communication will typically come from Denise T (East tours), Leah (International), or Abby (West tours). Once booked, the guide should email her travel receipt/itinerary right away, as flights can still be canceled without penalty within 24 hours of purchase. The WT office will check that the guide is flying on the correct days and to/from the correct airports, etc.
- Each guide should allow enough time after the tour to properly clean the bikes, van, and trailer, and to return the van/trailer to the office, St. George, or the next assigned tour location. Before making personal plans immediately following a tour, please check with the office regarding post-tour responsibilities and timing. Do not assume the other guide will take care of all closing duties, as these responsibilities are shared between both guides.
- The Tour Coordinator will email Leader Notes, Guest Information, and Ride with GPS links approximately 2 weeks before the tour begins.
- Guides should familiarize themselves with each tour by reading all the literature on the Tour Portal Page, including the Plan and Tour.
- The guide will receive the same Final Reminders email that guests receive approximately 1 week before the tour begins.
- The Final Reminders email will include the Tour WhatsApp group and the Cluster link. Guides should join both.
- During the tour, the guides should use the WhatsApp group for all guide and group communication.
- The Tour Coordinator will mail orientation packets and tour documents to the starting hotel/guide's home, or have it at the WT office if the guide is picking up the van/trailer there.
- The guides should read through all documents carefully with their co-guides as part of their pre-trip prep once they have both arrived at the starting location.
- The guides should have all permits and a copy of the roster in the van and easily accessible at all times.

Guide Spending Guidelines

- WomanTours trusts guides to use thoughtful and reasonable judgment when spending company funds.
- Guides should ask themselves: Is this necessary, practical, and aligned with the WomanTours guest experience?
- Prioritize safety, cleanliness, and convenience over choosing the absolute cheapest option.
- Avoid unnecessary luxury spending unless specifically approved. Examples: Starbucks beverages vs hotel coffee.
- Hotels for guides pre- and post-tour should be clean, safe, comfortable, and reasonably located and priced.
- Airfare and transportation bookings should be practical and cost-conscious.
- All spending should be entered into Sage accurately and in a timely manner.
- If a guide is unsure whether a purchase is appropriate, she should contact her Tour Coordinator or Kristie before making a purchase.

Vehicles & Trailer Safety

- The guide should perform a walkaround inspection every time she picks up the van and trailer and before driving each day.
- Check trailer attachment, hitch lock, trailer lights, and safety chains.
- Confirm all vehicle and trailer doors are shut and locked at the end of the day.
- If the trailer is detached overnight, ensure a hitch lock is installed.
- Check tires, mirrors, fuel level, and visible vehicle condition daily.
- Keep vehicles clean and organized.
- Keep vehicles fueled — usually at the end of the day so they are ready in the morning.
- Ensure heavy items are packed low and secure.
- Nothing should be loose inside the van or trailer while driving.
- Check bike straps and mounts after loading bikes.

- Check to make sure all seatbelts work.

Rental Bike Safety Check

- Before handing over any rental bike, perform a quick safety check.
- Check that the brakes are functioning properly.
- Check tire pressure and tire condition.
- Ensure the stem and headset are tight.
- Ensure wheels are secured properly.
- Check pedals are tight.
- Listen for rattling or loose components.
- Confirm nothing appears damaged or unsafe.

Food Prep & Food Safety

- A guide may be asked to cook breakfast at hotels with full kitchens or prepare picnic lunches during the tour.

- Food may be homemade or pre-made depending on the situation.
- The guide should ask her Tour Coordinator or co-guide if she needs help with menu planning or quantities.
- Keep cold foods properly chilled.
- Do not leave perishable food sitting in the sun.
- Wash and sanitize food prep surfaces regularly.
- Be mindful of food allergies and cross-contamination.
- Keep guest medications that require refrigeration in a separate trailer cooler if possible. It is best not to put these meds in the drink cooler due to privacy reasons. Consider a smaller cooler that will not be accessible to other guests.
- Keep coolers clean and organized.
- Wear gloves when handling any food that will be served directly to guests—do not handle food with bare hands unless those foods are going to be cooked after handling.
- Snack tables & drink coolers should be neat, inviting, and regularly restocked.
- Typical snacks may include fruit, nuts, bars, chips, candy, crackers, electrolyte options, and gluten-free items when possible.
- Fill the drink cooler with plenty of ice each morning.
- Keep ice bucket and scoops clean and sanitized. Ice can be a vector for pathogens.
- Monitor ice and fluid levels throughout the day.
- All spoons, cutting boards, knives, scoops, and snack table utensils should be washed and sanitized daily.
- Keep drink stations clean and accessible.

SAG Stops

- Choose safe pullout locations whenever possible.
- Set up SAG stops on the same side of the road as riders unless special circumstances require otherwise.
- Pull fully off the roadway whenever possible.
- Keep accurate check-ins/check-outs at SAG stops, ensuring all guests are accounted for. Make sure guests tell guides when they are leaving SAG.
- Avoid creating unsafe congestion near riders.
- Set up snacks and drinks before riders arrive.
- Have tools and first aid supplies easily accessible.
- The SAG stays out until the last rider is within 5 miles of the hotel.
- Prioritize the safety and experience of riders still on the road.

During the Ride

- Riders actively on the road are always the priority.
- If guests are safely at the hotel or in the SAG vehicle, guides should continue to prioritize riders who are still cycling.
- Watch for dehydration, overheating, fatigue, or emotional overwhelm.
- Never leave a struggling rider feeling abandoned.

- Quiet guests often require extra check-ins and awareness.
- Maintain calm, positive communication throughout the day.
- Unless there is a time crunch, the sweep guide should never rush slower riders.

Hotel Arrival & End-of-Day Procedures

- When possible, one guide should focus on riders arriving while the other handles hotel logistics and check-in.
- Ensure water and snacks are available upon arrival.
- Replenish ice and supplies each evening.
- Charge phones overnight.
- Review the following day's logistics with your co-guide before bed.
- Secure all vehicles, trailers, and equipment overnight.
- Make sure e-bike batteries are charged overnight.

Professionalism & Communication

- Do not discuss guest concerns or frustrations with other guests, or within earshot of other guests.
- Guides should present a united front with her co-guides and office staff.
- Keep phones charged and accessible.
- Maintain a calm, professional demeanor even during stressful situations.
- Communicate clearly and respectfully with guests, co-guides, hotels, and partners.

Things We Do for Guests

- Encourage and support riders.
- Create a welcoming environment.
- Help guests feel safe and included.
- Assist with reasonable bike issues.
- Help with luggage when needed.
- Keep guests informed and supported.
- Provide a calm, flexible, and positive experience.

Things We Don't Do for Guests

- Serve as personal assistants.
- Handle unreasonable personal requests.
- Pay for alcoholic beverages (at restaurants).
- Push guests beyond safe limits.
- Discuss internal company matters with guests.
- Ignore safety concerns.
- Consume alcohol while actively responsible for guest safety.

Guests may forget small logistical issues, but they will always remember how the guides made them feel.

Travel Guidelines

- Check for flights on Google Flights, Kayak and/or Expedia to explore options, and then book directly with the airline, if possible, to avoid 3rd party fees. If a guide has questions about “reasonable” when searching for flights, contact the WT Office before booking.
- A guide may use her own personal credit card to book travel if it offers free checked luggage and/or free upgraded seats, and WT will reimburse her. Otherwise, a WT credit card should be used.
- WT will pay for:
 1. a reasonable flight to your destination.
 2. a pre-assigned seat.
 3. one carryon or checked bag, plus one personal item.
 4. arriving one day prior to the start of international tours, including the hotel and food.
 5. departing on the last day of international tours, whenever possible.
 6. meals in airports.
 7. mileage and tolls if using a personal vehicle, up to the cost of a rental car + gas, or a flight, would have been.
- WT will NOT pay for:
 8. an upgraded seat, such as an exit row, economy plus, etc. (guide may purchase this on her own).
 9. food or drinks on an airplane, unless there are no other options.
 10. early boarding.
 11. overweight luggage.
 12. a 2nd piece of luggage, unless it's to bring supplies, tools, etc. required by WT
 13. alcohol.
 14. entry to airport clubs.

Sage (formerly Fyle) Expense Management App

- Guides should attach a picture of a receipt in the App each time the WT credit card is used, and then assign a Category and Tour (explained below). This should be done in a timely manner (a few days). If there's no receipt, this should be explained under 'Purpose'. This is NOT necessary for gas stations, where receipts are often not available. Taking a pic of the total on the pump is perfectly fine.
- Be sure to add a new WT credit card to Sage before using it. Otherwise, the transactions will not show up in Fyle. This should be done on a computer instead of a phone.

- Receipts received via email should be emailed directly to Sage at: receipts@fylehq.com. The receipt will then show up in the App as an attachment. The receipt does need to come from the same email that Sage has on file for each guide. So, if the receipt was emailed to a different email, simply forward it to the correct email first before emailing it to receipts@fylehq.com. This should be done instead of taking pictures of receipts.
- Airline receipts need to include the full itinerary in addition to the itemized receipt (no screenshots). If there is anything unusual, i.e., traveling a week early or extending stay after tour, briefly explain this under Purpose.
- While on tour, if a guide is offered a printed-out receipt from a lodging, and someone else's credit card was charged instead of hers, she should take a picture of the receipt and email/text it to michelle@womantours.com / 585-750-0218.
- Priceline/other 3rd party receipts need to include the date of stay & town/city of the hotel, which can be added under 'Purpose' if the receipt does not include this.
- Restaurant receipts need to include itemized receipts that show items purchased, along with gratuity added & the name of the restaurant. If Sage mistakenly captures the amount before the tip was added, a guide can override the amount to include it, or simply ignore, as the charge will post as the correct amount.
- If a guide elects to tip beyond the WT policy, (20% in restaurants and 10% takeout), this should be explained/justified under 'Purpose'.
- Guides can override most mistakes made by Sage: type of currency, the amount charged, date of the charge, and merchant. If something cannot be overridden, explain the error under 'Purpose.'
- Guides can simply ignore any pending charges that they do not recognize. They are often for incidental charges from hotels and will drop off after a couple of weeks. If there is a posted charge that is not recognized, this charge should be completed right away, with an explanation under Purpose, as it could be a fraudulent charge.
- If there's a duplicate charge, the guide can simply leave it as incomplete.

Sage Categories: All tour-related expenses will be one of the following categories:

- Tours:Travel: All expenses getting to/from the tour, including hotels, gas, food, restaurants, airfare, etc.
- Tours:Food: All groceries, alcohol (for the guest beverage cooler), and restaurants for the tour.
- Tours:Fees: Park fees, kayaking fees/guide tips, parking, etc.
- Tours:Lodging
- Tours:Scouting: All expenses related to scouting a tour, including if you're asked to arrive early to a tour to scout the tour you're about to guide.
- Tours:Gas
- Tours:Other: Any other category not listed (i.e., laundry, mailing paperwork)

Sage Tours:

- To find the Tour name, start typing in the last 2 numbers of the year and then the first day of the tour, and the tour should be listed. For example, the tour name for the Death Valley tour, which begins on February 19, 2024, is 240219DV. If a guide cannot find the tour in the dropdown, assign the 'general' tour, and list the correct tour under Purpose.
- If an expense is not related to a tour, the 'tour' should be 'general'.
- Include under Purpose any helpful notes if the expense is not self-explanatory.
- If there's an expense that should go toward more than 1 type of expense or more than 1 Tour, explain this under Purpose.

Reimbursements thru Sage

- To be reimbursed for an expense not paid for by a WT credit card, switch the default Payment Mode from 'Corporate Card' to 'Personal Card/Cash'.
- If paid by a personal credit card, the guide should include a picture of the receipt showing the cc #.
- If paid by cash, the guide should state this under 'Purpose' and also include a receipt.