

Tour Guidebook for Lafayette Cemetery *No.1*



Lafayette Cemetery No. 1 is the resting place of thousands of former citizens of New Orleans. It is a small, family cemetery located in uptown New Orleans. Lafayette Cemetery No. 1 has a footprint encompassing one city block, bordered by Washington Ave., Prytania St., Sixth St., and Coliseum St.

Lafayette Cemetery No. 1 was dedicated in 1833 as the cemetery for the town of Lafayette and later annexed into the City of New Orleans in 1852. It was designated a National Historic Landmark in 1972.

New Hours:

Tuesday – Saturday

9am – 3pm

Hourly tour slots start at 10am and the last tour slot will be at 2pm.

Holiday Closures for tours at the Cemeteries: Mother's Day, Father's Day, All Saints' Day, and All City Holidays

New Policies:

Max tour group size is now 9, including the tour guide.

Only 80 persons will be admitted into Lafayette Cemetery No. 1 per hour.

Tour Operators must now register with the Cemeteries Division to be able to conduct tours in Lafayette Cemetery No. 1.

Tour Guides and groups must stay on the main aisles, cross aisles and perimeter aisles only.

Groups are to remain 50 feet apart.

Admission will be charged at \$5 per person/tour participant.

How To Register with the Cemeteries Division:

ONLY OPEN TO TOUR OPERATORS

Requirements:

- Completed Application
- Current Tour Operators License
- Current Tour Guide License for each Tour Guide employed by Tour Operator
- Insurance Coverage
- Provide the Cemeteries Division with a list of licensed tour guides employed by the tour operator
- Sticker (provided by the Cemeteries Division) must be displayed on the tour guide's badge at all times

Code Of Conduct:

Must abide by City of New Orleans' *Standards of Conduct and Ethics for Licensed Tour Guides* and *Cemetery Rules & Regulations*.

New rules:

All tour guides are expected to act at all times in reverence to the space that they are in. The cemetery is not just a tourist attraction, it is an active resting place for families and their loved ones. Respect of the tomb owner's property and privacy must always be displayed by tour guides and tour groups.

Only 80 people will be allowed into the cemetery each hour.

Enforcement:

Any tour guide/operator that does not abide by the Division of Cemeteries' Rules & Conduct will be asked to leave the cemetery and access credentials (sticker) may be revoked based on the frequency or degree of infractions.

Daily Operation of Lafayette Cemetery No. 1:

The Cemeteries Division's Ground Patrol will be present during all open hours. They will run the admission gate, enforce policies throughout the cemetery, keep the gate clear, and keep count of visitors per hour. They will also be roaming through all city cemeteries to enforce Cemetery Division policies.

Intermittent closures will happen due to funerals. In such cases, the cemetery will be closed for the entire day. Tour Operators will be notified up to 48 hours before funeral dates. All Tour Operators will be refunded their admission fees for those slots.



Feedback/Comments/Notices can be submitted via NOLA311 website (nola311.org). All dealings with cemeteries will be directed to the Cemeteries Division.

Contact:

Tour Program Administrator
Marks Sokolosky-Wixon
(504) 874-1623

Division of Cemeteries
(504) 658-3781

Appendix: Standards of Conduct and Ethics for Licensed Tour Guides

Introduction

Pursuant to Section 30-1487 of the Code of Ordinances of the City of New Orleans, the Department of Safety and Permits hereby promulgates Standards of Conduct and Ethics for Licensed Tour Guides in the city of New Orleans. These standards were developed in conjunction with the New Orleans Convention and Visitors Bureau and the Tour Guides Association of Greater New Orleans. The purpose of creating Standards of Conduct and Ethics is to promote tourism and protect visitors as they see and enjoy the attractions of New Orleans.

Regulatory Standards

The Standards of Conduct and Ethics for Licensed Tour Guides contained herein shall not be read or construed to supersede or replace any standards of licensing or conduct outlined in Chapter 30, Article XXI of the Code of Ordinances of the City of New Orleans.

Standards of Conduct & Ethics

- A professional New Orleans Tour Guide will have a valid New Orleans Tour Guide License as issued by the City of New Orleans Department of Safety and Permits and is required to carry these credentials when conducting tours.
- A professional tour guide is expected to follow the City of New Orleans's rules and regulations, and act accordingly, at all sites and facilities where he/she takes visitors. A professional guide is always prepared for each tour.
- A professional tour guide maintains good personal hygiene and uses proper judgment in dressing appropriately for all tours.
- A professional tour guide respects the property of residents and businesses and instructs their tour participants to do the same.
- Loyalty for and to the tour company should be practiced during the entire tour. • A professional guide accepts each tour as a serious commitment and cancels only when absolutely necessary and provides as much advance notice as possible.
- A professional guide cooperates with other tour groups and maintains ethical and professional conduct at all times, cultivating a positive relationship with all colleagues.
- A professional guide respects the research and intellectual property (copyrighted material) of other guides by not recording or quoting it without permission; does not plagiarize, or take as one's own, another guide's commentary or individual presentation technique.
- A professional guide provides skilled presentation of knowledge, interprets and highlights surroundings, informs and maintains objectivity and enthusiasm in an engaging manner.
- A professional guide assumes responsibility for reporting on time and for meeting appointments and all schedules within the guide's control.
- A professional guide has a wide range of knowledge of the city, including its history and architecture, cultural and political life, and local folklore.

- A professional guide keeps current on new exhibits, seasonal events, and other changes throughout the city. A professional guide does not knowingly give out misinformation.
- A professional tour guide will strive to establish and maintain a positive working relationship with all of the service providers on the tour route and act in a manner which will be a credit to the tour operator, tour planner, and City of New Orleans.
- A professional guide is knowledgeable about the best routes for all tours. This includes familiarity with the traffic laws as well as the idiosyncrasies of New Orleans driving. A professional guide informs the driver of the route in a calm, polite, and timely fashion.

Provision of Standards and Acknowledgement

Pursuant to the requirement of Section 30-1488 of the Code of Ordinances of the City of New Orleans, these rules will be provided in full on the Department's website located at www.nola.gov, including a link to Chapter 30, Article XXI of the Code of Ordinances of the City of New Orleans.

Every Tour Company or Tour Planner, as may be regulated pursuant to Chapter 30, Article XXI of the Code of Ordinances of the City of New Orleans is responsible for distribution of a copy of the section of these rules entitled "Standards of Conduct and Ethics" to all Guides associated with such Company or Planner.

A signed acknowledgement of these Standards for Conduct and Ethics will be required of all applicants for Tour Guide Permits (new or renewal) and will be retained as part of the Tour Guide's permit file in the Department of Safety and Permits.

Responsibility for Adherence to Standards and Rules

Tour Companies or Tour Planners, in addition to individually licensed Tour Guides may be cited for violations of the Standards of Conduct and Ethics contained herein as well as the rules and regulations established by Section 30-1489 of the Code of Ordinances of the City of New Orleans.