

# RECOMMENDATIONS REGARDING THE MOVEMENT OF TOUR GUIDES AND GUIDED TOUR GROUPS IN THE OLD CITY OF DUBROVNIK



**RESPECT  
THE CITY  
POŠTUJMO  
GRAD**



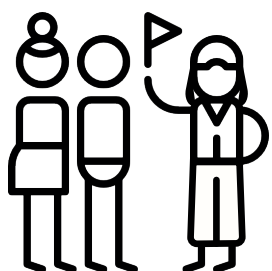
Grad Dubrovnik  
City of Dubrovnik

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WHEN WELCOMING THE GROUP, INFORM THE GUESTS ABOUT THE **RESPECT THE CITY** PROJECT (FIND INFO AT THE BOTTOM OF THIS TEXT) AND ASK THEM TO OBEY THE RULES VISIBLE ON THE INFORMATION PANELS



## MOVING WITH THE GROUP

is based on guided tour best practices, which are part of licensed tour guide training. They include the continuous supervision and management of group members' movement and positioning the group in specific locations so as not to disrupt pedestrian flows. The following is recommended:

### ENTRY POINTS – OLD CITY GATES

Staying in front of the wall map of the Old City should not take more than a few minutes. Linger there creates crowds and long waiting times for other groups – at the Pile Gate, at the top of Boškovićeve Street and in the St. Dominic Street.

1

#### PILE

**Prior to the bus' arrival to Pile** inform the members of the group that the gathering point is next to the Amerling Fountain. If necessary, they should cross the road and gather there. Remaining next to the bus in the passageway is not allowed. It is necessary to leave enough space for the users of the Libertas public transport system and pedestrians.

2

#### AMERLING FOUNTAIN / BRŠALJE PLATEAU

If the tour guide is waiting for a group coming without a bus, the same rule applies: they should wait next to the Amerling Fountain or on the Bršalje Plateau.

3

#### KAVANA DUBRAVKA TREE

Staying next to the Kavana Dubravka tree is **not allowed** as this creates congestion.

4

#### PILE / PLOČE DRAWBRIDGES

Pausing on the Pile/Ploče drawbridges is **not allowed**.



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- 5 PILE GATE**  
– **avoid** stopping in the space directly preceding the stairs, i.e., the street. If you must stop, do so next to the balustrade.
- 6 NEXT TO THE WALL MAP IN THE PILE GATE AREA**  
– position the group in such a way to enable normal circulation in this space. Ask the members of the group to position themselves so that other groups/pedestrians can pass normally.
- 7 ONOFRIO'S FOUNTAIN**  
– **avoid pausing** near the entry to Stradun. When multiple groups stop, the space where the dividing rope begins, at the Onofrio's Fountain stairs, is often crowded. There is shade all around the Onofrio's Fountain, so it is recommended to make use of that space in the summer. The visibility of other monuments surrounding the Fountain is not the best, but a practical approach to tour guiding can direct guests' attention towards the main tourist sites.
- 8 STRADUN**  
– please obey group-guiding rules. If stops are made, organize them in an appropriate manner and avoid stopping at the bottom/top of the side streets as this creates congestion. It would be best to avoid stopping altogether, including any stops in front of shops, souvenir shops etc.

## STREETS – PEDESTRIAN CORRIDORS

pedestrian corridors are determined by the general provisions of the Plan for the Use of Public Areas in the Historic Center, as follows:

**Brsalje Plateau**

**Pile Gate**

**Pasko Miličević Square**

**Placa/Stradun**

**Pred Dvorom (Rector's Palace area)**

**Od Puča Street**

**Široka Street**

**Boškovićeva Street**

**Miha Pracata Street**

**Lučarica Street**

**St. Dominic Street**

**Ploče Gate**

**Special attention is needed in these streets, defined as pedestrian corridors. This means that it is necessary to avoid stopping with the group there.**



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**OTHER STREETS** – it has been decided that pedestrian communication must remain without obstacles, with a minimum width of 1.20 to 1.50 m in side streets, or a minimum of 2.00 m in Široka Street, Pasko Miličević Square and in other basic pedestrian corridors.

**St. Dominic Street** – entry to Peskarija – stopping is forbidden. Municipal services monitoring officers of the City of Dubrovnik will participate in the control of stops in this area.

**Prijeko Street – it is recommended** to use this street in the morning hours, before restaurant tables and chairs have been arranged.

**Lučarica Street** – Note for Game of Thrones tour guides: after visiting the Jesuit's Stairs it is recommended not to return using the same way you came, but rather to take the guests towards the Bunić Square, the Cathedral and Luža.

**Ulica Široka** – groups are not allowed to stop, especially not at the beginning of the street.

**NOTE:** if you enter with a group from Stradun, position the group to the left. If you stop in front of the **house of the painter Grbić**, it is recommended to bring the group along the Od Sirotišta Street and then along part of the Od Puča Street (also have the group stick together and discuss only the damage to the artist's property and artwork during the Homeland War). If you think it is necessary and the schedule allows for it, we recommend taking guests to Sponza Palace and telling them more about the Homeland War there.

**Od Puča Street** – overcrowded, we recommend taking the side streets so as to avoid congestion.

Stopping in front of the Orthodox Church is not allowed. If you wish to present it to the group, climb the stairs to the terrace and show the interior of the church.

**End of the tour at Pile Gate – next to the Amerling Fountain or on Brsalje Plateau – not in the street.**

**Gathering guests at Ploče Gate – please gather in places that do not impede pedestrian flows. Stopping on the drawbridge and in the area directly preceding the Ploče bridge IS NOT ALLOWED.**



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**NOTE:** During the COVID-19 pandemic, when guiding guests in the Old City, it is necessary to respect the current epidemiological measures. The Dubrovnik Tourist Guides Association has issued special recommendations defining best practices for guiding guests in accordance with the current epidemiological measures.

**NOTE:** From 2023 the City of Dubrovnik will introduce the obligation of professional guidance with the use of audio equipment.

### **“RESPECT THE CITY”**

includes suggested short-, mid- and long-term projects, activities, measures, and solutions. Within the scope of the Respect the City Project the aim of the City of Dubrovnik is to inform the visitors of the project and to encourage respecting the rules on tours in the Old City. Another aim is to provide suggestions for tour guides who, by understanding the importance and the meaning of the project, contribute to a better flow of pedestrian and other traffic, and consequently, to a better visitor experience and a higher quality of life for the local community. These recommendations are specially aimed at younger, less experienced guides.

We would like to place special emphasis on the importance of licensed tour guides for the UNESCO-protected City of Dubrovnik since their knowledge and experience, as well as their immediate contact with visitors, can significantly contribute to the way visitors perceive our City and the life here.

THE CITY OF DUBROVNIK AUTHORITIES WOULD LIKE TO THANK ALL DUBROVNIK TOUR GUIDES FOR THEIR COOPERATION AND UNDERSTANDING.