

# GUIDES – Remuneration principle – Guide status – Registration rules

## Remuneration principle

The guides of the Visits Service are individuals linked to the Organization who accompany visits voluntarily according to their availability.

Only visits organised by the Visits Service are remunerated according to the guide's status. However, all visits organised by the Visits Service outside normal working hours or at the weekend are remunerated regardless of the guide's status. Visits for Protocol Office or for Press Office are not managed by Visit Service and therefore are not remunerated.

Non-official (private) visits are not remunerated either on weekdays or at the weekend, whatever the guide's status.

Note that the system rounds working time to whole hours (i.e. a visit lasting 30 minutes is paid as 1 full hour and 1 hour 30 minutes is paid as 2 hours).

Depending on the guide's status, **official visits are remunerated according to the following rates:**

- 28 CHF per hour, Monday to Friday, 8 a.m. to 6.30 p.m.;
- 33 CHF per hour outside working hours (on weekdays after 6.30 p.m. and at weekends).

Payments for the hours that guides have worked are generated automatically by the system every 2<sup>nd</sup> Tuesday of each month (for the visits which occurred the prior calendar month) in the form of "EDH claims". The claim must be approved by the Visits Service and the head of the Visits Service before being forwarded for approval by the guide concerned.

**Payments are made directly to the beneficiary's bank account once they have been validated by the CERN payment service (Claims Office - [claims.office@cern.ch](mailto:claims.office@cern.ch))**

**Guides who do not have a bank account registered with CERN should send their IBAN to the Claims Office.**

The account number provided must belong to the beneficiary and not to a third person. The guide's bank account can be held in any country.

*N.B.* If a guide does not provide bank account details, remuneration cannot be paid.

## Guide status

Guides who are members of the personnel and who are in receipt of remuneration or a subsistence allowance from the Organization are not remunerated for visits undertaken during working hours including lunch break.

**Status of guides who are not remunerated for visits between 8 a.m. and 6.30 p.m. on weekdays:**

STAF, FELL, APPR, CASS, PJAS, GPRO, PDAS, SASS, ADMI, DOCT, TECH, ENTC, TEMC

**Status of guides who may be remunerated for visits between 8 a.m. and 6.30 p.m. on weekdays:**

USER, UPAS, COAS, EXTN, EXPM, FTMP, PART, RETP, RETR, VISC

*Reference:*

CERN ADMINISTRATIVE CIRCULAR NO. 11 (Rev. 3) - July 2014

<https://admin-eguide.web.cern.ch/en/content/members-personnel>

## Public Outreach Agenda registration rules:

Guides may register for a visit or lecture only if they have completed the corresponding training course and are registered as an active guide/lecturer.

Note that although guides receive remuneration for their activities, they must not under any circumstances consider their work as a guide to be a salaried position.

Guides are registered online via a page linked to the Public Outreach Agenda.

In order to give as many different guides as possible the opportunity to accompany visitors, the following rules apply:

### **USER, UPAS, COAS, EXTN, EXPM, FTMP, PART, RETP, RETR, VISC:**

Registration only possible between 8.30 a.m. and 5.30 p.m.

Registration only possible 4 weeks in advance

Maximum 9 hours per week as a guide, including lectures

### **OTHER statuses**

Registration possible up to 9 months in advance

Maximum 9 hours per week as a guide, including lectures

### **Open Visits and Duties (Microcosm and Globe) regardless of the guide's status**

Registration only possible 2 weeks in advance

Maximum 1 open visit or duty per day

Maximum 3 open visits or duties per week

**General rule** – guides are not entitled to register in the following cases:

- Private visits;
- Visits that have already started or that are in the past;
- When they are already registered for another visit planned at the same time;
  
- Visits for which the itineraries have not been confirmed;
- Visits for which the corresponding training courses have not been followed;
- Visits for which the number of guides required has already been reached;
- Visits for which the language does not correspond to the language assigned in the guides database;
- Visits for which the guide's access card or dosimeter is not valid for the visit point concerned;
  
- Lectures if they are not considered to be active lecturers.

Guides may register and cancel their registrations as many times as they wish. However this is not possible if the visit is taking place in the coming week. For cancellation within the week before the visit or on the day itself, the guide must always e-mail or telephone the Visits Service.