

Luxury NYC Bus Tour

NYC_Bus_Manhattan_Luxury

Tour description: 6 Hour tour by bus around the highlights of Manhattan, starting in Midtown, including the Financial District, World Trade Center, and Central Park.

Meeting point: FAO Schwartz Toy Store on 49th Street

Inclusions/sites visited:

- Rockefeller Center
- Madison Square Park
- Highlights of the Financial District
- Staten Island Ferry
- Highlights of the World Trade Center
- West Side of Central Park
- Times Square

Logistics:

- This is a bus tour, you will be on and off the bus with your group many times. Clear communication between driver and guide is integral, as well as respect between driver and guide, and proper tip sharing.
- Clear directions to guests about meeting points after breaks and information on where to find the bus and when if guests get separated is very important
- Understanding alternate routes to help and direct the driver is also very important

Contacts:

- Stay in touch with the Exp1 Operations team if you need anything
- Make sure you get the bus driver's tel # at the beginning of the tour, you will need to stay in communication throughout the trip

Important reminders:

- Collect email addresses in the check-in website for reviews

End point: 50th Street and Broadway, near Winter Garden Theater

Tour info and FAQs:

 [Manhattan Bus Route](#)

Website listing: <https://www.exp1.com/new-york-tours/luxury-nyc-bus-tour/#tab-programs>

Find My Tour Link

Key Talking Points

Starting location / tour intro : FAO Schwartz Toy Store, 49th Street

**Tour developers / script writers to include important things to highlight per tour.*

- ☐ Welcome on behalf of ExperienceFirst.
- ☐ Personal introduction.
- ☐ Overview of what the tour will cover / what's included / what to expect (remember managing expectations up front can help the rest of the tour run smoothly!).
- ☐ Logistics of the tour - timing, breaks
- ☐ Where the tour will end, at what time and what transport options there will be (or how long it will take to return to the starting location).
- ☐ Safety - crossing roads as a group, traffic considerations, crowds etc.
- ☐ Return to the story and start the tour.

Stop 1: Rockefeller Center

Suggested timing: 15 Minutes

Suggested spot to position the group: A walk around Rockefeller Center

Main points/stories:

- FAO Schwartz
- Comcast Building
- Christmas Tree
- NBC Studios
- Ice Skating Rink / Prometheus Statue
- After the brief walk return to the bus and start the tour

Helpful links for further research:

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Stop 2: OPTIONAL: Madison Square Park

Suggested timing:

Suggested spot to position the group:

Main points/stories:

- On the way: Christie's Auction House, St. Patrick's Cathedral, Diamond District, NYPL, Koreatown, Marble Collegiate Church, Museum of Sex
- Stop at 5th Ave and 26th Street: take advantage of the view of the Empire State Building and talk about it
- Cross into Madison Square Park, cross 5th Ave to Worth Square, talk about Flatiron Building and General Worth Monument
- Return to bus to continue downtown

Helpful links for further research:

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Stop 3: Trinity Church / FiDi Tour / Staten Island Ferry

Suggested timing: [x mins]

Suggested spot to position the group: [description]

Main points/stories:

- On the way: Greenwich Village, NYU, Commissioners Plan of 1811, rents in the area, Washington Square Park and Arch
- Once the bus turns onto Broadway you can talk about: history of the street, Lenape indigenous people, Dutch history of NYC
- Crossing Houston Street: talk about the pronunciation of the street and naming conventions of neighborhoods in NYC, Soho, Cast Iron architecture
- Chinatown, the Five Points, Civic Center (Tweed Courthouse, Manhattan Municipal Building), Woolworth Building, St. Paul's Chapel
- The bus will stop at Trinity Church
- OPTIONAL: Hamilton's Grave
- Walk to Federal Hall, talk about Wall Street, New York Stock Exchange, Fearless Girl
- Walk down Broadway to Charging Bull, Bowling Green Park, Museum of the American Indian

Helpful links for further research:

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Stop 4: Staten Island Ferry (must take ferry no later than 11:30 am!!!)

Suggested timing:

Suggested spot to position the group:

Main points/stories:

- Before you board the ferry at the terminal tell guests something to this effect: We are going to cross New York Harbor and return to Manhattan • Each crossing will take us about 30 minutes and we'll spend only a few minutes in SI • As we board the vessel, we are going upstairs to the right ("upper deck, starboard side")• In the way to SI we are going to take pictures of the Statue of Liberty and see NJ• Before we dock in SI, we will move forward to the front of the vessel to disembark • After we dock we are going to move quickly to re-embark, probably on the same vessel • As we reenter the ferry we are going to walk all the way to the opposite end of the ship• In the way back to Manhattan we are going to stand in the very front of the vessel to take pictures of the Manhattan skyline and the bridges in the distance

Helpful links for further research:

Stop 5: Frances Tavern / Stone Street / Lunch Break

Suggested timing:

Suggested spot to position the group:

Main points/stories:

- After the Staten Island Ferry take guests to Frances Tavern and explain the history.
- Discourage guests from having lunch there, service is slow!!!
- Walk to Stone Street with guests, this is a good spot to have lunch
- Guests should have no more than 45 minutes to an hour for lunch, depending on how on schedule you are. Be clear about when and where to meet after lunch to reboard the bus.

Helpful links for further research:

Stop 6: World Trade Center

Suggested timing: 30 minutes

Suggested spot to position the group:

Main points/stories:

- Bus should be at the corner of Water Street and Broad Street
- Driver will take group to the World Trade Center, stopping in front of the Verizon Building
- Freedom Tower
- 9/11 Memorial, North and South Pool
- Survivor Tree
- Oculus for restrooms (if needed) and walk underground through Freedom Tower basement back to where the bus is waiting
- Start driving Uptown

Helpful links for further research:

Stop 7: Central Park West

Suggested timing:

Suggested spot to position the group:

Main points/stories:

- En route you will see and be able to talk about a lot:
 - Hudson River
 - Tribeca
 - The Highline and Chelsea Market
 - Whitney Museum
 - Little Island Park
 - Hudson Yards
 - The Vessel
 - The Intrepid
 - Hells Kitchen
 - As you approach to park: The Dakota Apartments, John Lennon's Death & Strawberry Fields, general information about Central Park's origins and history
- Bus will stop at 72nd Street and Central Park West
- Take guests to the Imagine mosaic, take photos, let them enjoy for about 15 minutes or so before departing back to the bus. This will be the last time you get back on the bus before the tour ends.

Helpful links for further research:

Stop 8: En Route to the End Point of the Tour

Suggested timing:

Suggested spot to position the group:

Main points/stories:

- OPTIONAL (time permitting): have driver go further north to the Museum of Natural History / Hayden Planetarium
- On the drive south:
 - Lincoln Center / Juilliard School
 - Carnegie Hall

Helpful links for further research:

Ending / tour outro: As You Approach Times Square (50th Street and Broadway)

- ☐ Thank you on behalf of ExperienceFirst.
- ☐ Remind guests to tip and that tips are shared between the driver and the guide
- ☐ Ask for reviews
- ☐ Thank guests again and stay for questions, directions after the tour ends

FAQs or other logistical considerations

- Stay in communication with the bus driver, take his/her cell #
- Understand the route and be flexible for any detours or adjustments, especially time related adjustments you can make for the tour to end relatively on time
- Be extremely clear with guests about meeting times and meeting places, a good trick is to have guests repeat what you tell them so you're sure they've understood you

When in doubt, contact Ops!

USA

For texting only during NYC office hours:
(917) 342-2428

Global

+1 415-727-1886

Dial 0 to be put through to a Customer Service agent straight away

Always refer to the [Global Guide Handbook](#) for other information, or contact your local operations team.