

Discovery Circle Tours

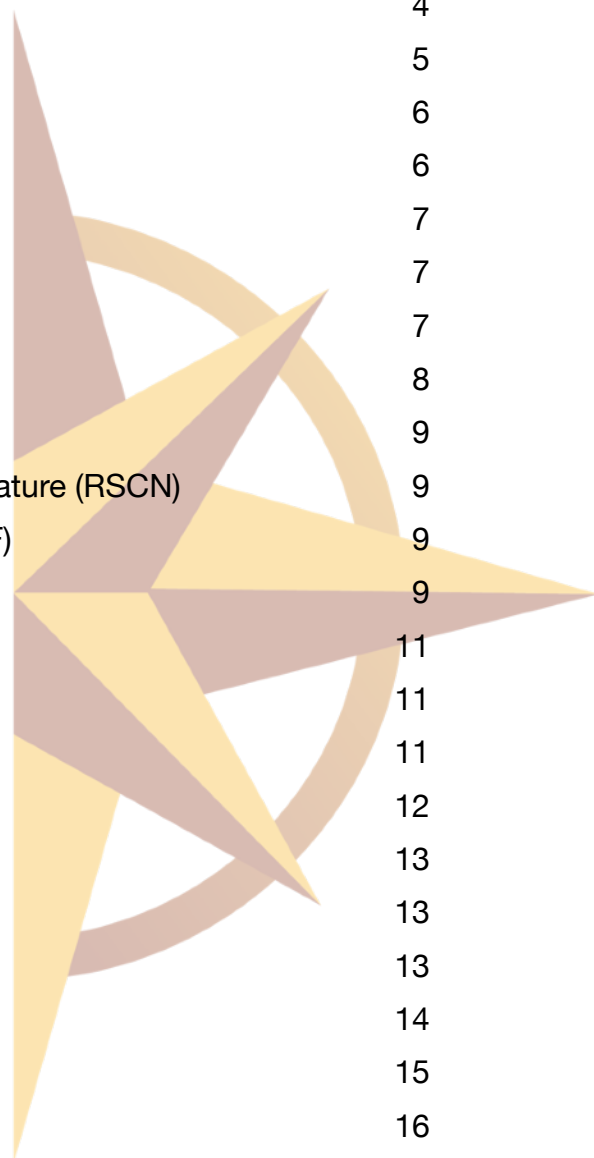
Company Policies and Procedures

DISCOVERY
CIRCLE



SAFETY MANAGEMENT SYSTEM POLICY	3
GENERAL STATEMENT of POLICY	3
ORGANISATION of STAFF	3
Planning	3
MONITORING - The Operations Manager will:	4
ACCOMMODATION	4
TRANSPORT	4
Training	4
EMERGENCY PROCEDURES	5
Health & Safety Policy	6
The Policy	6
Crisis Management	7
Crisis	7
Client or Clients is Injured	7
Emergency Communication Plan	8
Sustainable & Responsible Tourism Policy	9
• Royal Society for the Conservation of Nature (RSCN)	9
• King Hussein Cancer Foundation (KHCF)	9
• Jordan River Foundation (JRF)	9
Conduct - Guides and Drivers	11
General Appearances	11
General Conduct	11
Itinerary	12
Shopping and Money Exchange	13
Hotels, Campsites and Nature Reserves	13
Drop-off and Pick-up Points - And Waiting	13
Driving	14
Vehicle Supplier Audit	15
Routine Vehicle Inspection (Daily)	16
Hotel Supplier Audit	17
Terms and Conditions	18
Booking Confirmation and Pricing	18
Visas	18
Rooming list & passport list	18
Alteration or Cancellation	19
Payments	19

DISCOVERY
CIRCLE



SAFETY MANAGEMENT SYSTEM POLICY

General Statement of Policy

The safety of passengers on all visits is of primary concern to Discovery Group, and it is our policy to operate tours with the highest standards of health and safety that are reasonably practicable. Our commitments to our clients are as follows:

- We will promote a positive health & safety culture throughout our own and our supplier's organisations in Jordan.
- We will set standards that meet the needs of our clients that are measurable, achievable and realistic.
- We will ensure the provision of adequate resources, both financial and human, to achieve a high level of safety and continuous improvement.
- We will internally measure and review our performance and compliance annually.
- We will ensure our staff are trained to respond quickly and efficiently in case of an emergency.
- We will review, maintain and update the SMS annually. We will review all procedures throughout the year and ensure that we investigate and make amendments if necessary. The Managing Director has overall responsibility and senior staff are responsible for monitoring safety standards. Our policy has been devised to comply with the minimum standards for best practice in Jordan Tourism Industry to ensure that reasonable precautions have been taken and due diligence exercised.

Organisation of Staff

The Managing Director has overall responsibility for the direction of the SMS ensuring that:

- Adequate human and financial resources are available to ensure policies are carried out.

Planning

The Operations Manager along with the Managing Director are responsible for:

- All staff are appropriately trained and competent.
- The selection, as well as the active (e.g. inspections) and reactive (e.g. incident investigation) monitoring, of transportation companies.

The Managers and Managing Director are responsible for:

- Keeping up to date with safety requirements and practices.
- The selection, as well as the active (e.g. inspections) and reactive (e.g. accident) monitoring of accommodation units and visitor sites.

All staff are responsible for:

- Bring to the attention of the Operations Manager or Managing Director any situation that has the potential for serious and imminent danger to clients.

Monitoring - The Operations Manager will:

- Trained staff will audit accommodation and transport suppliers using the approved Discovery Circle forms.
- Concerns will be immediately reported to the Managing Director.
- The Operations Manager and Managing Director will investigate incidents, accidents and 'near misses'. These will be reviewed as they arise as well as on an annual basis.
- A formal internal review will be held each year.

Accommodation

All accommodation used by Discovery Circle Tours is requested and contracted directly.

- A contract with accommodation units is signed confirming that it conforms to Jordanian fire, safety & hygiene standards.
- Each accommodation unit will be subject to an audit prior to using it for the first time, which covers fire safety, security, insurance and hygiene.

Transport

All transport suppliers used by Discovery Circle Tours:

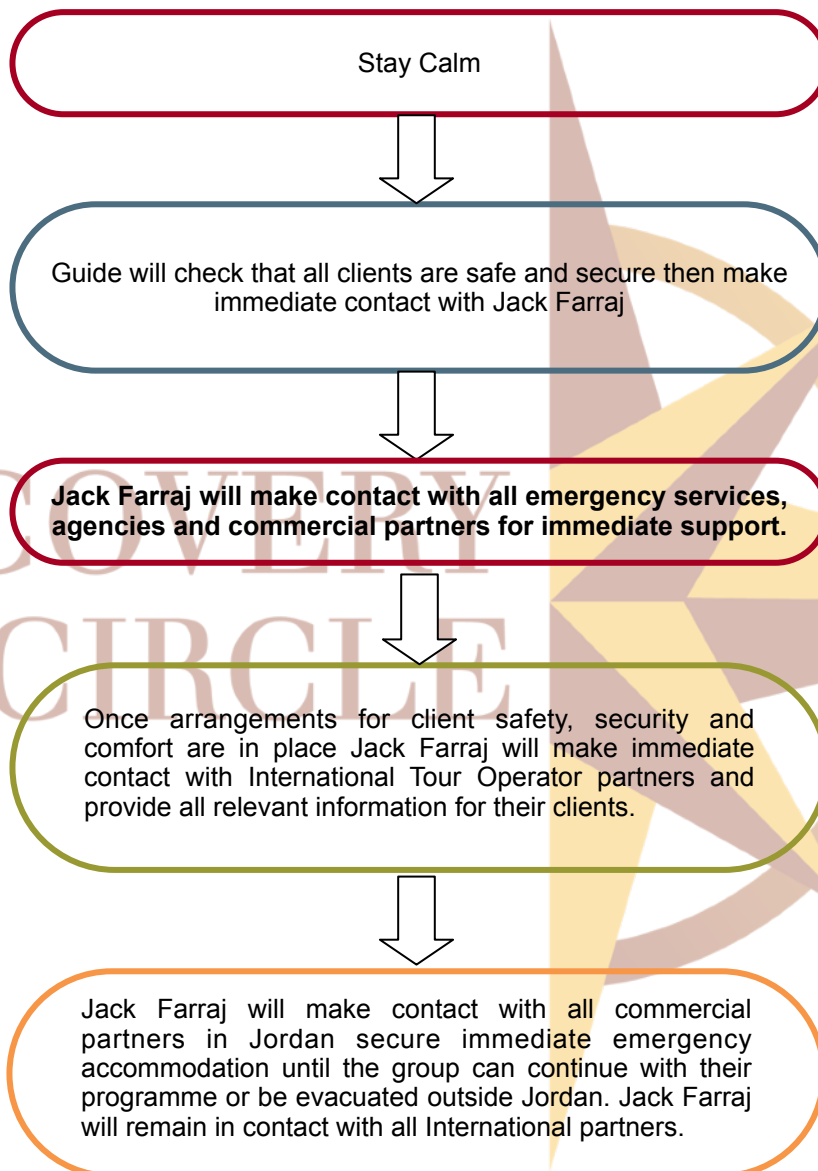
- Belong to the relevant licensing organisation in Jordan.
- All coach companies confirm that they comply with all Jordanian law and have the necessary licensing and insurances.

Training

- All new staff will be given a training session during their induction and periodically after that time.
- All staff will be kept up to date with the Health and Safety procedures of Discovery Circle.

EMERGENCY PROCEDURES

- Emergency Phones - The Operations Manager and Managing Director and are appointed as 24 hour emergency contacts for group leaders and individual FITs to contact when on tour.
- All group leaders, accommodation units and transport suppliers will be given these contact.



Health & Safety Policy

This Discovery Circle Health & Safety Policy has been designed to ensure that Discovery Circle owners, staff, independent employees and suppliers do their utmost to safeguard all clients and passengers.

The Policy

The Health & Safety of our clients and passengers is of paramount importance; Therefore Discovery Circle Tours

- Only uses suppliers licensed with the relevant Jordan agencies / government offices.
- Only contracts hotels and accommodation units that maintain and update fire, health and safety and hygiene certification with the relevant Jordanian authorities.
- Regularly inspects accommodation suppliers.
- Only contracts transportation and car hire companies with an exemplary record and who have all up to date licenses and certification and maintenance records.
- Only employs or sub - contracts guides and drivers with the relevant qualifications and any licenses required by law in Jordan.
- Our 24/7 emergency telephone number is supplied to all passengers in country and to all tour operator partners.
- Discovery Circle Tours is a member of the Jordan Tourism Board and the Jordan Incoming Tour Operator Association
 - Discovery Group maintains its Public Liability and Professional Indemnity Insurance including activities listed below;
 - Walking, Trekking, Waterfall Rappelling, Horse and Camel Riding, Cycling on and off road, Snorkelling, Scuba Diving and Sailing.
 - Discovery Circle Tours requires the International Tour Operator partner to confirm that all passengers travelling with them have sufficient travel insurance. including public liability, personal injury, illness & medical, and life cover in place for any trip booked in Jordan.

This Health & Safety policy is constantly reviewed and updated at least once year in line with our Liability Insurance and Licensing in Jordan.

A copy of this Discovery Circle Health & Safety policy is issued all members of Discovery Circle staff.

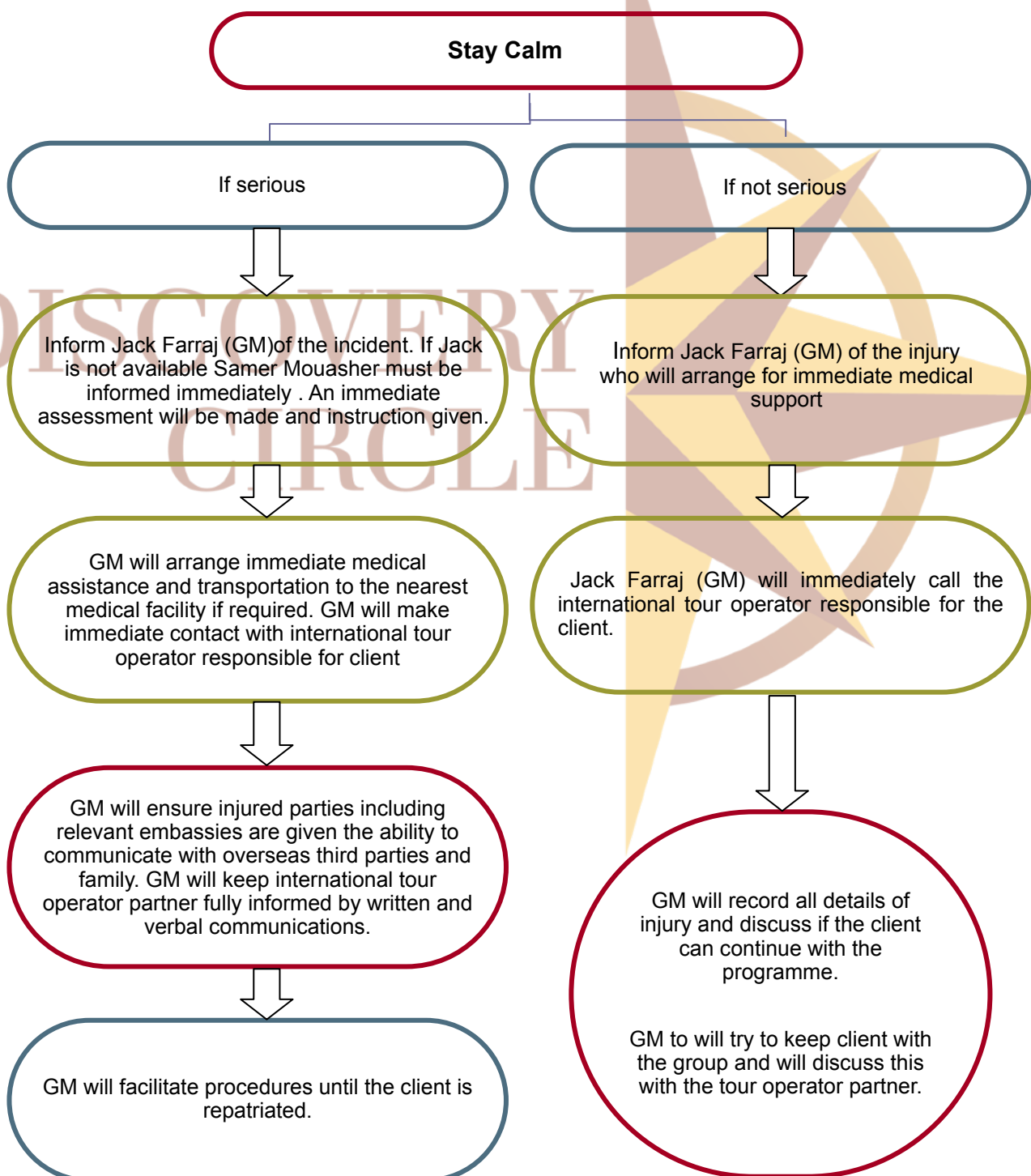
Crisis Management

The following flow charts should be followed in the event of a crisis.

Crisis

Natural disaster, political unrest or threat to group's safety occurs at a national level

Client or Clients is Injured



Emergency Communication Plan

Item	Action	Who	When
Communication Strategy	Provided all Discovery Circle employees with an emergency procedures briefing once per calendar year.	Jack Farraj	Once per year
Mobile Phones	All Discovery Circle staff must have all telephone numbers for guides, tour managers and transportation companies as well as - All Discovery Circle staff numbers. This is necessary for all Groups and FITs in country that individual staff are managing	Discovery Circle Staff	Prior to clients arrival in Jordan
Emergency Numbers	Discovery Circle Staff will have, to hand, all relevant emergency telephone number of transportation companies, partner DMCs, Guides and Senior Discovery Circle Management.	Jack Farraj to provide this information	Updated every quarter
International Tour Operator Partner	Jack Farraj - will be the first point of contact for all international tour operator partners in times of crisis.	Jack Farraj	In the event of a crisis

Sustainable & Responsible Tourism Policy

Discovery Circle Tours and its parent company The Discovery Group supports through tourism, Jordanian foundations, NGOs and Charities that improve the life of Jordanians by offering support through jobs, education and medical services.

Every year The Discovery Group contributes \$25,000 USD for betterment of local people. Currently the Discovery Group actively supports:

- Royal Society for the Conservation of Nature (RSCN)
- King Hussein Cancer Foundation (KHCF)
- Jordan River Foundation (JRF)

Discovery Circle and its parent company The Discovery Group is committed to creating programmes that provide a positive effect on the Jordanian people.

We always:

- Pay fair wages for all permanent and freelance staff
- Support the protection of the natural and built heritage
- Support community led opportunities in the tourism industry
- Support and use where possible, small individual businesses
- Only employ local Jordanians
- Use accommodation suppliers that support environmental practices
- We respect the customs and practices of the different religions and ethnic backgrounds that make up Jordanian society
- We support the long-term use of products, goods and services
- We support recycling, minimal water use and the overall saving of energy and strive to make the office as green as possible
- We actively promote the use of reusable water container and discourage single use plastic.
- All coach tours are supplied with 5 gallon reusable water container from which clients can fill their reusable bottles.

- Encourage and engage our suppliers and business partners to implement and integrate sustainable business practices and educate them on our policy and encourage them to align their operations accordingly
- Ensure all staff are aligned with the Discovery Groups sustainability policy as set out in this document and have receive sufficient and ongoing training to ensure it can be implemented within their scope of work

DISCOVERY
CIRCLE



Conduct - Guides and Drivers

Discovery Circle Tours is known throughout the world for delivering excellent customer service.

Our International tour operator clients' expect this from us and we deliver 100% of the time for every client. Going beyond is expected and this is how we have built such a successful business.

When working for Discovery Circle Tours you **MUST** follow these guidelines. Any deviation or complaint will prevent you from working with us again.

General Appearances

- You should wear clean trousers, shirts everyday jackets as appropriate in the cooler months.
- Branded t-shirts. If you are issued with a branded t-shirt for a specific client then it should be worn on Day one, Departure day and every other day in between. It should be clean and ironed each day it is worn.
- Branded jackets for winter use. These should be worn everyday of the tour and should be regularly cleaned.
- You must make sure there is sufficient cold water in the vehicle everyday.
- The car or vehicle should be internally cleaned everyday. All rubbish from the previous day should be removed.
- The vehicles windows should be cleaned daily to aid vision for the clients and to keep the appearance of vehicle first class.

General Conduct

- All clients should be treated with the utmost respect.
- There should be no physical contact between client and guide or driver.
- Smoking is forbidden in the presence of clients and in any vehicle in which the clients will travel.
- Female clients should be treated with respect. If in any doubt Female clients should be treated like your MOTHER, as they are the most important clients we have.
- You should not invite clients to your home unless it has been authorised by the office.

- You should not discuss matters of a personal nature with clients. But you can discuss:
 - National politics and its structure but not regional political issues.
 - You cannot discuss your personal point of view regarding the political situation in the region.
 - Their and your family BUT only in general terms.
 - Life in Jordan and the Royal Family.
 - Jordanian society, family structure, customs, food etc.

Itinerary

- Any issues, problems or unplanned events should be immediately reported to the office. This includes but is not limited to:
 - Diversion because of traffic issues, road closures etc
 - Unexpected site closure
 - Restaurant changes
- The itinerary should be followed to the letter. Any deviation, NO MATTER HOW SMALL, should be PRE-AUTHORISED with the office.
- Unless you have been invited, and it has been cleared with the office, you should not eat with clients in formal restaurants. It is however acceptable to eat with clients on:
 - Street food tours
 - In the campsite, nature reserves or private homes
- Under no circumstances should you be present with clients in the following situations:
 - In Hammams and Spas
 - Around the Swimming pool of the clients' hotel
 - While the client is sunbathing or relaxing on a beach
 - While the client is on a sailing boat or boat tour and sunbathing in their swimming costume

Shopping and Money Exchange

- You should never exchange or change money for a client. All currency exchanges should take place at an authorised Money Exchange centre, Bank or Hotel.
- You are not allowed to recommend shopping stops or assist in the purchase of goods and services on behalf of the client
 - Guides and Drivers can however take clients to the following shops
 - Trinitae
 - Bani Hamida
 - Wild Jordan
 - JoBedu
- Otherwise all shopping should take place without the services of a driver or guide and would recommend the Souk down town Amman.
- If the client is insistent on shopping stops then you must contact the office who will speak with the client.

Hotels, Campsites and Nature Reserves

- Under no circumstances should a driver, guide or anybody working for Discovery Circle Tours enter a clients hotel room, tent or cabin.
- If there is a problem with the room and you are asked by the client to “have a look” for your opinion, please ask the client to leave while you are in the room unless a member of the hotel or camp staff are present.

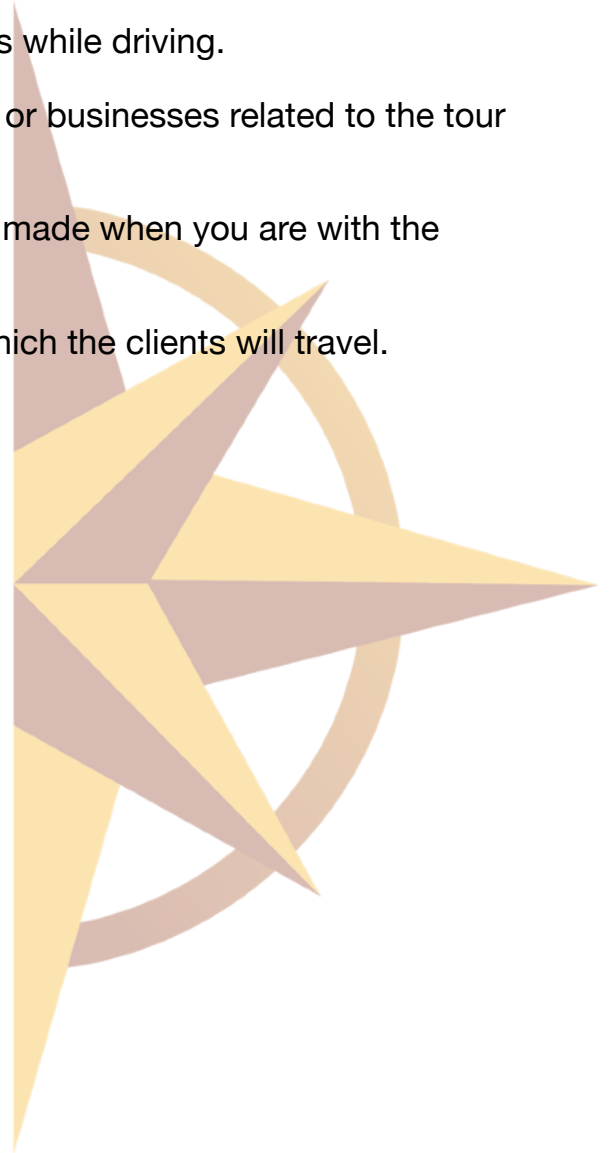
Drop-off and Pick-up Points - And Waiting

- You must arrive at the agreed pick-up point (hotel, tourist site, restaurant, airport etc) at least 15 minutes prior to the agreed meet time.
- If Driver and Guide are working together then it is the responsibility of the guide to ensure the driver is on-time and parked in a convenient spot so the client / clients do not have to walk too far.
- When dropping clients off at their hotel, restaurant, tourist site etc you must agree the pick up time and place prior to leaving them their own.
- When you have dropped your clients off at a new hotel (either first night or when they have changed hotels) you must inform the office so we can speak to the client and check everything is OK. You must wait in the lobby until the office has called and given you permission to leave the hotel.

Driving

- Clients should sit in the back seat of the car or vehicle.
- Clients should always wear seat - belts where fitted.
- Smoking in front of the clients is strictly forbidden.
- Drivers and Guides should not eat or drink while driving or the vehicle is moving.
- Drivers should not speak on their mobile phones while driving.
- Drivers and Guides can only speak to the office or businesses related to the tour (e.g. hotels, restaurants etc).
- No personal telephone calls should be taken or made when you are with the client.
- Smoking is strictly forbidden in all vehicles in which the clients will travel.

DISCOVERY
CIRCLE



Vehicle Supplier Audit

As part of our continuing efforts to closely match the requirements of our clients, before we can confirm our contract we require this short, simple safety audit to be completed. It should take no more than 5 minutes. Please complete as accurately as possible, and answer all questions.

Thank you for assisting us in the important management of safety

Contact Person	
Business Name	
Address	
Emergency Contact Number	
Date Completed	

Vehicle Type	Supplier	Vehicle Capacity	Number of Pax
Coach			
Mini Van			
Car			

I confirm we hold	Yes	No	N/A
All necessary operating licenses for Jordan			
All necessary operating licenses for Saudi Arabia			
All necessary operating licenses for Iraq			
Public liability insurance to the value of USD JD			
Motor vehicle insurance to the value of USD JD			

Drivers	Yes	No	N/A
Please supply references for all drivers			
Please supply copies of all driver licenses			
Do drivers have experience of working with children			
No smoking at anytime - they must be aware of this			
No mobile phone use whilst driving - they must be aware of this			
Will be experienced in the route and destination and must be accompanied if not			

Itineraries	Yes	No	N/A
You will cross check all itineraries			
You will provide your driver with adequate route finding equipment			

Vehicle	Yes	No	N/A
All vehicles will be less than 2 years old unless agreed by us in writing			
All vehicles will be clean, toilets emptied and ready for use on arrival			
All vehicles will be equipped with the necessary seatbelts			

Routine Vehicle Inspection (Daily)

This visual inspection should be carried out by the Guide before Discovery Circle clients board the vehicle at the beginning of every trip.

Details of Inspector Completing this Form - Driver or Guide	
Name of Person	
Mobile Number	
Date Completed	
Vehicle Registration	

Vehicle Type	Supplier	Vehicle Capacity	Number of Pax
Coach			
Mini Van			
Car			

Visual Check	Yes	No	N/A
Tyres - are all tyres visually in good condition			
Are all the lights on the vehicle working and in good condition			
Are the vehicles windows free of cracks and chips			
Is the vehicle window free of cracks and chips			
Does the vehicle have a fully equipped first aid kit			
Does the vehicle have a fire extinguisher on board			
Does the vehicle have functioning seat belts			
Is the vehicle in good overall condition and clean on the outside			

June 2020 Internal Hygiene Check - This check must be carried out daily and witnessed by the guide (groups) or by the driver (FIT), prior to clients boarding.

Internal Vehicle Hygiene Check	Yes	No	N/A
All hard services should be wiped down with antibacterial wipes			
Windows should be cleaned on the inside of the vehicle			
Vehicle should be clean of all rubbish, old water bottles etc			
Drivers vehicle compartment should be cleaned with antibacterial wipes			
All external door handles / support handles should be cleaned with antibacterial wipes			
Where toilets are provided inside vehicles these should be cleaned and only used for emergencies			
Toilets should be cleaned after each use by the driver			
Group Trips - All day packs should be stored in the luggage area to avoid cross contamination of the inside of the vehicle			
Hand sanitiser should be provided at every entrance and exit to the bus			
All pax should be issued with a personal hand sanitiser at the beginning of every tour			

Hotel Supplier Audit

As part of our continuing efforts to closely match the requirements of our clients, before we can confirm our contract we require this short, simple safety audit to be completed. It should take no more than 5 minutes.

Please complete as accurately as possible, and answer all questions.

Thank you for assisting us in the important management of safety

Accommodation Unit

Name			
Address			
Structure	Tented Camp	Brick / Concrete	Wood and Canvas

Fire Safety	Description	Yes	No	N/A
	Safety talk on arrival			
	Fire instructions displayed in English			
	Hotel staff have formal training			
	Fire alarm			
	Some detectors in bedrooms			
	Smoke detectors in stairways			
	Smoke detectors in public rooms			
	Smoke detectors in kitchens			
	Are emergency exits clearly marked			
	Are emergency routes protected by fire doors			
	Do all emergency doors operate from the inside without a key			

Food Hygiene	Description	Yes	No	N/A
	Is the food cooked and prepared on the premises			
	Have the employees who handle the food been hygiene trained			
	Are food temperature records maintained for hot and cold food			
	Are cleaning records and rosters maintained			
	Are pests controlled by a professional third party			
	Are facilities regularly inspected by a third party			

General	Description	Yes	No	N/A
	Are electrical goods and equipment in good working order and certified			
	Are stairways carpets in good condition			
	Is the environment safe for school children			
	Are accommodation and sleeping quarters free from gas appliances			
	Are pests controlled by a professional third party			
	Are facilities regularly inspected by a third party			

Terms and Conditions

Booking Confirmation and Pricing

Quotes

1. All quotes are accurate at the time of production and take into account, where possible any future price increases and availability.
2. On receipt of a quote from Discover Circle Tours please be aware that no bookings have been made and we do not hold any rooms or services in relation to quotes
3. You will be advised if you are booking accommodation with limited availability in a traditionally busy period
4. Once you have confirmed a quotation with Discovery Circle Tours we will book all relevant services and accommodation and advise you of any necessary changes
5. Rates remain subject to availability on the day of booking
6. All rates are inclusive of imposed taxes at the current rate
7. Any changes in the tax structure will be reflected on the quoted rates and you shall be informed accordingly

Visas

Please note that the current procedures states that for groups and individuals travelling with an authorised and licensed Jordanian Tour Operator will receive Free Visas if staying more than 2 consecutive nights in Jordan. A free collective visa can be issued under the condition that the nationality of the clients is not restricted.

These procedures are subject to change without prior notice

If these rules are changed or amended clients may be required to purchase a Jordanian visa at the set rate (currently USD 58.00 per person).

Rooming list & passport list

Groups

- Initial rooming list of participants should be received “55” days prior to arrival.
- Final rooming list of participants should be received “30” days prior to arrival.

FITS

- Any specific rooming requirements should be received at the time of booking
- Full details should be received 30 days prior to arrival

Full passport details should be received “21” days prior to arrival and include

- **Full Name**
- **Nationality**
- **Passport Number**
- **Place & Date of Issue**
- **Date of expiry**
- **Place & Date of Birth**
- **Photocopy of Picture page**

Alteration or Cancellation

Any changes made to your booking within 7 weeks of arrival in Jordan will be subject to an administrative charge.

You may cancel a booking by giving written notice, which takes effect on the day Discovery Circle Tours receives notice – notice should be sent to info@discoverycircle.com

The scale of charges set out below will apply depending on when written notice is received.

- | | |
|---|-----------------------|
| • More than 60 days prior to arrival - | No cancellation fees |
| • Between 59 - 40 days prior to arrival | 25 % of the tour cost |
| • Between 39 - 20 days prior to arrival | 50 % of the tour cost |
| • Between 19 - 7 days prior to arrival | 75 % of the tour cost |
| • From 6 days - no show | 95 % of the tour cost |

Payments

Payment for Group and FIT booking are as follows

- 50 % down payment 60 days ahead of arrival.
- Remaining balance to be paid in full 21 days prior to arrival.

All payments should be transferred to the following bank account:

Account Name:	Discovery Circle Tours
Bank:	Jordan Ahli Bank , Branch: Corporate
Address:	Shmeisani - Yaqoub Sarrouf St. - Building (2)
P.O. Box:	925993 Amman 11118 Jordan
Tel:	00 962 5608730
Fax:	00 962 5699867
Acc. No:	50453-02
IBAN:	JO96JONB0640000230101505045302
Swift:	JONBJOAXXXX
Payment Purpose Code:	0404