

Hajjat Tours & Travel – Health, Safety & Emergency Procedures

Purpose

These guidelines ensure the safety and well-being of guests, staff, and partners during tours and operations.

General Safety Responsibilities

- Guides and drivers must prioritize guest safety at all times
- Follow approved itineraries and safety instructions
- Assess risks during activities and inform guests of potential hazards
- Ensure vehicles are used responsibly and according to regulations

Guest Awareness

Guides should:

- Brief guests on basic safety rules at the start of tours
- Inform guests of local conditions, weather, and terrain
- Encourage appropriate clothing, footwear, and behavior

Emergency Situations

In case of emergencies (accidents, illness, security issues):

- Ensure immediate safety of guests
- Contact local emergency services if required
- Inform Hajjat Tours & Travel management as soon as possible
- Follow instructions from local authorities and company management

Medical Emergencies

- Assist guests in accessing medical facilities when needed
- Use the nearest medical center or hospital
- Cooperate with local emergency services

Incident Reporting

All incidents, accidents, or near-miss situations must be reported to management for monitoring and improvement purposes.

Continuous Review

Health and safety procedures are reviewed regularly based on operational experience and destination conditions.



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