

Discovery Circle Tours

Code of Conduct - Guides and Drivers

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

Our Guests expect this from us and we aim to deliver 100% of the time for every guest. Going beyond is expected and this is how we have built such a successful business.

Our Drivers and Guide should follow the below guideline. These have been developed to ensure you have a safe and wonderful time while you are in Jordan.

If you feel your driver or guide is in violation of this policy please contact the us and we will take immediate steps to ensure your continued enjoyment and safety of your trip.

Mr Ashraf Bani Nasser, who can be reached on the following numbers.

Landline: **+ 962 6 4641959** (Daily except Friday) 09:00hrs to 18:00 hrs

Mobile: **+ 962 79 554 7137** or **+ 962 79 010 7331** (available on What'sApp)

General Appearances

- Drivers and guides should always be presentable and odour free.
- There should be sufficient clean drinking water in the vehicle everyday.
- The vehicle should be clean and free of rubbish at the start of everyday.
- The vehicles windows should be clean to aid safety and vision for the guest.

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 guest will travel.
- Guests visits to your home must be authorised office.

- Female guests should be treated with respect at all times and consider the following:
 - Be mindful of safety concerns that women may have, such as navigating unfamiliar areas, especially at night.
 - Provide information about safe routes, transportation options, and emergency contact details.
 - Be respectful of personal space and boundaries.
 - Avoid making assumptions about women's interests or abilities.
 - Be mindful of the potential for harassment or unwanted attention that female guests may face
- You should not discuss matters of a personal nature with guests. But you can discuss:
 - National politics and its structure but be careful of 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
 - Jordanian society, family structure, customs, food etc. And how family culture might be changing between the generations.
 - Jordan's flora and fauna and how the RSCN and other organisations continue to protect it.
 - Jordan's lack of water and how clean water is distributed in Jordan, particularly in Amman.
 - The need to preserve water in Jordan.
 - Jordan's commitment to protecting the environment and its local cultures.
 - How Islam and other religions coexist in Jordan.
 - Ramadan, its traditions and the importance of Ramadan in Jordan.

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 guests in formal restaurants. It is however acceptable to eat with guests on:
 - Street food tours
 - In the campsite, nature reserves or private homes
- Under no circumstances should you be present with guests in the following situations:
 - In Hammams and Spas
 - Around the Swimming pool of the guests hotel.
 - While the guest is sunbathing or relaxing on a beach.
 - While the guest 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 guest. All currency exchanges should take place at an authorised Money Exchange centre, Banks or Hotels.
- You are not allowed to recommend shopping stops or assist in the purchase of goods and services on behalf of the guest
 - Guides and Drivers can however take guests 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 guest is insistent on shopping stops then you must contact the office who will speak with the guest.

Hotels, Campsites and Nature Reserves

- Under no circumstances should a driver, guide or anybody working for Discovery Circle Tours enter a guests hotel room, tent or cabin.
- If there is a problem with the room and you are asked by the guest to “have a look” for you 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 guests / guests do not have to walk too far.
- When dropping guest 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 guest off at a new hotel (either first night or when they have changed hotels) you must inform the office so we can speak with the guest 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

- Guests should sit in the back seat of the car or vehicle.
- Guests should always wear seat - belts where fitted.
- Smoking in front of the Guests is strictly forbidden and in all guest vehicles.
- 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) while with the guest.
- No personal telephone calls should be taken or made when you are with the guest.