

EMERGENCY PROTOCOL

In the case of an emergency, these decisions need to be made:

Traffic accident: If you had a car accident - call the police and first call an ambulance (if injured). Advise the dispatcher of the extent of any injuries and the number of people involved. Make sure the group is full, get the details and call KonTour. If a third party is involved in the accident, write down all information such as name, ID, driver's license, insurance, number plate number. Do not move the vehicle(s).

Tremor/earthquake/fire/flood: Watch a weather spotters, take a warning seriously. In the case of any nature catastrophe make sure the group is complete, follow hotel/restaurant/authorities' protocol and call KonTour contact.

Power Outage: Keep calm the clients and wait. Provide assistance to others in your immediate area that may be unfamiliar with the building. If necessary, evacuate the area following the procedures. If you are in an elevator, stay calm. Use the emergency button or telephone to alert the police.

Injured passenger: In case of injured client or any inconvenience provide the first aid**, contact the nearest hospital or doctor, describe symptoms, and cause as well as possible. Do not attempt to move a person who is ill or injured unless they are in immediate danger of further injury. If you or the people around you are in danger of injury, evacuate the area, if possible, go immediately to a hospital or visit a doctor.

Passengers with medical problems: At first contact a doctor or nearest hospital, explain all the symptoms. Go to the hospital or visit a doctor. In more serious case call an ambulance. Contact KonTour.

Also inform the office in the case of "2-day diarrhoea" (e. g. in relation to claims for reimbursement in the event of food poisoning).

Deceased passenger: Call ambulance and police, call KonTour contact. The client has to contact the embassy.

Robbery: Keep calm passenger, go to the police station, and make a report, call KonTour contact. In general: inform KonTour, first contact of the trip, if you do not answer the emergency telephone number.

Assault: • Keep calm a passenger. • If an assault is in process, try to call for assistance from Police. • If the assault has already occurred and the victim requires medical attention, call the police. • If you are uninjured and if safe to do so, move the victim to a private office/ area. Ensure the victim is in a safe place and assist in making them comfortable. • Do not leave the victim alone. • Report the assault to police immediately. • Be prepared to give as much of the following information as possible. • Your name • Your location • What happened • Victim's name • Victim's age • Location of victim • Description of the assailant • Location of the assailant or direction of their escape. Contact Kontour.

Political difficulties: Always find out with local guides beforehand how the situation is on a place and whether the roads can be used as planned. Stay informed about strikes, large demonstrations or disputes which endanger security and make it necessary to change the itinerary contour!

In general, guests should be advised that they are responsible for their own personal belongings and should not leave valuables in the bus and cash in the hotel. You & Kontour cannot assume any liability for personal belongings, not even on the bus!

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- Never offer medicines to clients, you always have to look for doctors to prescribe.
- Recommend to not drink tap water.
- Recommend using sunscreen every day (hat and sunscreen).

Give clients advice about personal safety when moving outside:

- Walk in well-lit areas at night.
- Walk in pairs when possible and be aware of your surroundings.
- Inform others of your plan including intended route.
- Keep your phone on hand and do not use headphones.
- Walk purposefully, know where you are going, and project a no-nonsense image

The provinces higher concentration of criminality are: *Arauca, Cauca, Chocó, Norte de Santander.* (2018).

Overview of medical assistance in Colombia - [HERE](#)

* If KonTour does not answer, call emergency phone of Tour operator.

**** Unless certified to provide first aid, do not attempt to render any first aid before trained assistance arrives.**

** [Instructions for First Aid](#)





** [First Aid Instructions](#)

Emergency Contact

KonTour Travel

Calle 100 # 11A-07, Oficina 401
Bogotá D.C., Colombia
Tel: (+57) 311 580 69 20

Emergency numbers

-  National Police 123
-  Firefighters 119
-  Red Cross 132
-  Colombian Civil Defense 144