**Jordan Tourism Board North America**

**FAM Trip Policy**

**Qualifications:**

The Jordan Tourism Board North America (JTBNA) will pre-qualify every travel agent applying to go on a Familiarization (FAM) trip to Jordan. Every travel agent is required to fill out an application form and will be evaluated based on and not mutually exclusive to:

* the information submitted in the application form
* back ground research on each candidate

**Spouses/families/friends:**

* Spouses, families, or friends are not eligible to participate in JTBNA FAM trips. No exceptions will be made, even for those offering to pay his/her own way. This ensures the integrity of JTBNA FAM tours and the working morale of fellow travel agents.

**Operations & Procedures:**

* JTBNA FAM trips operating out of Canada will only depart/return out of Montreal – YUL. No exceptions will be made for other gateways.
* Travel agents must cover their domestic flight cost to the RJ gateway in Canada.
* JTBNA is NOT responsible for missed flights due to delays including any costs incurred by or during the delay.
* JTBNA will create the itinerary for the FAM trip, however all itineraries are subject to change.
* JTBNA will provide, while on the ground in Jordan, a certified JTB guide for the duration of the tour; special briefing opportunities; accommodation at 4- and 5-star hotels; ground transportation; meals and park entrance fees throughout the FAM tour. Optional Services that are NOT covered by JTBNA include but are not limited to:
	+ **Gratuities**
	+ **Alcoholic beverages**
	+ **Personal Expenditures**
		1. Luggage Fees
		2. Telephone & fax use
		3. Souvenirs
		4. Spa treatments
		5. Horse/Donkey/Carriage in Petra/Camel Rides
		6. Laundry
		7. Mini Bar/Room Service
		8. Any activity not included in the itinerary
* FAM trips organized by JTBNA are devoted to Jordan only, unless the airfare is covered by the participant. In this case JTBNA will only cover the Jordan portion of the trip.

**Emergencies:**

Travel agents are encouraged to cover themselves with travelers insurance against any risk associated with their trip to Jordan. JTBNA is not liable for incidents that happen while traveling in Jordan that are beyond the control of and are not as a direct result of any action or negligence of the JTB/JTBNA or its partners.

I, , hereby acknowledge that I have read and fully understand the terms stated in this policy.