EMERGENCY PROTOCOL

EMERGENCY COMMUNICATION

1. Priority: Protect life → Activate emergency services → Contact the agency

2. Kontour emergency contact number (available (24/7):


+57 313 576 69 94 (24/7)


emergency@kontour-travel.com

Information providers should have ready:

- Full name of on-site person responsible
- Exact location
- Description of the incident
- Status of the passengers
- Actions already taken
- Relevant data (witnesses, license plates, names, photos if possible)

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

Traffic accident: If you had a car accident - call the police (123) and first call an ambulance (if injured). Inform the emergency dispatcher of the extent of any injuries and the number of people involved. Ensure the group is safe and accounted for, gather all relevant details, and contact KonTour. If a third party is involved, record their full name, ID number, driver's licence details, insurance information, and vehicle registration number. Do not move the vehicles until instructed to do so by the authorities.

Natural Disasters (earthquake/fire/flood): Monitor weather alerts and take all warnings seriously. In the event of a natural disaster, such as an earthquake, flood, or fire, move the group to a safe area and follow the emergency procedures established by the hotel, restaurant, or venue. Count all passengers and ensure everyone is accounted for before resuming any activities. Follow the instructions of local authorities and emergency services at all times, and contact KonTour immediately to report the situation and receive further guidance.

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. Evacuate only if internal protocols so indicate.

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 immediately. The client's family or representative must contact the appropriate Embassy.

Robbery: Keep calm the client, 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 with Kontour!

Guests are responsible for their personal belongings and valuables at all times. We recommend not leaving valuables unattended on the bus or in hotel rooms and keeping cash and other important items securely stored. Neither you nor KonTour can assume liability for lost, stolen, or damaged personal belongings, including items left on the bus.

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 at KonTour Travel

+57 313 576 69 94 (24/7)

emergency@kontour-travel.com

Carrera 11 No. 93-53 Piso 7
Bogotá D.C., Colombia
General Tel: (+57) 311 580 69 20

Emergency numbers

☎ National Police 123

☎ Firefighters 119

☎ Red Cross 132

☎ Colombian Civil Defense 144

General recommendations:

For your health and well-being during your trip, please keep the following recommendations in mind. Do not take medication offered by others; if you need medication, consult a doctor who can assess your condition and prescribe the appropriate treatment. We recommend avoiding tap water and drinking bottled or otherwise treated water instead. Protect yourself from the sun every day by applying sunscreen and wearing a hat, especially when spending extended periods outdoors.

Personal Safety

When exploring outside your hotel or accommodation, please take a few simple precautions. At night, stick to well-lit areas and, whenever possible, walk with someone else. Stay aware of your surroundings and let someone know your plans, including your intended route and approximate return time. Keep your phone accessible in case you need assistance, and avoid wearing headphones so you can remain alert to what is happening around you.

Travel Advisories

Before and during your trip to Colombia, we recommend checking the official travel advice issued by your country's foreign ministry. These advisories provide up-to-date information on safety, local conditions, and areas where additional precautions may be necessary.

Please consult the relevant source for your country:

- **United Kingdom:** Foreign Travel Advice – Colombia
- **United States:** Colombia Travel Advisory
- **Germany:** Reise- und Sicherheitshinweise – Kolumbien
- **Switzerland:** Reisehinweise – Kolumbien
- **Austria:** Reiseinformation – Kolumbien

We encourage you to review these recommendations before departure and stay informed of any updates throughout your stay.