

S.O.P. FOR FOREIGN TOURISTS IN CASE OF MEDICAL EMERGENCIES / LOSS OF PASSPORT ETC.

- 1.** Any client who comes from abroad has to have an Insurance in place. The concerned Tour Operator to ensure that this insurance is taken by his client. In case of any emergency, the first thing is to inform the Insurance Company representative in India /Tour Operator. Some of the IATO members also represent these Insurance Companies and everything is taken care by them. This is so far as the Medical Emergencies / exigencies are concerned.
- 2.** In case of any death of a guest due to natural causes or an accident, etc. the concerned embassy/ High Commission needs to be informed immediately.
- 3.** Regarding Theft / Loss of passport or any valuables, it is very important that FIR be registered at the police station in the city where the incident/crime has taken place. Thereafter the client shall contact the Embassy / High Commission/ Consulate of the country and request for new passport / temporary document. The Tour Operator to maintain a proper record of what has happened and if need be it could be submitted. Thereafter the client needs to contact the FRRO office for obtaining an exit stamp on the passport. The tour operator to facilitate the above for the client.
