

Introduction

Development of the Official Board of Tourism

- Trans Jordan Emirate has started to show interest in tourism since 1923 when the public antiquities Department was first established in that year with the objective to preserve, restore and excavate archeological sites.
- The first bureau for preserving and control of tourism affairs within the Kingdom was established in the beginning of 1953 with few officials in the spiritual and touristic capital for Jordan (Jerusalem) to provide services and information to pilgrims of the holy land.
- In 1953 and owing to the increasing touristic activity, the tourism office was converted to the touristic Department in the city of Jerusalem and was attached to the Prime Minister, the institution law for this department stipulated that the Prime Minister or his representative shall have control over this department.
- In 1953 and due to intricacy of its works with those of other departments and to ensure an orderly work process and execution of the same, the department's main office was transferred from Jerusalem to the political capital Amman while retaining its office in the city of Jerusalem (as an independent department subordinate to the House of Ministers).
- In 1956 and as the government has become aware of the necessity to establish centers to provide services to visitors, the first touristic rest house was built at the Al-Ramtha check point with the assistance of the International Development Agency.
- In 1960, tourism was transformed into tourism Authority, administratively independent and was attached to the Ministry of National Economy. The First touristic legislation was promulgated in the same year with the aim to regulate touristic activities (law No. 17 of 1960).
- In 1964, tourism authority was attached to the Ministry of Information.

- In 1965, the amending tourism law No. (45) of 1965 was enacted in amendment to the pervious law, for the purpose of increasing the private sector's participation in the Authority's council as well as in the Consultant Council, and granting more independency to the director of tourist Authority in addition to increasing the Authority's budget to reach 20% of tourist annual income.
- In 1967, a royal decree was passed giving the tourism authority the name of (Ministry) and attaching to it the public antiquities department to be called the Ministry of Tourism & Antiquities whose ministerial portfolio was trusted to a Minister to chair the Authority's Council therein.
- In 1981, the tourism Authority and Department of Antiquities, culture and Youths was annexed with one Ministerial portfolio called the Ministry of Youths, Culture, Tourism & Public Antiquities wile retaining the same as an authority.
- In 1985, Tourism Authority was annexed to the portfolio of the Ministry of Information, Culture, Tourism & Antiquities.
- In 1988, Tourism Authority was terminated and replaced by the Ministry of Tourism and Tourism Law No. (20) of the year 1988 was ratified.
- In 1989, Public Antiquities Department, Ministry of Tourism and Public Antiquities were merged in one entity.

The Tourism we Aspire for:-

In order to give effect to the role of tourism in maximizing the relative and completive advantage for Jordan as an area of tourism attraction, and in appreciation of the role of tourism industry as a channel for the national economy to secure hard currencies and work opportunities, and standing as one of the most important factors for continued development, the Ministry arranged and will work together with the Private Sector

represented with the touristic professional activities, for the development of tourism in its comprehensive concept, in order to highlight Jordan's religious, cultural, heritage, civilization, historical and natural landmarks through old ages and to promote the noble human values.

Objectives & Duties of the Ministry:

This Ministry aims at encouraging and developing tourism and promotion of touristic resources and invests the same in order to enhance its contribution to national economy, and spread mutual understanding among nations. In order to achieve that, the Ministry performs the following duties, assignments and responsibilities in cooperation and coordination with the competent authorities.

- a) Preserve and develop touristic sites (lands, buildings and mineral water resorts).
- b) Licence and classify touristic professions.
- c) Facilitate formalities relevant to tourists in cooperation with the competent authorities and touristic organizations inside and outside the Kingdom, and provide them with the recreational and care facilities.
- d) Set up comprehensive and integrated programs for touristic publication and execute and supervise the same, as well as promote the Kingdom in terms of tourism in collaboration with the authorities concerned.
- e) Encourage and organize internal tourism and touristic investment, and observe and organize touristic programs for this purpose to acquaint citizens with the kingdom's landmarks.
- f) Arrange to secure manpower and technical potential required for touristic professions in order to upgrade performance level and efficiency of work in these professions in cooperation with the competent international and local institutions, organizations and bodies.

- g) Prepare studies and researches dedicated for the development and promotion of touristic professions.
- h) Establish colleges and institutions for teaching sciences relevant to tourism in pursuance of the provisions and requirements of the operative higher education law, and organize administrative, financial and other affairs related to these colleges and institution under regulations issued in accordance with the provisions of this law and any other observed laws.

Laws & Regulations Observed by the Ministry:-

- 1- Tourism Law No. (20) of the year 1988 and amendments thereto in 1997.
- 2- Hotel and Touristic foundations regulation No. (7) of the year 1997 issued under article No. (16) of Tourism Law No, (20) for the year 1988.
- 3- Touristic restaurants and rest houses regulation No. (6) of the year 1997, issued under article (16) of Tourism Law.
- 4- Tourism and Travel offices and Companies regulation No. (14) for the year 1996 issued under Article (16) of Tourism & Travel Law.
- 5- Tourist Guides Regulation No. (34) for the year 1998 issued under article (16) of tourism Law.
- 6- Touristic specialized Transports Regulation No. (7) for the year 1995 issued under article No. (16) of Tourism Law.
- 7- Traditional and popular Crafts and Industries and Trading therein regulation No. (36) for the year 2002 issued under article (16) of Tourism Law No. (20) for the year 1998.
- 8- Al-Karak Touristic Castle arena management regulation issued in pursuance of article (3& 16) of Tourism Law No. (20) for the year 1988.

- 9- A resolution issued by the Tourism High Council in its First Meeting in 1991 for Timeshare Offices.
Licensing of Hotel & Touristic Foundation (Hotel, Hotel Suites, Touristic Resorts, Hotel Apartments, Inn, Motel, Touristic Camp, Floating Hotels & any foundation approved by the Ministry).
Procedures for First Time Licence.

Required Documents:

- Complete the Licence application form.
- Title deed or lease contract duly certified.
- Organizational site plan issued by the Department of land & Survey / New one
- Land Division plan issued by the Department of Land & Survey/ New One.
- Organizational approved (issued by the Competent Authorities).
- Submit the preliminary architectural plans for the project to match them with the required classification category after being certified by the civil defense directorate and greater Amman Municipality (Department of Special Needs).
- State the expected Environmental Effect (EIA) in places located outside the Limits of organizational areas.
- Procedures for licensing and classification of hotel foundation for first time.
- After submission of documents and requirements mentioned here above, and carrying out the physical inspection as well as the approval of the tourism committee of the technical committees recommendations, the Minister will issue a conditional initial approval of establishing the project valid for two years period.

- The proprietors of the Hotel foundation will be advised of the conditional initial approval granted to them.
- After termination of the initial approval period required for executing this project and after securing the terms, requirements and equipment relevant to fixed assets, the concerned people shall submit a written request for the conduction of the physical inspection and completion of the procedures for likening and classification in due form after securing the following documents and requirements:-
 - Tovo Copies of the detailed architectural plans “As Built” duly certified.
 - Work permit issued by the Competent Authority.
 - Approval of the Civil Defense giving the permission to receive visitors.
 - Commercial Name or Trade Mark registered with the Ministry of Industry & Trade.
 - After finalizing all the above procedures, the technical committee and classification committee will visit the site to compare the executed portion of the architectural plans presented to the Ministry, as well as prepare a report defining the applicable classification category, to be referred to the Tourism Committee to issue its approval of classification and licensing such foundation in the category applicable thereto.
 - The Minister will address a written advice to the proprietor of such foundation informing him of the classification decision based up the recommendations of Tourism Committee. This decision can be objected to within 15 days from the date of its issuance; And he may request the concerned person to provide the Ministry with the following documents and requirements:-

- +:- Association and subscription certificate from the Jordan Hotel Society.
- +:- Submission of Copies of affiliation and subscription to Tourism promotion Body for three stars and upward hotel foundations and (a-b) category hotel apartments.
- +:- Hotel Establishment will be licenced in its final form after payment of the determined fees as is shown in item (8).
- +:- The average time required for obtaining the licence is approximately one week from the date of submitting the above documents.

Procedures for Renewal of Hotel Foundation Licence.

- 1- Complete the licence form at this Ministry.
- 2- Submit the original licence of hotel foundation for the previous year.
- 3- Submit a certified copy of the Commercial Register and Trade Name.
- 4- Submit a permit for serving beverages or presenting artistic shows at the hotel foundations that obtain the Ministry's approval of this matter.
- 5- Complete the statistical form and submitting it to the Department of information and statistics Ministry of Tourism & Antiquities.
- 6- Copy of subscription form to Jordan Hotel Society.
- 7- Copy of subscription in the tourism promotion Body for three stars and above Hotel Foundations, as well as for (a-b) category Hotel Suites.

8- Legal fees for any granted category will be collected as follows:-

* Annual fees and the following allowances will be collected when issuing or renewing the licence at the rate of (50%) for university fees plus (10%) for value added tax).

- 1- (500) Dinars in fees for Five Stars Hotel Licence for the Hotel of (800) Dinars.
- 2- (400) Dinars in fees for Four Stars Hotel Licence for the Total of (640) Dinar.
- 3- (300) Dinars in fees for Three Stars Hotel Licence, for the total of (480) Dinars.
- 4- (200) Dinars in fees for Two Stars Hotel Licence for the total of (320) Dinars.
- 5- (100) Dinars in fees for One Star Hotel Licence, for the total of (160) Dinars.
- 6- (50) Dinars in fees for non-touristic Hotel Licence, for the total of (80) Dinars
- 7- Fees for Licence for Inns, Motels, Hotels apartments and Touristic Camp, plus (50%) for University Fees and (10%) for value added tax.
 - (300) Dinars for category (A), for the total of (480) Dinars
 - (200) Dinars for category (B), for the total of (320) Dinars.
 - (100) Dinars for category (C) , for the total of (160) Dinars,
- 8- (20) Dinars in lieu for missing or damaged licence or amendments made on its details.

- 9- For the purpose of collecting the annual fees for first time licensing, any part of the year will be considered as one whole year.
- 10- The licence will be renewed until the end of February of each year; And in case of failure to do so an additional amount for the sum of 5% of licensing fees will be payable for each month or part thereof in which such delay occurs.
- 11- Time average required for obtaining the licence is approximate by one hour after submitting the above documents.

Touristic Restaurant Licensing and Classifications

(Touristic Restaurant, Touristic Cafeteria, Touristic Rest Houses, Touristic Parks, Entertainment and recreation cities, Night Clubs and Discotheques).

Required Documents:

1- Complete a form or petition with the request enclosing the following:-

- Non-convict Certificate for the proprietor of the restaurant.
- Land plan issued by the Department of Land & Survey / New One.
- Organizational Site plan issued by the competent Authority.
- Architectural plans.
- Certified title deed or lease contract (accompanied by a copy of the title deed) defining the purposes for such lease according to the profession to be licenced.

2- The Ministry will address the competent authorities to obtain their required approvals:-

- The Organizational approval of the relevant entity.
- Trade Name and Commercial register from the Ministry of Industry & Trade, with a registered capital not less than thirty thousand dinar.
- The approval of the Civil Defense Directorate on the architectural plans of the project or of the permission to receive guests when the project is finalized or if the premises already exists.

Procedures for First Time Licensing and Classification of Touristic Restaurant.

- 1- After submitting the above documents and requirements and completion of works at the restaurant, the Ministry shall be informed in writing thereof.
- 2- The classification Committee will visit the restaurant site to make sure of its conformity with the approved specifications for classification and category determining, and submit its report to Tourism Committee to issue the decision required for classifying and licensing the restaurant.

- 3- One the recommendations of the classification Committee are approved by the tourism Committee, the persons concerned will be notified to check with the Ministry for completion of the following licensing procedures:-
 - A- Filling the form for licensing.
 - B- Payment of the determined legal fees based upon the granted classification category as in shown hereunder.
- The following annual fees for touristic restaurants shall be collected, and any part of the year shall be deemed, for the purposes of collecting the annual fees for first time licensing, as one whole year, plus (50%) for university fees and (10%) for value added tax.
 - 1- (300) Dinars for Touristic Parks, Touristic entertainment and recreation Cities, for the total of (480) Dinars.
 - 2- (100) Dinars for five Stars Category, for the total of (160) Dinars.
 - 3- (80) Dinars for Four Stars Category, for the total of (128) Dinars.
 - 4- (60) Dinars for three stars category, for the total of (96) dinars.
 - 5- (50) Dinars for two stars category, for the total of (80) dinars.
 - 6- (40) Dinars for one stars category, for the total of (64) dinars.
 - 7- (600) Dinars for Night Clubs, for the total of (960) dinars.
 - 8- (40) Dinars for cafeterias, for the total of (64) dinars.
 - 9- The sum of five dinars will be collected as fees for missing or damaged licence.

- 10- The annual fee will be paid no later than the thirty first of January of each year, and in case of default by any one, he shall pay an additional amount for the sum of (50%) of the annual licensing fees.
- (C)- Certified copy of the Trade name and Commercial Register for the licensing year.
- (D)- Copy of the deed of affiliation and subscription in the Touristic Restaurants Society.
- (E)- Non-conviction certificate for restaurant staff.
- (F)- Check with the Directorate information and statistics to fill the required forms.
- (G)- After submission of the above requirements, the Ministry will issue the required Touristic licence.
- (H)- The average time required for obtaining the licence is approximately one week after submitting the above documents.

Procedures for Renewal of Touristic Restaurant Licence

- 1- Completion of licence renewal form at this Ministry.
- 2- Submission of the original touristic licence for the restaurant, of the previous year.
- 3- Submission of a certified copy of the Trade name and Commercial Register/ Ministry of Industry & Trade.
- 4- Submission of the permit for serving beverages and presenting artistic shows at restaurants approved by this Ministry.
- 5- Filling the statistical form available at the Directorate of Information & Static ties.
- 6- Payment of the annual renewal fees to the Ministry as is stated here above.

7- Submission of the payment voucher for subscription in the Touristic Restaurants Society.

8- The average time for obtaining the licence is approximately one hour after submitting the above documents.

Licencing of Tourism & Travel Office

- 1- Submit a petition addressed to H.E. the Minister for opening a tourism and Travel Office, accompanied by the following.
 - a. Non-Objection letter from the Jordan Tourism & Travel Agents Society for Licencing a Tourism and Travel Office.
 - b. Copy to the passport or civil identity card of the applicant.
 - c. Non-conviction certificate for the applicant.
 - d. The applicant must have the qualification as technical manager or sign a contract with an approved documents and requirements:
 1. Financial and management release for the technical manager from the last office he worked for.
 2. A certificate confirming his pass in the exam determined for technical managers.
 3. Non-conviction for the technical manager.
 4. Copy to his civil identity card.
- 2- Certified title deed or lease contract for a suitable office with an area not less than (45 M²) meant for tourism and travel purposes.
- 3- An organizational approval issued by the relevant entity.

Procedures for First-Time Licencing

- 1- After obtaining the above approvals and requirements, the application will be presented to the Tourism Committee.
- 2- The office will be granted an initial approval for (30) days period to provide the following requirements and supplies: (such approval is conditional an submission of a bank guarantee for the sum of (15000) fifteen thousand dinars made in the name of H.E. the Minister, in addition to the applicants occupation).
 - a- Trade name and commercial register issued by the Ministry of Industry & Trade, with a capital not less than (50,000) fifty thousand Jordanian dinars.
 - b- Employment contracts for Jordanian employees in addition to the technical manager provided that two of them had passed training courses in Booking and Ticketing; and submission of non-conviction certificates for those employees.
- 3- Supply the said office with the fixed assets and required technicalities conformant with the nature of touristic business, including the provision of offices for all the employees as well as suitable water closets, and inform the Ministry of the preparedness of such office.
- 4- After inspecting this office by a combined committee from the Ministry and Tourism & Travel Agents Society, the Ministry shall be provided with copies of the documents of affiliation and subscription in the Jordan Tourism & Travel Agents Society.
- 5- In case such office desires to arrange for group touristic trips abroad, they must submit an additional annual bank guarantee for the sum of (25000) twenty five thousand Jordanian dinars provided that the stipulation included for such guarantees is conformant to the warranty letter approved by the Ministry of Tourism & Antiquities.
- 6- A letter must be addressed to the owner of such office requesting him to check with the Ministry for completion of licencing procedures.

- 7- The competent committee will perform the physical inspection.
- 8- Complete the licencing form and pay the fees determined in the regulation estimated at (160) dinars.
- 9- The average time required for obtaining the licence is approximately one week after submitting the above documents.

Procedure for Renewing the Licence for Tourism & Travel Ministry

- 1- Complete the licencing form available at the Ministry.
- 2- Renew or extend the bank guarantee provided to this Ministry amounting to (15000) fifteen thousand Jordanian dinars, according to the last approved warranty letter. In case this office wishes to organize touristic trips outside Jordan, they should submit an additional annual bank guarantee for the sum of (25000) twenty five thousand Jordanian dinars.
- 3- Submit the payment voucher for subscription in the Jordan Tourism & Travel Agents Society.
- 4- Submit the original licence for Touristic professions awarded to such office in the past year.
- 5- Nominate the technical manager for this office according to the instructions issued by the Ministry and attach a certified copy of the employment contract signed with the technical manager which should be valid until 31/12 of the same year, as well as present the technical manager's identity card issued by the Tourism & Travel Agents Society, when applying for licencing.
- 6- Submit a certified copy of the commercial Register issued by the Ministry of Industry & Trade.
- 7- They must subscribe to the Jordan Tourism Promotion Body Concerned with the tourism and travel offices and companies that had scored five thousand touristic nights or more during that year.

- 8- Pay the licencing fees determined for this Ministry estimated at (160) Jordanian dinars.
- 9- Carry out the physical inspection on the touristic offices which were informed by the Ministry of any shortages and requirements in order to insure they were requested to do before proceeding with the procedures for renewing the licence.
- 10- Acquire a release letter from the Department of Public Revenues/ Ministry of Finance valid until the end of the current year.
- 11- Submit evidence of subscription by the personnel of said office to social security.
- 12- Fill in the statistical form available at the directorate of information & Statistics.
- 13- The average time for obtaining the licence is approximately one hour after submitting the above documents.

Licencing of Tourism Guides

Required Documents:

- 1- Submit the application
- 2- Copy of passport or Jordanian Civil Identity Card of the Applicant.
- 3- The applicant's must not be less than 20 years old.
- 4- Non-convection certificate issued by the competent authority.
- 5- Copy of his university certificate.
- 6- Two personal photos.
- 7- A Certificate evidencing his passing in the training course of the Foreign Language he is mastering.

- 8- A Certificate evidencing his passing of the exam for the course arranged by the Ministry.

Procedures for First Time Licencing:

After providing the above requirements and documents and upon the approval by the Tourism Committee of the Licence, the applicant is requested to complete the following procedures:-

- A – Complete the Licence form designed by the Ministry of Tourism & antiquities.
- B - pay the fees for association subscription to the Jordan Tourist Guides Society.
- C - Pay the Legal Fees determined according to the awarded classification category as is shown in the following table.

| Category | Legal Fees JD. | Value Added Tax at 10% of fees JD | University Fees at 50% of licence fees JD. | Total JD |
|----------|-------------------|--------------------------------------|---|-------------|
| Public | 4 | 40 | 20 | 64 |
| Local | 2 | 20 | 10 | 32 |

- D - The Average time for obtaining the licence is approximately one week after submitting the above documents.

Procedures for Renewing the Licence for the Tourism Guide

- 1- Submit the original Licence for the past year.
- 2- Provide the Ministry with the voucher for subscription to the Jordan Tourist Guides Society for the renewal year.
- 3- Submit a personal photo, size 2.5 x 3.5 cm in the official uniform.
- 4- Fill the Licence Form available at the Directorate of Tourism Professions.
- 5- Pay the determined renewal fees to the Ministry.

6- Complete the statistical for available at the Directorate of Information & Statistics.

7- The average time required for obtaining the licence is approximately one hour after submitting the above documents.

Traditional & Popular Crafts & Industries:

Required Document:-

- 1- Submit an application for the required licence including site address / postal address/ facsimile.
- 2- Copy of the applicant's Passport or Civil Identity Card.
- 3- Non-conviction certificate issued by the competent authorities/
- 4- Title deed or certified lease contract.

Procedures for fist time licencing:

Following the provision of the above requirements and documents and after performing the physical inspection and approval by the Tourism Committee of the licence, the applicant must complete the following procedures:-

- A) Prepare and furnish his shop according to its classification category.
- B) Trade Name and Commercial Register issued by the Ministry of Industry Trade.
- C) Pay the due fees and taxes and submits the bank guarantee in pursuance of the approval regulation.
- D) The average time for obtaining the licence is approximately one week following the submission of the above documents.

The Ministry will collect the following annual fees:-

- 1- Twenty Dinars for licencing any traditional industries establishment, and ten Dinars for licencing any branch thereof.

- 2- Ten dinars for licencing the Manufacturer who practices any traditional industry activity.
- 3- Fifty dinars for licencing the oriental souvenir shops, and twenty dinars for licencing any branch thereof.
- 4- Twenty-five dinars for licencing common market shops.
- 5- Five dinars for any alteration in the licence particulars or in lieu for missing licence.
 - The amount of Bank Guarantee is (500 dinars) to be determined spontaneously, and the Minister may reconsider the value of this guarantee whenever necessary.
As for the Common market shops, the amount of such guarantee will determined by virtue of a decision passed by the Minister, not less than (100) dinars.

Procedure for Renewing the Licence for Traditional and Popular Crafts and Industries:-

- 1- Complete the form for licence renewal.
- 2- Submit a certified copy of the Commercial Register and Trade Name/ Ministry of Industry & Trade (recent date).
- 3- Submit the original licence of the shop for the past year.
- 4- Renew or extend the bank guarantee provided to this Ministry in the value determined according to the classification category given to the said shop.
- 5- Fill the statistical form / Ministry of Tourism & Antiquities.
- 6- Pay the annual renewal fees to the Ministry as is shown in the above table.
- 7- The average time required for obtaining the licence is approximately one hour following the submission of the above documents.

Licensing of a Special Tourism Transportation Company

Documents Required:

- Submitting an application requesting the approval for establishing a special Tourism Transportation Company.
- Registering a company at the Ministry of Industry and Trade with a capital not less than (10) Million Jordanian Dinars.

The Licensing Procedure for the First Time

After the above-mentioned conditions and requirements; transactions should be taken to fulfill the following procedures:

- The Tourism Transportation Committee will review the application submitted to His Excellency the Minister, and its recommendations to the Tourism Committee.
- His Excellency, the Minister upon the recommendation of the Tourism Committee will issue a primary approval, its duration is six months prorogated by a Minister's decision for the same period, and for one time.
- After the primary approval, and in order to grant the final licence, it is requested to provide the following:-
 - Registering (50) Tourist Buses in the name of the Company, provided that the age of each bus should not be more than one year.
 - Providing special parking places in order that the buses stay in during the night.
 - Existing Administrative, reception offices and waiting halls furnished with chairs and appropriate Health facilities, providing the appropriate number of administrative personnel and technical employees, including the General Manager of the Main Office.

- Submitting a yearly bank guarantee in the amount of (200) Two Hundred Thousand Jordanian Dinars in the name of the Minister in addition to his job.
- After providing the abovementioned conditions and requirements, the Minister will issue a decision in licensing.
- In case of non-existence of the conditions and requirements during the abovementioned-limited period, the primary licensing will be considered as void.
- The Minister upon the recommendation of the Committee has the right to licence Branches for the offices of the licenced Companies.
- The Ministry will collect the fees of issuing the licence or renewing it as stated below:-
 - 1- (1000) JDs. licensing fees for the main office or renewing licensing.
 - 2- (300) Three hundred JDs. For licensing the Branch office.
 - 3- (20) Twenty J.D. in Lieu of the lost or damaged licence.
 - 4- The average time needed for getting the licence/around one week after submitting the abovementioned documents.

The Procedure of Renewing Licensing for the special Tourism Transport.

- Submitting an application for licence renewal during January of each year and any one who is late than that month is submitting this renewal he will be subject to pay additional fees in the amount of 5% of the licensing fees on each month or part of it in case the delay or renewing the licence is continuous.
- Providing the number of employees, drivers and buses.
- Submitting the Commercial register and the Trade Name.
- Pay the subscription for the activating Tourism Authority.
- Renewing the Bank Guarantee.
- Filling the statistic form at the Information's and Statistic Directorate.
- The time average needed for getting the licence/around one hour after submitting the abovementioned documents.

The Finance Dept.

Purchasing supplies and services:

Documents Required:

- Original Entrance Deed signed in accordance to rules.
- Purchase order signed in accordance to rules or the authorization letter.
- Attaching the first copy (the Original) of the invoice signed and certified according to rules.
- Receipt issue voucher signed by the receiving committee, if these supplies amount more than (500) five hundred Jordanian Dinars.
- An income tax clearance, if the amount is more than one thousand Jordanian Dinars.
- The average time necessary to receive the financial conversion / during two days.

Tenders for Executing Projects & Required Documents

- Assignment Decision
- Valid Performance Guarantee
- The First page (Original) of the invoice signed and certified in accordance to the rules.
- Bill of quantities for the executed work including the executed measurements and its price according to the contract.
- Submitting a maintenance Guarantee in accordance to the contract conditions.
- Attaching a clearance and tax exempt with the final invoice.

The average of the needed time to receive the financial conversion / during three days.

Procedures:

(Purchasing Supplies and Services – Tenders)

- Organizing an expenditure deed of four copies by the financial department.
- After signing the expenditure deed from the financial department, it should be registered in the incoming register in order to be sure of the allocations existence.
- Signing the deed from the secretary general or whom he authorizes.
- Auditing the expenditure deed from the internal auditor (the Finance Dept. auditor).
- Auditing the expenditures deed form the internal control directorate.
- Auditing the expenditures from the finance control (the financial control).
- Organizing a check by the cashier in accordance to the rules.
- Signing the check from the authorized personnel in accordance to the rules.
- Delivering the check to the beneficiary or whom he authorizes.

For explanation, please contract telephone No.: 4645935 the Financial Affairs Directorate.

Complaints

In order to provide Jordan Visitors and Nationals with excellent service;
The Ministry of Tourism and Antiquities has existed the following:-

- 1- Directorate of Control and Quality Control Telephone 4652586 –
4652845 fax : 4642303.
- 2- Al-Hilalain Unit

Free Telephone (8002228) From 8:00 a.m. up to 12 p.m.
Continuously and that's for:

- 1- Receiving complaints
- 2- For explanation and stating notices.
- 3- For getting the tourist booklets and information.

The Ministry Building No. (1)

| Directorate Name | Telephone | Fax |
|---|------------------|------------|
| International Directorate | 4648465 | 4642311 |
| Studies and Investment Directorate | | |
| Administrative Affairs | | |
| Financial Affairs Directorate | | |
| Tourism Business Directorate | | |
| Information and Statistics Directorate | | |
| Internal Control Directorate | | |
| Public Relations directorate | | |
| Information and ventilation ITT Directorate | | |
| Private Office | | |
| Al-Hilalain / Free Telephone from 8:00 a.m. up to 12:00 p.m. | 8002228 | 464246 |

The Ministry Building No. (2)

| Directorate Name | Telephone | Fax |
|-------------------------|------------------|------------|
| Projects Directorate | 4652395 | 4642303 |
| Development Directorate | 4642394 | |
| Of Tourist Sites | | |
| And Picnics | | |
| Printing press | | |
| And Library | | |
| Control Directorate | 4652845 | 4642303 |
| And Quality Control | 4652586 | |

**A list of Tourist Offices at the
Governorates Visitors and Boarders Centers**

| Situation | Type of the Office | Telephone No. | Fax No. |
|----------------------|---------------------------|----------------------|---------------------|
| Al-Tafeeleh | Tourist Office | 03/2242650 | Telefax |
| Irbid | Tourist Office | 02/7241744 | Telefax |
| Um-Qais | Visitor's Center | 02/7500238 | Telefax |
| Al-Ramtha | Information Center | 02/7383074 | Telefax |
| The Northern Ghors | Information Center | 02/6550695 | Telefax |
| Jaber | Information Center | 02/6245217 | Telefax |
| Ajloun | Tourist Office | 02/6420115 | Telefax |
| Jarash | Tourist Center | 02/6351272 | Telefax |
| Um-Al-Jimal | Tourist Center | 02/6267040 | Telefax |
| Al-Karak | Tourist Office | 03/2351150 | Telefax 03/22354263 |
| Petra | Tourist Center | 03/215620 | Telefax 03/2157433 |
| Ma'an | Tourist Office | 03/2132372 | 03/2132138 |
| Aqaba | Tourist Office | 03/2013363 | 03/2013363 |
| Madaba | Tourist Office | 05/3245527 | 05/3245527 |
| Madaba | Visitor's Center | 05/3253562 | |
| Al-Salt | Tourist Office | 05/3555652 | Telefax |
| The Northern Passage | Information Center | 03/6550695 | |
| The Southern Passage | Information Center | 03/2019784 | |
| King Hussein Bridge | Information Center | 05/3581710 | |
| Wadi Rum | Wadi Rum Directorate | 03/2018867 | |