

# Questionnaire

To help us improve and maintain the level of services in Petra, please take a few minutes to give us your feedback on the following, by marking the appropriate box:

3 = excellent  
2 = good  
1 = poor

**Obtaining your entry ticket:**

Time taken to get the ticket: 1 2 3

Information desk staff: 1 2 3

**Your tour with a local tour guide in Petra:**

Guides name: 1 2 3

Language: 1 2 3

Face of tour: 1 2 3

Communication: 1 2 3

Information provided: 1 2 3

**Working animals (if used) – horses, camels, donkeys, mules:**

Animal handling: No beating/kind owner: 1 2 3

Animal driving: No racing/good driver: 1 2 3

**Toilet facilities:**

Location and availability: 1 2 3

Cleanliness: 1 2 3

**Shops and cafes:**

Location and availability: 1 2 3

Cleanliness: 1 2 3

Staff manner and appearance: 1 2 3

Quality of goods for sale/prices: 1 2 3

Atmosphere: 1 2 3

**Please list other services you think should be available:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Any other comments, suggestions or complaints:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please submit the completed questionnaire at any tourist police kiosk or at the Visitors Centre.

# Petra

## Rules and regulations

- Purchase tickets from the Visitors Centre only and keep your ticket stub for the length of stay within the park. Do not resell your ticket to other tourists.
- To ensure a safe and enjoyable visit, please stay on the marked trails.
- If riding, please use a registered horse, which can be identified by a neck band with a number, they should also be accompanied by the owner dressed in uniform. If you decide to ride a donkey, please for your own safety and the animals welfare, look for an approved trail.
- Place all litter in the bins available throughout the site and please keep the area clean.
- Avoid getting near to cliff edges, slippery rocks and other steep or sheer faces; supervise all children closely.
- Please report any abuse and mistreatment of horses, camels, donkeys or mules (e.g. whipping, racing, overloading, no access to water or shade etc.) to the Visitors Centre, Tourist Police or Park Rangers.
- Please consider whether horses, donkeys and mules are able to carry/pull your weight before riding them or taking a carriage ride.

- A horse, donkey or mule can be ridden by one person only at any time. Only one person for each wheel of a carriage (i.e. two wheels equals two people).
- Please help preserve the archaeological site; do not take or purchase any coloured stones, pottery shards or plants; do not graffiti.
- Purchasing and trading in antiquities is illegal and prohibited in accordance with the Antiquities Law of Jordan; do not attempt this.
- Please do not encourage child labour; do not purchase goods or ride animals provided by children.
- Please do not encourage illegal trading within the park; do not purchase goods/souvenirs provided by park roamers. Authorised shops with a PDTRA sign are available within the Visitor Centre and within the park.
- Allow plenty of time to finish the tour in daylight and exit before sunset; sleeping within the park is prohibited.
- In hot weather wear a protective hat, appropriate clothing and comfortable footwear.
- If you are lost, stay calm. Sit down and figure out where you are. Four repetitions of any signal are a sign of distress (e.g. shouts, whistles; torch or camera flashes, when it gets dark).
- Camping is only allowed at designated campsites outside the park.

- During rainy days avoid areas and wadis that are subject to sudden flooding. Do not attempt to cross a flowing stream and stay in a safe place.
- Please ask for permission to take photos of individuals/locals – we encourage you to learn about the local communities and be sensitive to their cultures, customs and religion.
- Tipping for services is usually expected within the local culture; we believe that you will be generous, however it is not obligatory.
- Petra is a geo-archaeological site where natural hazards (e.g. flash-floods, landslides, earthquakes) can occur unexpectedly.
- The Siq slopes are prone to rock fall. Climbing is not allowed as it might cause damage to yourself and people due to possible detachment of blocks. In case of heavy rain, it is advisable to reach the exit as soon as possible or convey in a safe place ("dormant" area).
- Siq slopes are currently monitored by experts. Please don't remove crack gauges or monitoring devices installed in the Siq area.

## Available services

- Soft drinks (only at some kiosks)
- Hot food (Basin and Nabataean Tent Restaurants)
- Toilets
- Guiding services
- Museums (one next to the Basin Restaurant, and a second in the Nabataean Cave above the Nabataean Tent Restaurant).

## Contact information

Petra Development and Tourism Region Authority: +962-3-2157093  
 Petra Archaeological Park: +962-3-2154157  
 info@pra.gov.jo, www.pdtra.gov.jo, www.visitpetra.jo  
 Visitors Centre: +962-3-2156044  
 Tourist Police: +962-7-75483671  
 Civil Defence: 911  
 Queen Rania Hospital: +962-3-2150628

## Map key

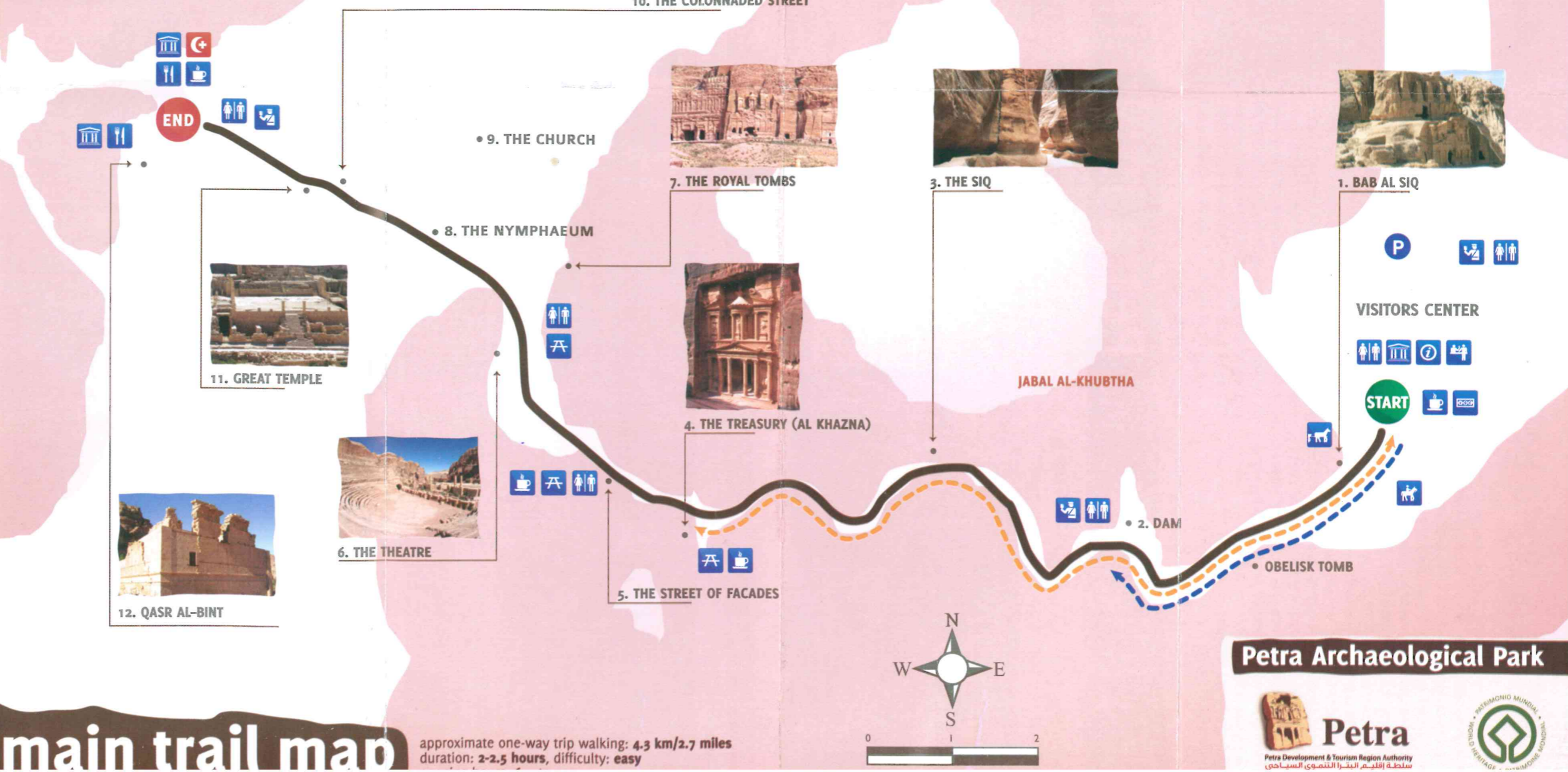
**Petra main trail**

Horse riding section (one way)

Carriage horse section (both ways)

Toilets	Restaurant	Ticket Sales
Tourist Police	Coffee shop	Information
ATM Machines	Rest Area	Parking

Museum/Exhibit
Horse Riding Point
Carriage Point
First Aid Clinic



## main trail map

approximate one-way trip walking: 4.3 km/2.7 miles  
 duration: 2-2.5 hours, difficulty: easy

## Petra Archaeological Park

**Petra**

Petra Development & Tourism Region Authority  
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