

## **America Israel Tours (AIT) Terms of Service**

**Tour Deposit:** Your tour deposit is for land services only and will be confirmed upon receipt. Deposits are non-refundable unless AIT cancels the tour.

**Flights:** Airfare is paid separately. Airfare is non-refundable and non-transferable after tickets are issued. Before purchasing your ticket, please review your airline terms and conditions for additional requirements and restrictions.

**Prices:** Tour prices are for land packages only and are inclusive of land and services taxes. Rates are per person in US dollars and are based on double occupancy in a room. Our tour package rates do not include airfare, airport taxes, fuel surcharges and all other taxes related to your airfare. In case of human or computer error, Americas Israel Travel, Inc. reserves the right to re-invoice for the correct price or service.

**Final Payment:** Final payment is due 60 days prior to departure. All payments made within 21 days of departure must be in the form of a cashier's check or direct bank deposit.

**Discounts:** Offers and discounts cannot be applied to previous bookings and cannot be redeemed for cash or used in combination with any other offer. Only one type of discount can be applied to any booking. Discounts may not be combined with other discounts or promotions.

**Reservations & Payments:** Your tour reservation will be confirmed based on availability at the time of booking. Receipt of a deposit of \$750 per person and a signed Registration Form are required to hold your reservation. The balance is due 60 days before departure. America Israel Tours accepts all major credit cards. The credit card used for payment must be owned by the traveler. Third-party credit cards are not acceptable. Certified bank checks or credit cards are required for reservation and final payments made within 30 days of departure.

**Credit Cards:** We accept Visa, MasterCard and American Express. Credit card charges will only be processed upon completion of the tour pre-registration or registration form and must be owned by the traveler.

**\*\*3% FEES WILL BE ADDED FOR ALL PRIVATE GROUP INVOICES THAT ARE PAID BY INDIVIDUAL CREDIT CARDS\*\***

**Cancellation Policy for scheduled escorted tours:** Once a deposit or full payment has been made, cancellations will only be accepted in by email or mail in writing. Deposits are non-refundable. Cancellation terms will be applied based on the date that the written cancellation is received. Refunds for flights cancellation will be processed as per Airlines and/or tickets conditions/regulations. If payment in full has been made, land tour cancellation fees are as follows:

- Up to 90 days or more prior to departure – \$100 per person service charge will apply.
- Between 89 and 60 days prior to departure – \$250 per person cancellation fee per person will apply.
- Between 59 and 31 days prior to departure – cancellation fee of 50% per person of the tour cost will apply.
- Between 30 days to day of departure or no show – cancellation fee of 100% per person of the tour cost.

No refund will be paid for unused land services such as: transfers, sightseeing, meals, hotel accommodation, entrance fees, or any others unused services that are listed in the tour program.

**Health & Medical Conditions:** The majority of our tours require a walking ability of 2 miles (average) a day in uneven surfaces in a majority of archaeological sites that may lack proper signage and accessibility

amenities. America Israel Travel, Inc. is not responsible for evaluating whether this tour is physically suitable for you. It is the sole responsibility of the travelers to make sure that they are physically able to handle the day-by-day activities and sightseeing. We are not responsible for any medical conditions or health issues that may occur during the tour. Please advise us if there is any medical condition/s that can prevent you from participating in day-by-day walking / touring. America Israel Travel, Inc. is not responsible for any injuries that occur along the tour or any medical needs during your trip. We highly advise the purchase of travel insurance.

**Travel Protection:** America Israel Tours recommends that you purchase a Travelex travel protection plan or alternate travel insurance policy to help protect you and your travel investment against the unexpected. Travel protection plans include coverage for Trip Cancellation, Trip Interruption, Emergency Medical and Emergency Evacuation/Repatriation, Trip Delay, Baggage Delay and more. To enroll, let your tour planner know.

The product descriptions provided here are only brief summaries. The full coverage terms and details, including limitations and exclusions, are contained in the insurance policy. Travelex CA Agency License #0D10209. All products listed are underwritten by, Berkshire Hathaway Specialty Insurance Company, NAIC #22276.

**Passport and Documentation:** Your passport must be valid for at least six months following your entry date to your travel destination. AIT will provide visas if necessary and you will be charged for the cost... It is the sole responsibility of the traveler to confirm with the consulate of each country visited, about any necessary travel documentation/visas required to enter these countries.

**Airlines and Air Tickets:** AIT may or may not provide air for these tours. Your tour planner will know how air will be handled for your group. If AIT provides air, passengers are responsible for ensuring that AIT has the correctly spelled names for air tickets reservations. Due to newly introduced security measures, any name change, including minor spelling corrections, may require airline reservations to be canceled and rebooked. AIT will not be held responsible for the denial of services by a carrier due to any name discrepancy. Subsequent name corrections will be subject to an airline rebooking fee of up to \$300 per ticket. Air reservations are subject to availability at the time of rebooking. All airline tickets issued in conjunction with this tour are subject to air penalties per individual carrier's rules and regulations which will be applied. We suggest you contact the carrier several weeks prior to departure for seat assignments. Passengers are responsible to reconfirm their flights 72 hours prior to departure for all flights.

**Airport Taxes and Fees:** All airline tickets are subject to a variety of foreign and domestic government taxes which include security charges, the September 11th Security Fee, airport facility charges, customs and immigration fees, inspection fees, fuel surcharges and more. The total of these taxes may vary and will be approximately anywhere between \$50 and \$350 per passenger and are collected by America Israel Tours, Inc. Taxes and fees are subject to change. Airport taxes & fees which appear on the invoice reflect the taxes and fees that are applicable when the original reservation is completed. These taxes and fees may vary prior to airline tickets being issued. We reserve the right to amend the airport taxes & fees to reflect any changes prior to ticketing.

**Baggage:** Luggage is the responsibility of the passenger/s and that of the airlines. For lost/delayed luggage claims, the passenger is responsible for notifying the airline directly. As all airlines differ and restrictions change periodically, we recommend that you call the airline directly with questions about your baggage allowance. AIT shall not be held responsible for any delay or damage to or loss of luggage and/or personal items.

**Tour Itinerary:** AIT reserves the right to change the itinerary due to unforeseen circumstances. In all cases, AIT will do its best to maintain the content of the tour. If the tour services as indicated by the itinerary cannot be supplied or there are changes in the itinerary for reasons beyond the control of AIT we will arrange for provision of comparable services. AIT reserves the right to make changes in the itinerary whenever AIT deems it necessary to the comfort, convenience and safety of the participant at any time. No refund will be paid for

unused services such as: transfers, sightseeing, meals, hotel accommodation, entrance fees, and others that are listed in the tour program.

**Tour Cancellation:** Escorted tour packages are based upon a minimum number of participants. AIT. reserves the right to cancel any listed tour departures in case of lack of participation. Cancellation of any tour for lack of participation will be advised at least 30 days prior to the tour's departure. In case of tour cancellation, tour payments will be refunded excluding airfare cancellation penalty.

**Gratuities:** Tour packages do not include tipping for tour guides, bus drivers, porters and hotel staff. Please consult with your tour planner for up-to-date tipping recommendations in your travel destination.

**Suggested Tipping:**

Tour guide: 6\$ per person per touring day.

Driver: \$3 per person per touring day.

Private car tours: \$10 to \$12 per person per day for each day of sightseeing.

Porter: \$0.50 per bag per person.

Wait staff: \$1.50 per person (dinner only).

Chamber maid: \$1.00 per person per day

**Meals:** Meals are based on the hotel or restaurant's buffet or set menu. In general, beverages are not included, unless specifically stated.

**Hotels Accommodation:** Hotels will be provided in accordance with the itinerary or similar. We reserve the right to make substitutions with hotels of equal standard. There will be no refunds for any difference in the cost of those accommodations. All rooms are standard twin-bedded rooms with private facilities, unless you have specifically requested and paid for an upgraded room category. Special requests such as bed types, smoking preference and connecting rooms are subject to availability. Room selection in all cases, unless otherwise reserved, is strictly at the discretion of the hotel's management on a run-of-house basis. Triple rooms consist of standard twin beds plus a sofa/folding bed or cot for third person. Hotel check-in time is generally not before 4:00 p.m. and check-out time is prior to noon. Please be sure that adequate arrangements for accommodations have been taken into consideration when a late night flight is being used.

**Not Included:** Items of a personal nature such as laundry, wine, mineral water, beverages, coffee, tea, meals other than described in the tour details, any other service not described as included, passport and visa fees, travel protection, and airport taxes and fuel surcharges.

**Passenger Information:** Passengers are responsible to ensure that AIT. has the correctly spelled name, address, email and fax data for all passengers. Names printed on the invoice must exactly match the first and last name written in their passport (middle names or initials are not needed). AIT will not be responsible for passengers who do not receive an invoice or documents due to inaccurate information.

**Documents:** Your tour documents, including paper air tickets or E Ticket receipts, tour confirmation voucher and all other related information, will be sent approximately two to three weeks prior to departure provided full payments has been received. Post Office Box numbers cannot be used for delivery of travel documents. Please

provide a complete street address. For shipping by 2nd Day Air, a \$15 fee will apply; for Next Day Air, a \$25 fee will apply. One set of documents will be mailed per reservation.

**Customer Service:** All customer service issues and refund requests must be submitted in writing and received no later than 30 days after your return. Refunds are subject to a processing fee of \$50 plus any hotel and/or supplier charges incurred. Airline flight cancellations and delays for any reason are not the responsibility of AIT. Submit your claim directly to the airline. AIT. does not guarantee airline response.

**Photography:** Any photographs and/or digital images of you taken during our tour could be used in America Israel Tour's marketing material. These materials might include printed or electronic publications, web sites, social media or other electronic communications. You further agree that your name may be revealed in descriptive text or commentary in connection with the image(s). You authorize the use of these images without compensation. All negatives, prints, digital reproductions are property of America Israel Tours.

**Privacy Policy:** AIT. / americaisraeltours.com has created this privacy statement in order to demonstrate our firm commitment to privacy. The following statement discloses our information gathering and dissemination practices for AIT. / americaisraeltours.com. AIT. / americaisraeltours.com will not disclose or sell any of your personal information, including your name, address, credit-card number, shopping, or transaction history to any third party except as to what may be required by law. AIT. / americaisraeltours.com is a strong advocate of permission marketing. This means you will only receive information about vacations that you have told us you want to receive. Please see our Privacy Policy page for further details.

**Links:** This website contains links to other sites. Please be aware that AIT. / americaisraeltours.com is not responsible for the privacy practices of such other sites. We encourage our customers to be aware when they leave our site and to read the privacy statements of each and every website that collects personally identifiable information. The privacy statement above applies solely to information collected by americaisraeltours.com

**Website (americaisraeltours.com):** Your use of americaisraeltours.com constitutes your agreement to all such terms, conditions, and notices. Liability Disclaimer: The information, products, and services published on this website may include inaccuracies or typographical errors. Changes are periodically made to the information which appears on the website. The content of this site is not guaranteed to be complete, accurate, or available and may be changed at any time without notice. AIT. may make improvements or changes on this website at any time. In no event shall AIT. be liable for any direct, indirect, punitive, incidental, special, or consequential damages arising out of, or in any way connected with, the use of this website, or for any information, products, and services obtained through this web site, or otherwise arising out of the use of this web site. Our site uses a booking form for customers to reserve and purchase travel services. We collect your contact information (such as your email address), financial information (such as your account or credit card numbers), and demographic information (such as your zip/postal code and age). If necessary, we will share information about you and your purchase with the cruise line, airline, hotel, or car rental agency you designate. We will only provide the necessary information to ensure your travel arrangements are confirmed with these travel suppliers. The travel suppliers will use your credit-card information to process your ticket or reservation.

**Cookies:** Many Web sites, including americaisraeltours.com, use cookie technology to help our customers navigate more efficiently. The cookie is a small text file that resides on your hard drive. From time to time, our site will request the cookie from your browser so that we can retrieve the stored information. This prevents you from having to provide the same information over and over again. Knowing how you use the site enables us to better tailor our content and services to most effectively suit your needs. americaisraeltours.com never uses cookies to store personal information, such as credit-card numbers, nor can any Web site other than ours read the information we store in the cookie.

**Special Offers & Newsletters:** We send all new members a welcoming email. Existing members will occasionally receive information on tour products, services, special deals, and a monthly newsletter. Out of respect for the privacy of our customers, we present the option to not receive these types of communications.

**Image Use:** Please note that all America Israel Tours website content is the sole property of America Israel Tours Inc. This includes, but is not limited to, images, logos, tour itineraries, travel guides, and all other written content. The use of any content from our website without America Israel Tours's written consent is illegal and punishable by law.