

# TERMS AND CONDITIONS ~ PLEASE READ CAREFULLY

## DEPOSIT & REGISTRATION PARTICIPATION

A per person deposit, medical form, registration information and passport information is required at the time of registration. Full payment is due anywhere within 90-70 days prior to departure. In the event of "late registration" (made within 60 days prior to departure), full payment is required upon registration. If payment is received less than 21 days before departure, please include a \$50 late fee. Limited space is available on each tour. Reservations are taken on a first-come, first-served basis.

## FORM OF PAYMENT

Personal / Bank Certified / Money Orders - Personal checks are acceptable if received more than one month prior to the scheduled departure date. Carmel Tours does NOT accept credit cards. Every reservation must be accompanied by the reservation form, and signed as to whether or not you are purchasing the trip cancellation insurance premium. Returned checks will incur a \$35 service fee. In case of computer or human billing error, we reserve the right to re-invoice participants with the corrected billing.

## PRICE GUARANTEE

We can only guarantee prices when and if the trip is paid in full. Tour costs are based on double occupancy, and include as each program inclusions show. All prices are shown in U.S. Dollars and are calculated on the currency rates and fares in existence at the time the brochure was printed. Carmel Tours reserves the right to alter prices at any time prior to departure and without prior notice if circumstances so warrant. Any devaluation or revaluation of currencies may affect published price. Cost is subject to currency fluctuation.

## NOT INCLUDED

Any items of a personal nature, such as telephone calls, mini bar, laundry, food, beverages or alcohol not included and not on regular d'hôte menu (these extra items will be billed to you before leaving the hotel or restaurant), room service, beverages with meals, any optional activities, and laundry.

## PASSPORTS, VISAS & TRAVEL DOCUMENTS

A valid US passport is required for travel for US citizens. If you do not have a valid passport please contact your closest passport office. Passports must be valid at least 6 months, after return date. Israel does not require US, or Canadian citizens to obtain visas for travel to Israel. For all other nationalities please consult your local Israeli consulate. When and if visa is required it is passenger's responsibility to obtain one. Cancellations due to lack of appropriate travel documents will incur usual penalties.

## PRE-DEPARTURE

Final documents are usually given to each participant at a group meeting with the priests/group leaders to be held approximately three weeks prior to the departure date. Airline tickets are usually electronic tickets. If not, a representative from Carmel Tours will have them at the airport before check-in.

## RESPONSIBILITY

Carmel Tours is a tour operator and is not liable for any expenses and/or legal actions based on change in flight, itinerary, schedule, strikes, delays, acts of governments, fires, injury, riots, thefts, pilferage, epidemics, quarantine, medical or customs regulations, accident, loss injury, damage to personal property and/or acts of third parties. Throughout the Tour, the member will interact and be serviced by the third party (suppliers), none of which are the agent and/or employee of Carmel Tours. In the event of late arrival by you (or any other passenger) that may cause delay in travel, Carmel Tours shall not be responsible for cost incurred as a result of any delay by a third party; medical condition; refunds/credits for missed meals, unused hotel accommodations and/or additional travel, acts or omissions of third parties; breakdown in equipment; theft; weather; acts of god, war, governments, and/or terrorism.

## PARTICIPATION

Carmel Tours and suppliers contracted for services reserve the right to refuse to accept or retain any person whose behavior is deemed likely to affect the smooth operations of a tour, or adversely affect the enjoyment or safety of other passengers. "In that event, the member will receive no refund whatsoever for the portions of the Tour which she/he was absent."

## CANCELLATIONS AND REFUNDS

Once a partial/deposit or full payment has been made, cancellations will only be accepted in writing. Cancellation policy penalties are clearly printed on each trip brochure. **Additionally, once tickets are issued (approximately 124-45 days prior to departure) the ticket value is NON REFUNDABLE.**

Although we appreciate notice by telephone, requests for refunds must be written and delivered by fax or regular mail in a timely fashion to Carmel Tours. Returned checks are subject to an administrative fee of \$35. **No change of names or substitutions is permitted.** No refund or cancellation fees will be waived due to death or sickness.

## TRAVEL PROTECTION

**Carmel Tours STRONGLY recommends the purchase of Travel Protection to help protect you and your travel investment** in the event that unexpected or unforeseen circumstances arise. Due to COVID-19, group travel protection insurance cannot be provided by Carmel Tours. The participant must purchase Travel Protection INDIVIDUALLY. A suggested reputable Travel Protection Company from which you might purchase Travel Protection may be provided on the brochure. As of 2022, to enter

Israel you must have coverage for COVID-19. Regulations for COVID-19 are expected to change over the coming years. Please refer to on-line regulations according to your destination. Carmel Tours is not liable for the policies, decisions, procedures, etc. of any insurance company. It is the sole responsibility of the passenger to request information and review the insurance eligibility.

## DEVIATIONS, REVISIONS AND CHANGES

All air/tour deviations will be subject to a penalty charge according to airline/land services policies. Fees will not be waived for medical reasons. No name changes are permitted. All airline ticketing is done by a third party and must be completed within 90-45 days (depending on the airline policy) prior to departure. Fares are based on prices and schedules in effect at the time of booking and are subject to change without notice. Carmel Tours shall not be responsible for the acts or omissions of the booking third party and/or the individual airline carrier, including, but not limited to, cancellations and/or delay (for any reason), injury, illness, expense, damage to personal property, and as a result, any such issues shall be addressed directly with the booking third party or the airline directly.

## AIRPORT TAXES, SECURITY FEES, AND FUEL CHARGES

Airport taxes are collected at the time of final payment and paid to the airlines on your behalf at the time of ticketing. Airport taxes are usually included in your trip cost, but they are always subject to government increase, which are subject to change until all group tickets are issued (airport taxes include Federal Inspection Fees for the U.S. Customs and Immigration; International Air Transportation Tax; Agricultural tax; security fees, fuel and other airport related taxes). Please note that unless airline ticket has been paid for and issued, airport taxes are subject to change. Not included is portage at airports until exiting customs and any excess baggage fees.

## SEAT ASSIGNMENTS

Blocked space is assigned for all group participants. If you would like to secure a specific seat, or sit with a travel companion please advise us of such request at the time of booking, we will make an effort to accommodate you, however we cannot guarantee. If you must have specific seat we recommend you to be at the airport at least three hours prior to departure to try to arrange the seat assignment with your airline gate agent. Bulkhead and exit row seating can never be requested prior to the day of departure. Carmel Tours can NEVER guarantee any specific seats. Seats are at the sole discretion of the airline, pending availability.

## TRANSFERS

Our programs include group round-trip transfers. Pilgrims, or passengers who did not purchase "all-inclusive tour" or who purchased land only package and are arriving or leaving independently must transfer at their own expense. Expenses incurred for transfers due to lateness of flights are at the expense of the passenger and may be claimed for reimbursement from the airlines. No smoking is allowed on the coach.

## HOTEL ACCOMMODATIONS

Hotel accommodations are based on twin-bedded or double rooms. Carmel Tours reserves the right to substitute similar category hotels without prior notice. In some hotels in certain countries triple accommodation is possible, however, no reduction in cost is available for triple rooms.

## SINGLE ROOM SUPPLEMENT

A very limited number of single rooms are available on a first-come, first-served basis request only, at an additional cost listed for each tour. Single rooms provide privacy, but in some hotels they are smaller than twin or double rooms and sometimes may be poorly located, especially in the older hotels. If a passenger is traveling without a companion, Carmel Tours will do its best to find a roommate to share a room. If Carmel Tours is unable to assign a roommate, the passenger will be solely responsible for the costs of the single room supplement (subject to availability). As a general ratio we are able to confirm 10% of the total number of group participants in single rooms. If ratio is higher, special supplements may be implemented for something referred to as "double room used for a single", at an additional rate to single supplement rate.

## MEALS

The trip usually includes breakfast daily and most, if not all dinners (depending on the request of the group leader), which are served at your hotel or local restaurants. Beverages are not included with dinners. In case you chose not to have a meal, there is no refund for unused meals. Although we cannot guarantee, we will try and accommodate each special meal request on flights as well as at hotels. Please advise Carmel Tours of such a request at the time of booking. We cannot guarantee that special meal/diet requests can be met.

## BAGGAGE

The general rule is not to pack too much! Each tour participant is advised to bring one piece of luggage to be checked and one carry-on bag. Please check with your specific airline to verify the size and weight allowances. Carmel Tours

is not responsible for the loss of, theft of, delay, or damage to a participant's belongings.

**SPECIAL MEDICAL CONDITIONS, SPECIAL ASSISTANCE**

You must report any disability requiring special attention to Carmel Tours at the time of registration for any tour. We make every effort to accommodate disabled passengers by reserving them wheelchair assistance at airports and handicap accessible rooms where one is available. However, we cannot guarantee and are not responsible for any denial of services by carriers, hotels, restaurants, or other independent suppliers. Be aware that all of our tours are operated outside the U.S. where the Americans with Disabilities Act is not applicable and facilities for disabled individuals are limited. Most transportation services, including the touring motor coaches, are not equipped with wheelchair ramps or lifts. We regret that we cannot provide individual assistance to any tour participant for walking, dining, while in their room, on flight, getting on and off motor coaches and other vehicles, or other personal needs. A qualified and physically able companion(s) must accompany travelers who need special assistance. It is the passenger's responsibility to arrange for such assistance prior to making their reservations. Motorized scooters are unsuitable and impossible to accommodate. Carmel Tours is not responsible for any medical condition that occurs prior, during or after the tour. Additionally, airlines are not able to guarantee or provide assistance for disabled travelers including special seating. Pregnancy, Breast-Feeding; Pregnant women considering international travel should be advised to evaluate the potential problems associated with international travel as well as the quality of medical care available at the destination and during transit. A pregnant woman is advised to travel with at least one companion; during her pregnancy, her level of comfort may be adversely affected by traveling.

**YOUNG TRAVELERS** Must be accompanied by an adult, designated by a parent or legal guardian. Due to heightened security in many countries, it is recommended a young adult traveling with a legal guardian or one parent have notarized letter from their other parent and/or legal guardian that asserts their permission for the young adult to travel. The letter should include the dates of travel and the destinations. You must contact the airline, Federal authorities and/or the appropriate consulate for additional requirements. Carmel Tours is not responsible to ensure that the member has the proper

information, authority, documentation, etc. for travel for the Tour and shall not be held responsible for any portions of the Tour not attended, missed meals, unused accommodations, etc. as a result of missing, incorrect or improper documentation possessed or omitted by the traveler and/or adult.

**SAFETY**

Please be aware that during your participation on tours operated by Carmel Tours, certain risks and dangers may arise beyond our control including, but not limited to, the hazards of traveling in undeveloped areas; travel by boat, train, automobile, aircraft or other means of transportation; the forces of nature, political unrest and accident or illness in remote regions without means or rapid evacuation or medical facilities. Carmel Tours does not have liability regarding provisions of medical care or the adequacy of any care that may be rendered. Carmel Tours is not responsible for compensation for cities/sites omitted from the itinerary due to circumstances beyond its control.

**PHYSICAL CONDITIONING**

You must be physically fit for the required walking on all tours. All destinations serviced by Carmel Tours usually require physical fitness and a lot of walking.

**TOUR CANCELLATION BY OPERATOR**

Be clearly advised that from time to time a tour departure may be cancelled due to lack of participation. In such case, the operator's sole responsibility is to provide a full refund. Carmel Tours is not responsible and does not assume responsibility for any additional costs or any fees relating to the issuance and/or cancellation of air tickets or other arrangements not made through Carmel Tours. Cancellations due to state travel advisories and/or state travel warnings, Acts of War, or undeclared War, Terrorism, Acts of God, Natural Disaster or any other circumstance outside the control of Carmel Tours, are not the fault of Carmel Tours. Cancellation for any of these reasons will not be eligible for refund.

**PRINTING DISCLAIMER**

Carmel Tours is not responsible for typographical, or printer's errors including errors in trip cost.

----------**CUT AND RETURN WITH YOUR REGISTRATION FORM. PLEASE KEEP A COPY**----------

**MEDICAL INFORMATION FORM**

*You are required to complete this form, return to Carmel Tours at registration and keep a copy on your person during the tour.*

**Passenger name** \_\_\_\_\_

**Address** \_\_\_\_\_

**Tel. home or cell** \_\_\_\_\_

**Date of birth & age** \_\_\_\_\_

**Insurance carrier and policy number** \_\_\_\_\_

**Are you currently being treated, or have you been in the past, for any medical issues?** \_\_\_\_\_

\_\_\_\_\_

**Are you currently taking any medications? If so, please list medications** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Parent/legal guardian (if participant under 18 years old & not traveling with them)** \_\_\_\_\_

\_\_\_\_\_

**Please give name & tel. number of a family member to contact in case of an emergency, and their relationship to you** \_\_\_\_\_

\_\_\_\_\_

*"I have reviewed the entire medical form and have verified that all information is given fully and truthfully. To the best of my knowledge, I am (or my child is) capable of safely participating in the Tour. In case of an emergency, I understand that every effort will be made to contact my emergency contact (or that of my child). In the event that the emergency contact (or that of my child) cannot be reached, I hereby give my permission to the licensed health-care practitioner selected by the Crisis Management Team to secure proper treatment, including hospitalization, anesthesia, surgery, or injections of medication. I hereby agree to hold Carmel Tours, and its agents, harmless for any and all injury that may occur as a result of emergency treatment provided"*

**Participant signature** \_\_\_\_\_ **Date** \_\_\_\_\_