

Chabad of North Ranch – Israel Experience

February 2020

TO: Chabad of North Ranch

Dear Participant,

We are pleased to present to you the itinerary and tour package for your Israel trip. These have been carefully crafted to provide an experience that is engaging, fun, uplifting, informative and inspirational for the participants. All of our tours adhere to the highest standards of professionalism and you can be sure to expect the friendly, warm & dedicated service that have endeared us to thousands of satisfied clients.

Yours sincerely,

Dave Lawrence

dave@israelmaven.com

The tour Package includes the following items:

- 2 nights at Setai, Sea of Galilee – Kinneret Villas with Hot Tubs
- 6 nights at David Citadel Hotel, Jerusalem – Superior New City Room
- Experienced private tour guide for 8 days: Days 1, 2, 3, 4, 5, 7, 8, 9
- Luxury vehicle with driver for 7 days: Days 1, 2, 3, 4, 5, 7, 8
- VIP meet-and-greet at airport on day 1
- Water on most days
- Dinner on days 1, 2, 4, 5, 7
- Lunch on days 2, 6, 7, 8
- Guest speaker Gil Hoffman
- Musical havdala service
- Entrance fees and activities based on the itinerary on days with guide

THE PRICE DOES NOT INCLUDE THE FOLLOWING:

- Flights, unless otherwise noted
- Early check in or late check out at hotels, unless otherwise noted
- Any sites, meals or items not mentioned above
- Any additional guests at meals or sites unless otherwise noted
- Tips and gratuities - please see tipping guidelines below
- Price of helicopter (will be sent separately)

NOTES

Sites & Change - The itinerary is not final and the order in which sights are listed is not necessarily the order in which you will visit them. Due to weather, traffic or other factors beyond our control, your guide might suggest minor changes.

Guide & Vehicle - Please note that your guide is limited to 10 hours a day, vehicle is limited to 10 hours and/or 200 kilometers a day and not available in the evening, unless otherwise noted. Adding time or extra mileage may accrue additional charges accordingly.

Vehicles quoted have allowances for one piece of standard-size checked luggage and one small handbag for each person. If you anticipate having more luggage, you must notify us to adjust your vehicle, which may increase the price.

Tipping guidelines for Israeli staff

For Individual/groups up to and including 14 participants:

- Driver - \$40-80 per day
- Guide not as driver \$50-\$100 per day, if guide as driver - \$75-\$125 per day

For groups of 15 participants or more:

- Driver - \$3-\$5 per person per day
- Guide - \$7-\$10 per person per day

TERMS OF PAYMENT:

- All prices and payments are in US DOLLARS
- **Deposit of \$500 USD per person to secure reservations**
- Balance of payment to be made 45 days before the start of the trip by 03/01/2020
- Payment should be made by either:
 - Bank transfer in US Dollars to Israel Maven Tours LTD, Bank Leumi, 21 Ramban st, Rechavia, Jerusalem, Branch # 912, Account # 249300/80, Swift: LUMIILITXXX, Code IL010912 IBAN IL640109120000024930080
 - Credit card - please let us know if you'd like to pay via credit card and we will e-mail you a link to our secure online payment system.

CANCELLATION POLICY:

If cancellation is received in our office:

- Up to 90 days before the start of the trip – no cancellation fee, full refund
- Between 90-45 days before the start of the trip – cancellation fee of \$500.00 per person plus hotel cancellation fees, if any
- Between 44-30 days before the start of the trip – cancellation fee of \$800.00 per person plus hotel cancellation fees, if any Within 29 days of the start of the trip - full payment for the entire trip will be charged, no refund
- Cancellation of various elements in the program less than 48 hours prior to the event may well result in a full cancellation charge.

INSURANCE:

WE STRONGLY URGE YOU TO TAKE OUT COMPREHENSIVE TRAVEL INSURANCE IN THE EVENT THAT YOU NEED TO CANCEL YOUR TRIP.

For your convenience, we have made arrangements with SMS-Travel Insurance Center of Omaha, Nebraska. SMS has over 25 years of experience as worldwide insurance brokers and can help you choose the policy that best meets your needs. Our contact person is Yonah Engel, mention promo code: ISRAELMAVEN. Email: yonah@travelinsuranceisrael.com ; USA phone (402) 404-5205. If you take out insurance with 14 days of making your first payment towards the trip (land or air) you may qualify for "cancel for any reason" with a return of up to 75%.

NEW VAT TAX REGULATIONS

Please be aware that according to the new Israeli tax laws, being strictly enforced by all hotels, all guests holding Israel citizenship, even those with dual citizenship/passports both for individual travelers and guests part of a group, or invited local guests, will be charged VAT tax. Therefore we need to receive this information in advance in order to finalize the bill. Should we not get this information in advance, and hotels charge us VAT tax, be aware that we will charge you with this extra amount retroactively.

PASSPORT VALIDITY:

As is customary for international travel, your passport should be valid for a minimum of 6 months from the date of entry to Israel or you may not be permitted to travel.

RESPONSIBILITY:

Israel Maven Tours Ltd., (hereinafter called the Tour Operator), acts only as an agent for the various companies, owners or contractors providing the means of transportation, accommodation and other services. All exchange orders, coupons and tickets are offered subject to the Terms and Conditions under which such services are offered or provided. The issuance and acceptance of such tickets shall be deemed to be consent to the further conditions that the Tour Operator shall not be in any way liable or injury, damage, loss, accident, delay or irregularity in any vehicle, or through the acts or defaults of any company or person engaged in conveying the passenger/s or of any hotel proprietor, personnel or servant otherwise in connection therewith.

The airline and transportation companies concerned are not to be held responsible for any act, omission or event during the time passengers are not on board their planes or conveyances. The right is reserved to withdraw any tour announced in this program and to make such alterations to the itineraries as may be found desirable for the proper carrying out of the tours. In the event it becomes necessary or advisable in the Tour Operator's discretion to alter the arrangements or itineraries for the passenger/s comfort or welfare or for any reason whatsoever, such alterations may be made without penalty to the Operator.

The Tour Operator reserves the right to change any hotel/s listed with one of a similar category if circumstances necessitate. Additional expenses, if any, shall be borne by the passenger/s. The right is reserved to decline to accept or retain any person as a member of any group at any time.

Looking forward to an amazing trip!
Please feel free to contact me if you have any queries.

Warm regards,
Dave Lawrence

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www.IsraelMaven.com

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