

FREQUENTLY ASKED QUESTIONS

Q: What guidelines can you offer with regards to packing?

Summer time in Israel means that the weather can be quite hot during the day and evening, while evenings in Jerusalem tend to cool down a little. We suggest that you check the weather forecast a few days prior to the trip to help with your packing. Here is a short suggested packing list:

- Protection against the sun: a wide-brimmed sun hat, sunglasses and sunscreen
- A bathing suit for water-related activities.
- Comfortable walking shoes
- Water-shoes are highly recommended for water activities.
- Evenings in Jerusalem and the Upper Galilee tend to be a bit cooler, so a sweatshirt or pullover is recommended
- Modest dress for both men and women for visits to holy
- A nicer set of clothing for Shabbat
- A small backpack for daily trips is suggested but not required
- A kippa, tallit, tefillin, siddur and any other religious items you may want over the course of the trip
- An overnight bag for the overnight in the Bedouin tents so that you do not need to empty and pack your whole suitcase

Q: What are the voltage requirements for Israel?

In Israel, we operate on 220v. Most hotels have hairdryers in the bathrooms as well as an outlet (usually used for shavers) that can be used for 110v.

Electronic equipment that comes with its own converter (such as a laptop) can be used in Israel with no problem. However, the actual sockets in Israel are different from those in the USA and other regions, and an adapter is required. These are usually available at the front desk of the hotel. They may also be purchased at your local electronics shop if you so choose.

Q: Can I take money out of an Israeli ATM?

The currency in Israel is the shekel (officially called the “New Israel Shekel” or “NIS”). ATMs in Israel dispense shekels from ATM cards from other countries. However, you may want to check with your home bank as there may be a limit to how much you can take out each day. Also, some banks in your home country may require you to notify them that you are leaving the country so that the card is activated for overseas transactions. ATMs can be found in the airport and throughout the bigger cities you visit. Credit cards are widely accepted in shops and restaurants. However, credit cards are not accepted by all vendors- especially those in outdoor markets- like Machane Yehuda in Jerusalem.

Q: What is the tipping policy at restaurants? Is service included on my bill?

In Israel, it is customary to give a 12% tip to a server at a restaurant. A 15-20% tip may be given for exemplary service. In general it is requested that tips be paid in cash only, and not included on your credit card. In some cases, service may be included. This should be clearly written on the bottom of your bill.

Q: How do you ensure the safety and security of participants?

The safety of our participants is of paramount importance. We work according to the directives of the Police Department, Israel Defense Force (IDF) and the Society for the Protection of Nature in Israel (SPNI). These directives regulate the areas where travel is permitted, security precautions that need to be taken in various situations, activities that should be avoided and safety instructions. These directives are updated in real time and the itinerary is subject to change according to the security situation or extreme weather conditions, should the need arise.



Q: Do you offer travel insurance?

Please note that most insurance policies require purchase within 14-21 days of your date of registration for the trip.

Israel Maven Tours has made arrangements with SMS Travel Insurance Center (Israel) of Omaha, Nebraska. SMS has over 25 years of experience as insurance brokers and can help you choose the policy that best meets your needs. Our contact person is Yonah Engel. Please mention this promo code when making your purchase: ISRAELMAVEN. For more information, please send an email to yonah@travelinsuranceisrael.com. You may also contact Yonah by phone in the USA at (402) 403-1053 or in Israel at 0522-873-665.

Please note that Israel Maven Tours cannot accept responsibility for any losses or expenses which you or any member of your party may incur as a result of failure to secure adequate coverage.

Q: Who do we contact with questions?

If you have any questions, please do not hesitate to contact your Israel Maven Tours representative by emailing chani@IsraelMaven.com or you may call us toll free on 1-866-317-9307 or + 972-2-966-7265.