

## FREQUENTLY ASKED QUESTIONS

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

The winter in Israel can be unpredictable which means that the weather in the North as well as in Jerusalem can get quite cold especially in the evenings, the coastal region however does not get as cold. We do suggest bringing the following:

- Layers – It can be cold during the day and get even colder at night. At the same time if you are in Tel Aviv you can stumble upon a pretty warm day even in the middle of the winter.
- Comfortable walking shoes
- Shabbat attire – If you choose to partake in activities for Shabbat, you may want to wear something slightly nicer than the day to day outfit as people dress up on Shabbat
- Modest dress for both men and women is required for visits to holy sites – suggested skirts to the knee, shirts that cover the shoulders for women, and hat & shirt that covers the shoulders for men.
- Bathing suit and water shoes for the Dead Sea
- Day Pack – For day trips out and about, you might want to take a comfortable backpack for your hat, camera, water, wallet etc

### ***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: What is the tipping policy for tour guides and drivers? Is service included on my bill?***

Service is not included on your bill.

The suggested tip for parties of less than 20 people is between USD \$75- \$125 per day.

For parties of 20 or more people, the suggested tipping policy is USD \$5-\$7 per day per person for the guide and USD \$3-\$5 per day per person for the driver.

***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: What recourse do we have if we need to cancel our participation due to unforeseen circumstances (such as illness or a deterioration of the security situation)?***

While we will make every effort to be understanding, we are also bound by contractual obligations to our suppliers (hotels, guides, bus companies etc.). Therefore, we cannot obligate ourselves to refund participants who cancel their participation for whatever reason, subject of course, to our cancellation policy. For this reason, we highly recommend that participants purchase travel insurance so that they are covered under these circumstances.

***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](mailto: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 [dave@IsraelMaven.com](mailto:dave@IsraelMaven.com) or you may call us toll free on 1-866-317-9307 or + 972 -2 -5606676 ext. #2.