

General Terms and Conditions

Hotels: Accommodations are in 4 & 5 Star rated (Regulated by each country's official standards) international Hotels. Selected tourist-class hotels, for the convenience of Shabbat, or due to the remoteness of the area, may be necessary. All accommodations are with private ensuite (Bath or Shower) per twin share room. Requests are made with the hotel to reserve lower floors for Shabbat, but cannot be guaranteed. Triple room requests are usually accommodated with a rollaway bed. Hotels are subject to change. Packages include, usually room only and guests are responsible for settling any incidental charges on departure directly with the hotel eg: Phone calls, Room Service, Spa treatments etc.

Domestic and International Flights: Air transportation is based on airfares applicable on any IATA, Charter or participating airlines. Airfare is subject to the rules and regulations of the carriers. Airfares and flight availability is subject to change without notice. Carrier Terms and Conditions apply for any flight used.

Coaches and Ground Transport: All Tours are conducted in privately chartered air-conditioned motorcoaches. All commentary is by local guides who speak English. Admission fees to attractions listed on the route are inclusive of the tour. A strict policy of no refunds should a tour be missed is applied after the tour has commenced. "You Decide" options are 100% at guests own expense however all meal arrangements will be made. Itineraries are planned to avoid travel on Shabbat. If touring is necessary on Friday, arrival at hotel will give enough time for preparations prior to Shabbat.

Transfers: Airport transfers are provided for group flights only. Transfers for any deviations will be the sole responsibility of the passenger.

Baggage: Due to limitations of space, guests who travel with PURE TIYULIM AMERICA, LLC. are allowed only one bag per person. The main bag must not exceed a total size of 62" due to restrictions of space under the coach, a small bag may be brought onboard for under your seat on the coach. Tour price includes handling of one piece of luggage per passenger. Excess baggage will be charged by both PURE TIYULIM AMERICA, LLC. and airlines used should the weight limit of 20kgs (42lbs) be exceeded. All baggage conveyance is at Passenger's risk throughout the tour. For personal security guests should carry hand luggage eg: handbags or laptops personally.

Meals: Tours include 3 Kosher meals per day: Continental Breakfast, Lunch (Usually Boxed) and dinner under the supervision of the Orthodox Rabbinate. Basic beverages such as water are available throughout the tour and included in the price however some beverages at dinners eg: Special wines may attract extra charge. Where kosher food is not available locally, vegetarian or fish dinners are served on disposable dishes and use disposable cutlery. Guests who have special dietary needs must inform the Tour Operator prior to commencement of the tour (On the reservation request form) so arrangements can be made eg: vegetarian meals or low salt etc. PURE TIYULIM AMERICA, LLC.

Tour Manager: Your tour manager will be available for any information and assistance that may be required throughout your trip. The tour manager will handle any planning and logistics and is your first point of contact should there be any disputes or challenges while on the tour.

Tips and Taxes: All local taxes and tips to drivers and local guides are included. You may acknowledge any special services that you received with additional tipping.

Not Inclusive: Passport or visa fees, insurance, laundry, telephone calls, hotel incidentals, spending money and meals or drinks (not part of your package) are not included in the price of the tour and will be at the passenger's expense.

Land only tours: Typically PURE TIYULIM AMERICA, LLC. offers a tour package which has a start point and stop point, therefore it is the passengers responsibility to make their own flight arrangements to the start point and from the stop point ensuring that there is enough time prior to arrival. Should assistance be required with this then PURE TIYULIM AMERICA, LLC. can recommend a travel agent.

Reservations: Reservations are confirmed, upon receipt of a USD\$450 per person deposit, which must be received within 10days of registration. Final payment is due 45 days prior to departure. Failure to comply with above requirements may result in automatic cancellation and forfeiture of a portion of the deposit. Late payments may result in penalty fee's and additional charges. There is a USD\$25 processing fee for bookings made within 30 days of departure. Credit cards payments are preferred, however are subject to a 2% processing fee per transaction which is non inclusive of the total cost.

Travel Insurance: PURE TIYULIM AMERICA, LLC. strongly recommend Trip Cancellation Insurance to protect you against the risk of, loss of baggage, medical expenses, cancellation or interruption and travel delays. Insurance applications will be sent upon receipt of reservations.

Travel Documents: Owing to airline security measures and individual country requirements, the name on your ticket should match the name on your passport. US citizens must possess a passport valid for at least six months for international travel. Please check with the tourist office of individual countries for specific health requirements and additional information. Non- US citizens must check with the individual consulates of the countries to be visited.

Refunds: There are no refunds for missed meals or services including any included tours while on route, or for any daily absence from the tour or any unused portion of the tour once the tour is in progress.

Cancellations: Written notice is required for all cancellations. Cancellation charges per person are as follows:

45 Days or more full - Refund of 100% of tour cost less USD\$450 deposit and 2% fee charged by credit card company

45 – 25 Days before tour departure - Refund of 60% of tour cost less USD\$450 deposit and 2% fee charged by credit card company

25 – 7 Days before tour departure - Refund of 40% of tour cost less USD\$450 deposit and 2% fee charged by credit card company 7 Days (1 Week) before tour departure - No Refund full tour cost forfeited

Responsibilities: PURE TIYULIM AMERICA, LLC., and /or its agents, act only in the capacity of an agent for the passenger in making all arrangements for transportation, hotel accommodations and sightseeing. All arrangements are made under the express condition that PURE TIYULIM AMERICA, LLC. and /or its agents shall not be liable for any injury, damage, loss, accident, delay or irregularity that may be the result of defects in any vehicle through the acts of default of any company or person engaged in conveying the passenger or in carrying out the arrangements of the tour or by any hotel proprietor, employee or otherwise. By using the services provided, participant agrees that PURE TIYULIM AMERICA, LLC., its subsidiaries or affiliates shall not be liable for any of the aforementioned injury, damage, loss, accident, strikes, weather conditions, quarantine, theft, acts of war, terrorism or other causes or delays and schedule changes incurred in connection with any with any services offered which may be beyond the control of PURE TIYULIM AMERICA, LLC.. The right is reserved for the Tour Operator, at its sole discretion, to refuse or cancel any person(s) before or during the tour. In the event of exercising this right, the Tour Operator shall be under no liability to that person or persons except to refund such amount as the Tour Operator, in its sole discretion, thinks reasonable to attribute to the uncompleted portion. Tour participant, by registering for a tour, releases and holds harmless all Operators listed, from any delays, injuries, deaths, or damage while on tour. Any dispute arising out of these tours will be settled in the courts of the State of California, USA. The sole and exclusive responsibility and liability of the Airlines shall be in accordance with, and as limited by, the contract of carriage in the passenger's ticket, the applicable tariffs and the provisions of the Warsaw convention, if applicable. The airlines shall not be responsible or liable for any act, omission or occurrences during the time passengers are not on board its airplanes. The airlines shall not be responsible or liable in any way for the accuracy of any representations of the tour operator and its agents on tour services other than those contained in this brochure. Delays, cancellations and overbooking may occur on air flights. Although PURE TIYULIM AMERICA, LLC. attempts to do all possible to avoid these inconveniences, it cannot assume any responsibility for the acts of respective airlines. Prices and tour conditions (itineraries and hotels) are subject to change without notice. All tours are based on a minimum of 20 participants unless otherwise noted.

** PURE TIYULIM AMERICA, LLC.. reserves the right to cancel any tour up to 21 days before departure due to an insufficient number of participants. A full refund of all moneys paid will be given to all clients.

Pure Tiyulim America, LLC.

US / Canada Toll Free: 1-888-540-4723

Email: tim.webster@puretiyulim.com

Website: www.puretiyulim.com



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