

## **Terms and conditions**

### **Our contract**

The following booking conditions form the basis of your contract with us, Travel2Palestine Ltd. Please read it carefully as they set out your rights and our requirements from you. When you confirm your booking you are agreeing that you've read these booking conditions and agree to them. It is your responsibility to do so.

A binding contract between us comes into existence when we send confirmation to you or you the party leader, for others in your party. (Please note, our confirmation is not the same as receipt of deposit, but a confirmation of booking and the visit).

We both agree that English law will apply to your contract and to any dispute, claim or other matter of any description which arises between us. We both also agree that any Court proceedings must be dealt with by the Courts of England and Wales only.

### **Understanding**

These booking conditions only apply to tour arrangements which you book with us in the UK and which we agree to make, provide or perform (as applicable) as part of our contract with you. All references in these booking conditions to "booking", "contract", "tour" "visit" or "arrangements" mean such tour arrangements unless otherwise stated.

In these booking conditions, "you" and "your" means all persons named on the booking form (including anyone who is added or substituted at a later date) or any of them as the context requires. "We", "us" and "our" mean Travel2Palestine Ltd.

### **Booking arrangements**

All booking forms must be filled in by the first named person on the booking, who will be your "party leader".

The party leader must be authorised to make the booking accepting the booking conditions for all persons named on the booking and by their parent or guardian for all party members who are under 18 when the booking is made. By signing the booking form, the party leader confirms that he/she is so authorised and has read and agreed to the booking conditions. The party leader is responsible for making all payments due to us. The party leader must be at least 18 when the booking is made. We are not responsible for any liability if you do not notify us of any inaccuracies.

All participants (or their parents or carers, if under 18) are required to fill in the participants form in advance of the visit.

### **Cancellation by you**

If you cancel your visit all Travel2Palestine's and Richard Green's Bursary Fund's obligations to you are forfeited. There is no obligation for us to rearrange your visit and your place will be taken by another delegate of our selection.

### **Cancellation by us**

In order for us to confirm your travel arrangements you must provide all requested details within the time frame requested. We require you to fully complete our participation form in advance, which includes passport and personal information. Failure to provide requested details may result in cancellation of your tour.

Our visits are guaranteed to depart once we have confirmed this with you, except in exceptional circumstances. We may cancel a visit at any time prior to departure if natural disaster, terrorism, political instability, or other external events mean it is not viable for us to continue as planned. If we cancel your visit you can switch to an alternative departure. In circumstances where the cancellation is due to external events outside our reasonable control, we will retain any unrecoverable costs.

Please note, we are not responsible for any incidental expenses that you may have incurred as a result of your booking including but not limited to flights, visas, vaccinations and/or travel insurance excess.

### **Alterations to your booking**

Amendments to any other arrangements made in conjunction with your visit must be pre-agreed with the organisers and may incur an additional fee if required for administration.

For example, if you wish to transfer from one visit to another you must notify us at least 30 days in advance, and pay any administrative charges and any difference in flight cost.

### **Changes in itinerary**

While we endeavour to operate all visits as described we reserve the right to change the itinerary.

**Before departure:** If we make changes to the itinerary we will inform you as soon as reasonably possible if there is time before departure.

**After departure:** We reserve the right to change an itinerary after departure due to local circumstances or events outside of our control. This would be due to unexpected unavailability of items on the itinerary or due to safety reasons.

Travel to an area of military occupation and political difficulties requires considerable flexibility and you should allow for alternatives. The itinerary provided for each visit is representative of the kind of visit we plan, but schedules and itineraries and transport may be subject to alteration without prior notice due to local circumstances or events.

### **Foreign office guidance**

We generally follow foreign office advice, and this may mean changes to our itinerary.

The Foreign and Commonwealth Office publishes regularly updated travel information on its website

<https://www.gov.uk/foreign-travel-advice/israel>

<https://www.gov.uk/foreign-travel-advice/the-occupied-palestinian-territories>

We recommend you check FCO advice before booking and again in good time before departure. Where it considers it appropriate to do so, the FCO may advise against all travel or all but essential travel to particular areas or even countries. Similarly, the FCO may withdraw previous advice.

Where the FCO issues such advice, we would usually alter the tour to avoid the areas concerned. Alternatively, we may ask you to sign a form confirming you wish to proceed with the tour notwithstanding the FCO advice. It is in the nature of the itineraries we offer that the FCO may have issued such advice in areas we are intending to visit prior to confirmation of your booking. In this case, you will be asked to sign the above form before we confirm your booking. In such cases, you will need to ensure your travel insurance covers areas the FCO recommends not travelling to.

## **Insurance**

Travel2Palestine Ltd will not accept any liability for personal injury, death, loss or damage suffered by participants. It is mandatory that you take out travel insurance to cover you in the event of ill health, accident, death, with a recommended minimum coverage of £150,000 for each of the categories of cover. We also recommend cover for other aspects such as, but not limited to, flight or travel cancellations or delays, lost luggage or valuables.

You should provide your travel insurance policy number and the insurance company's 24 hour emergency contact number in advance of your visit. If you have travel insurance connected to your credit card or bank account please ensure you have details of the participating insurer, the insurance policy number and emergency contact number with you, and that you've checked that it covers to the occupied Palestinian territory.

## **Safety standards**

Please note, it is the requirements and standards of the country in which the services which make up your tour are provided which apply to those services and not those of the UK. For the countries to which we travel, these requirements and standards may be likely to be lower than those applicable in the UK. In particular, standards of health and safety and hygiene are likely to be significantly below those which can be expected in the UK.

## **Health**

It is your responsibility to visit your health professional before your visit to check whether you need any vaccinations or other preventive measures. The advice generally is to make sure you are up-to-date with your routine immunisation.

You can find detailed health advice here:

Detailed health advice about Israel

Detailed health advice about Palestine

You should drink bottled or sterilised water when you are there. And we advise there is a higher risk of illness if eating washed, uncooked food, such as salads or fruits.

### **Special requests and medical conditions / disabilities**

If you have any special requests regarding dietary requirements or health or disability, you must advise us at the time of booking.

Although we will endeavour to accommodate reasonable requests, we cannot guarantee any request will be met.

If you or any member of your party have any medical condition or disability which may affect your tour or have any special requirements as a result of any medical condition or disability (including any which affect the booking process), please tell us before you proceed with your booking so that we can assist you in considering the suitability of the arrangements and/or making the booking. You must also promptly advise us if any medical condition or disability which may affect your tour develops after your booking has been confirmed.

### **Age requirements**

**Minimum Age:** The minimum age for our visits is 16 at the time of travel. All travellers under the age of 18 must be accompanied by a legal guardian, or in lieu of a legal guardian, by an escort over the age of 18, appointed by their legal guardian. The legal guardian or their designee will be responsible for the traveller under the age of 18's day to day care. If a legal guardian elects to designate an escort in their lieu, they will be required to complete and sign a relevant document, to delegate their authority.

Please note we cannot guarantee adjoining rooms; accompanying adults may be required to share with others in the group on a twin share basis.

**Maximum Age:** Our visits no upper age limit but you must be confident that you are able to meet the physical demands and ensure you are fit enough to participate. Visits require being able to get up dirt-track hills without assistance from organisers. If you are unsure it is your responsibility to ensure that you obtain proper and detailed medical advice before travel.

If you'd like to discuss your requirements do get in touch prior to booking.

### **Authority on tour**

Our group trips are run by a group leader. The decision of the group leader is final on all matters likely to affect the safety or well-being of any traveller or staff member participating

in the trip. If you fail to comply with a decision made by a group leader, or interfere with the well-being or mobility of the group, the group leader may direct you to leave the trip immediately, with no right of refund. We may also elect not to carry you on any future trips booked. You must at all times comply with the laws, customs, foreign exchange and drug regulations of all countries visited, and you also agree to travel in accordance with our advice.

### **Included**

- Accommodation for the duration of the programme
- Transportation for the official programme
- Transportation to and from the airport at Tel Aviv (at a specific time as advised – at other times it is not covered)
- Breakfast and lunch
- Palestinian and Israeli guides for programme

### **Excluded**

The visit price doesn't include:

- Costs to travel to and from the visit (except flights, which are covered as part of the programme)
- Meals other than those specified above
- Passport and visa fees (where applicable)
- Mandatory travel insurance, including health cover
- Dinner (from £15 to £90 for the week depending on choice – street food or restaurant food)
- Transportation off-programme (for example, taxis to restaurants)
- Postage costs (normally around £15)
- Some visitors like to give donations to organisations that they meet. If you wish to do so, please bring personal funds

### **Personal transport arrangements**

The arrangements we offer do not include transport to and from Israel. We are not required to offer you any assistance in the event of delay at your outward or homeward point of departure. Depending on the circumstances, the airline, ferry, tunnel or rail operator concerned may be required to pay you compensation and/or refund the cost of your flight and/or provide you with accommodation and/or refreshments. We have no liability to make any such payments to you and you must pursue the transport provider concerned for any payment which may be due. You must ensure that your arrangements allow you plenty of time to join the start of the tour, as your transport does not form part of your visit with us, and we cannot accept liability in the event that you are delayed or unable to join. Your contract for your transport arrangements will be directly with your chosen suppliers.

Your travel arrangements do not form part of the visit that you booked with us.

### **Passport and visas requirements**

You must carry a valid passport and the your visa whilst travelling (in Israel the visa is issued at the airport for most nationalities travelling with us). Your passport must be valid for 6 months beyond the duration of the trip. It is your responsibility to ensure that you are in possession of the correct visas, passport and insurance for your travel; We are not responsible if you are refused entry to Israel or the occupied Palestinian territory.

### **Optional and post visit activities**

Optional activities not included in the visit price do not form part of the trip or this contract. You accept that any assistance given by your group leader or local representative in arranging optional activities does not render us liable for them in any way. The contract for the provision of that activity will be between you and activity provider.

You also accept our advice that taking part in any protest or demonstration is a high risk activity that is not taken by Travel2Palestine groups. If you do so, you do so at your own considerable risk of death, accident or arrest.

### **Claims and complaints**

If you have a complaint about your trip please inform your group leader or contact the London office at the time in order that they can attempt to rectify the matter. If satisfaction is not reached through these means then any further complaint should be put in writing to us within 30 days of the end of the tour.

### **Website and advertising material accuracy**

The information contained in our brochure, on our website and in our other advertising material is believed correct to the best of our knowledge at the time of printing or publication. However, information may subsequently change. You must therefore ensure you check all details of your chosen tour (including the price) with us at the time of booking.

### **Photographs, marketing and obligations**

You consent to us using images of you taken during the trip for advertising and promotional purposes in any medium we choose. You grant us a perpetual, royalty-free, worldwide, irrevocable licence to use such images for publicity and promotional purposes.

As you are participating as a Richard Green funded place, there is no opt-out available from any publicity, so by applying for a place you are accepting this condition.

You also accept the undertaking that you will write at least one article about your visit, for use by the Richard Green Fund and Travel2Palestine Ltd and that you will undertake at least 5 talks to groups.

### **Privacy policy**

Any personal information that we collect about you may be used for any purpose associated with the operation of a visit or, where permission has been granted, to send you marketing material in relation to our events and special offers. The information may be disclosed to our agents, service providers or other suppliers to enable us to operate the Trip. We will otherwise treat your details in accordance with our privacy policy (available for viewing on our Website).

### **General statement of agreement**

In addition to the booking requirements above as part of accepting the terms and conditions you agree to the following statements:

1. All those participating in a tour of Israel and the occupied Palestinian territory accept it involves unavoidable risks as an area of occupation and conflict. You are aware that taking part in the tour of occupied territory and areas of terror risk can impose risks that could result in physical injury, death or damage to myself, property or third parties.
2. You agree that all activities are voluntary and understand the risks involved.
3. You understand the organisers and the company do not take responsibility for travel to and from Israel and for the actions of the Israeli authorities or the Palestinian Authority.
4. You accept that you must follow and comply with the guidelines issued by Travel2Palestine in relation to the activities. You agree to ensure that I remain with the group during group activities, and will follow the advice of group leaders and expert guides.
5. You accept that the activities provided by Travel2Palestine require a reasonable level of fitness and ability.
6. You understand that attending demonstrations in Israel or Palestine involves significant risk to life and involves a high risk of injury. The organiser has explained to me that Travel2Palestine does not organise group visits to demonstrations because of the risks involved. You understand that if you do attend a demonstration you do so at your own risk.
7. You confirm that you do not have any medical conditions or have not had a medical condition previously, which may result in difficulties with me participating in this tour.
8. You will ensure that you have up-to-date and travel insurance, including health and death cover, that applies in the occupied Palestinian territory.
9. You accept that Travel2Palestine is not liable for loss or damage. Participants bring personal belongings and participate at their own risk.
10. You have read these rules of the declaration and I agree to be bound by them. All tours are potentially dangerous and hazardous; all activities are undertaken at your own risk.