

Booking Terms and Conditions

We are Yachad, a registered charity (Charity Number 1164566) whose registered office is at Star House,
104-108 Grafton Road, London, NW5 4BA. Yachad is referred to in these Terms and Conditions as 'we', 'us' or 'our'.

These Booking Terms and Conditions, together with our Privacy Policy and any and all information provided to you in regard to your booking, form the basis of your contract ('the Contract') with us. These should be read, understood and accepted by you before making a booking with us. The Contract shall be governed by English Law and any dispute, claim or other matter which arises between us out of or in connection with your booking with us will be dealt with by the exclusive jurisdiction of the English Courts.

Our role is as an agency or booking intermediary between you and the relevant hotels, accommodations, transport services, tours and other suppliers of services. We do not own or operate such services. Your booking with us is therefore subject to both our Booking Terms and Conditions and the specific booking conditions of any relevant suppliers. In making a booking with us you are accepting both these Terms and Conditions as well as the individual supplier's terms and conditions. You agree that you have read these and the supplier's terms and conditions and you have the authority to, and agree to, be bound by all of them on behalf of all parties using or selling the arrangements making up the booking.

We do not sell packages nor linked travel arrangements as defined by the Package Travel and Linked Travel Arrangements Regulations 2018 ('the Regulations').

If any of these Booking Terms and Conditions are invalid or unenforceable the remainder of the Contract will not be affected and will remain valid and enforceable.

Booking Procedure and Payment

You will be notified at the time of booking of the price ("the Price") of the transportation, visits, activities and guides and other services you have booked with us. All charges are inclusive of any VAT. A form will be provided at the time of booking which you will be required to complete alongside making a payment to secure your place on the trip.

Please note that accommodation is paid separately by you at the destination. We do however act as your agent in reserving accommodation as part of your booking, and the price payable for accommodation while in destination will be confirmed at the time of booking your trip. The cost of accommodation does not form part of the Price referred to below.

The Price and any increase or increases thereto shall be quoted in local currency (ER) with a guide to the current cost in GBP Sterling. Payment should be made by credit card, debit card or bank transfer to the account details set out on the invoice.

Payment for the trip should be made on confirmation of booking. Full payment is due at least 60 days before your trip starts. Your booking will only be considered confirmed

upon receipt of payment, upon which a Contract will be formed with us. Payment of any monies constitutes your acceptance of these Booking Terms and Conditions.

Any devaluation or revaluation of currencies may affect quoted prices. Bookings may be subject to currency surcharges, as imposed by our suppliers.

Payment is subject to the terms of our cancellation policy. Cancellations made within the cancellation period will be refunded in accordance with the policy set out in the section below.

If payment is not received by the due date, we reserve the right to cancel the booking entirely or apply a late payment surcharge. Such surcharges will be calculated at a rate of 5% per annum.

Any revision made after the original booking has been confirmed and deposit paid, may incur a fee subject to the scale of revision and supplier agreements. We will do everything within our power not to make any last-minute amendments, but this cannot be guaranteed.

Credit card fees shall be borne by you.

Cancellation Policy

If we cancel your trip as a result of a change in security:

In the eventuality that the trip is cancelled because of a change in security measures and it is deemed unsafe to travel, Yachad will refund any money they are able to recover. Please note: Yachad will not take responsibility for the cost of your flight in these circumstances. It is your responsibility to book a flight that can be refunded or changed for travel at a later date.

Since October 7th 2023 non-Israeli carriers have at times suspended their flights to Israel due to changes in the security situation. For this reason, we recommend that you book a flight with an Israeli carrier. If you choose to book a flight with a non-Israeli carrier and your flight is cancelled but the trip is still deemed viable, but you cannot travel because of a flight cancellation, Yachad will not be responsible for refunding any payments you have made to us. In these circumstances, we will endeavour to refund to you any costs we can recover.

If there is a significant change in security in the run-up to the trip, please await confirmation from Yachad as to whether the trip will proceed. We cannot take responsibility for costs you may incur as a result of attempting to rebook or cancel flights if we have not yet confirmed whether the trip is still viable.

Trip cancellation as a result of non-viability:

In order for the trip to proceed we aim to have a minimum of 10 participants. We will inform you when we have reached this minimum number, and we advise that you do not book flights (unless they are fully refundable) until we have confirmed with you there are the minimum number of participants on the trip. You can still pay to secure your place

on the trip, and we will refund this in full in the eventuality that the trip is deemed non-viable due to lack of participation. We cannot take responsibility for the cost of your flights if you book them prior to us informing you the trip has the minimum number of participants required to proceed. We are not liable for your flight bookings and costs in any event, and we recommend you arrange adequate insurance as discussed in the Travel Guidelines and Insurance section below.

If you cancel your participation in the trip

If you cancel your participation in the trip after we have confirmed we have the minimum participants, for any reason and the trip goes ahead, Yachad will not be responsible for refunding your costs. In these circumstances we will endeavour to refund any costs to you that we are able to recover.

(In the event that you wish to cancel your booking, we must be advised in writing.

Credit card charges will apply to any refunds.

Amendments

If you wish to make any amendments to your booking after booking, you must do so in writing no later than 14 days before the start of your booking.

Any amendment will be subject to availability and eligibility, and whether any additional conditions are imposed by our suppliers. We will try to meet any amendment request, but this cannot be guaranteed. Amendments may incur a fee subject to the scale of revision and supplier agreements.

Occasionally we may have to make changes to your booking and it is a term of your Contract with us that we are able to make amendments to any aspect of your booking at any time. We will advise you of any changes at the earliest possible date. If we are constrained by circumstances beyond our control to significantly alter any of the main characteristics of the travel services that make up your booking we will tell you as soon as possible, if there is time before your departure, and you will have the choice of:

- i. accepting the change; or
- ii. accepting a suitable alternative where we are able to offer one (we will refund any price difference if the alternative is of a lower value); or
- iii. having a refund of all monies paid, if we are not able to offer an alternative that is sufficiently comparable.

Safety is our primary concern. If it is necessary to modify the itinerary due to events outside of our control, we will endeavour to add other activities to replace those omitted where possible.

Third Party

If you are booking our services for a third party, it is your responsibility to make sure that the third party has read and understood these Booking Terms & Conditions.

If you are booking on behalf of a third party, the Contract will exist between us, not the third party. You are responsible for meeting the terms in these Booking Terms & Conditions. As the third party will not be party to the Contract, they shall have no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of these Booking Conditions. This clause does not affect any right or remedy of any person which exists or is available otherwise than pursuant to that Act.

Special Requirements

Any special requirements, allergies and dietary restrictions must be disclosed to us at the time of booking. We will make reasonable efforts to accommodate any special needs and/or to advise of any restricted or limited access to sites and attractions, but cannot assume the responsibility for our suppliers and providers. Acting reasonably, if we are unable to properly accommodate the needs of any person, we will not confirm your booking and/or if you did not give us full details at the time of booking, we will treat it as cancelled by you when we become aware of those details.

Whilst every effort will be made by us to try and arrange any reasonable special requests with suppliers, we cannot guarantee that they will be fulfilled. The fact that a special request has been noted on your confirmation, invoice or any other documentation or that it has been passed on to the supplier is not confirmation that the request will be met and will not be a breach of contract if it is not. We do not accept bookings that are conditional upon any special request being met and you must not make any verbal or written assurances that any special request shall be complied with.

Your Property

You acknowledge that property you travel with during your booking is your responsibility.

The maximum amount we will have to pay you where we are found liable for loss of and/or damage to any luggage or personal possessions (including money) is £50 per person affected unless a lower limitation applies to your claim under this clause.

Behaviour

If in our opinion or in the opinion of the supplier or in the opinion of any person in authority, a person's behaviour is causing or is likely to cause distress, danger, damage or annoyance to any third party or property, or to cause a delay or diversion to transportation, we and/or the supplier reserve the right to terminate the arrangements in question and/or your booking immediately.

In the event of such termination our responsibilities to you will cease and you will be required to leave the service immediately. We will have no further obligations to you and will not meet any expenses, costs or losses incurred as a result. You may also be required to pay for loss and/or damage caused directly to the applicable supplier prior to departure from the service. If you fail to do so, you will be responsible for meeting any claims and costs subsequently made against us as a result.

Our Responsibilities to You

Please note we do not sell package holidays. You will therefore not benefit from rights applying to packages under the Package Travel and Linked Travel Arrangements Regulations 2018.

We will not be liable for any injury, illness, death, loss (for example loss of possessions or loss of enjoyment), damage, expense, cost or other sum or claim of any nature or description whatsoever which results from:

- i. the act(s) and/or omission(s) of the person(s) affected or another/any member of your group;
- ii. the act(s) and/or omission(s) of a third party unconnected with the provision of the travel services in the booking that are unforeseeable or unavoidable;
- iii. Unavoidable and Extraordinary Circumstances;
- iv. any loss or damage you incur that relates to any business activity (including without limitation loss of earnings);
- v. any loss or damage that relates to any services that you may have entered into separate contracts for with other providers/suppliers and which do not form part of our Contract with you (including, without limitation, any additional services or facilities booked and arranged by you directly, including any activity, tour or excursion you purchase in destination from a third party) and/or any services provided near to where you are staying; and
- vi. any damage, loss or expense or other sum(s) of any description which on the basis of the information given to us by you concerning your booking prior to it being confirmed, we could not have foreseen you would suffer or incur if we breached our Contract with you.

It is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us.

Our liability (except in cases involving death or personal injury as a result of our negligence, or the negligence of our suppliers who provide some of the services that form part of your Contract with us), shall be limited to a maximum of three times the price of your travel arrangements (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total unless a lower limitation applies to your claim under any conditions of carriage or International Conventions. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your booking.

Additional Services

We do not accept liability for any excursions, tours, events, services, facilities or activities ('Additional Services') which do not form part of your booking with us. This applies if Additional Services are booked via our website and it is not expressly stated

that they form part of your booking, and if Additional Services are booked via a third party.

These Booking Terms and Conditions do not apply to any such Additional Services. You will have a contract with the supplier/s of the Additional Services, not us. We are not responsible for the provision or proper performance of the Additional Services.

Travel Guidelines and Insurance

The FCDO currently advises that it is safe to travel to parts of Israel and the West Bank and advises against all but essential travel or against all travel to certain locations. Whilst we will not visit areas where all travel is advised against we will visit locations where all but essential travel is advised against. This means if you decide to travel on our trip you will be travelling against FCDO current advice in respect of some of the areas we visit. We have visited areas of the West Bank regularly and have done so since the start of the war including with MP and Rabbinical delegations. The Israeli guides that take us travel to these locations on a daily basis, to visit Palestinian communities known to them and to Yachad. Although we have travelled frequently to the destinations we visit on our tours, you accept full responsibility for the risks of visiting Israel and the Occupied Palestinian territories. The FCDO's travel advice can be found [here](#). You should ensure you are familiar with the FCDO advice and review any changes to the advice. It is possible to request email alerts from the FCDO website when the FCDO advice changes for a region.

Adequate and appropriate travel insurance for the duration of your trip is strongly advised. Please ensure you purchase this at the time of, or as soon as possible after booking so you are protected against the risk of having to cancel your trip for reasons outside your control. Please ensure your insurers are aware of your trip itinerary and the fact it may go to areas where the FCDO advises against all but essential travel. Please read your policy details carefully and take them with you on the programme. It is your responsibility to ensure that the insurance cover you purchase is suitable and adequate for your particular needs.

We recommend that you check with your insurance provider exactly where they provide cover for. We also advise that members of our delegation take out additional local medical insurance so in the eventuality your travel insurance company is not able to provide you with cover to areas we may visit that are deemed all but essential travel, you will still have medical cover in place. The cost is around £4 per day and the insurance can be bought online [here](#).

Please note you will be required to sign a waiver ahead of the trip to confirm you have your own travel insurance arrangements in place.

Travel Documents and ETA and Visa Requirements

It is your responsibility to ensure you have all necessary travel documents, including but not limited to a valid passport and Electronic Travel Authorisation (ETA).

Since January 2025, British citizens must now apply for an ETA to enter Israel and the Occupied Palestinian Territories. The process is simple and is done by filling in a form online. It is the responsibility of each participant to apply for their own ETA which you can do so [here](#). If you are a citizen of another country you can check using this link whether you are required to make an application.

It is your responsibility to ensure you have a valid passport for travel. To enter Israel and the Occupied Palestinian Territories, your passport must have an expiry date at least 90 days after your arrival date. You should check with the Embassy of the country you are visiting that your travel documentation is compliant. Please also see the UK Government's travel advice and guidance for visiting Israel [here](#).

We do not assume any responsibility for securing documents on your behalf. We strongly advise clients to verify specific entry requirements for their travel destination with the appropriate embassies or consulates well in advance.

Any travel delays, additional costs, or denial of entry arising from incomplete or missing travel documents will be your responsibility, and Yachad shall not be held liable in any such event.

Privacy

For full details of how we manage your personal data and how we protect your privacy in accordance with UK GDPR, please see our Privacy Policy at [\[link\]](#).

Complaints Policy

This section covers our complaints procedure and is subject to the section above titled Our Responsibilities to You.

Any complaints arising out of any arrangements must be reported to us and to the relevant local supplier. You must make all reasonable efforts to resolve your complaint with the supplier concerned as soon as is practically possible. If the problem cannot be resolved locally you must contact us and we will then try to assist. If the problem is not resolved to your satisfaction, you must let us have full details in writing within 14 days of the end of the trip.

Variation

These Booking Terms and Conditions may be varied by us at any time and at our sole discretion. Any new booking conditions will be published on our website and will have immediate effect. No term of these Booking Conditions shall be deemed waived unless such waiver is evidenced in writing and signed by the waiving party.

Severability

If any provision of these Booking Terms and Conditions is held invalid or unenforceable, such provision shall be deemed deleted from these Booking Terms and Conditions and replaced by a valid and enforceable provision which so far as possible achieves the

intent of the original provision. The remaining provisions of these Booking Terms and Conditions shall continue in full force and effect.

Contact

For queries on our Terms & Conditions please contact us via email on info@yachad.org.uk