

#### Participation Conditions and General Information:

**General:** Shainfeld Tourism Ltd. specializes in creating unique vacation packages for the Dati-Leumi, Religious community. The vacation packages often include flight tickets, transfers from the airport to the hotel, accommodation services including kosher meals, prayer rooms, recreational and entertainment activities (on selected dates), and more. The organizers may cancel or change any trip, and a notice will be given to passengers within a reasonable time.

**Cancellation Fees:** A passenger who has ordered services from the company through the website and/or in any manner defined as a distance selling transaction (in accordance with the Consumer Protection Law) will be entitled to cancel the order, for any reason, subject to the following conditions:

The cancellation notice must be sent in writing to the email address: [info@shainfeld.com](mailto:info@shainfeld.com) or by fax to the number 03-6189199.

An order cancellation will be made in writing and within 14 (fourteen) days from the date of the transaction or/and from the date of receiving the order confirmation. The company will refund the user within 14 days from the date of receiving the cancellation notice, less 5% of the order amount or 100 NIS, whichever is lower.

The order cannot be canceled if the cancellation date falls within 7 (seven) business days that are not days of rest, prior to the date on which the service is to be provided. A cancellation that does not meet the cancellation conditions specified in the law will be subject to the cancellation fees detailed below:

In case of cancellation for any reason from the moment of ordering until 30 business days before the departure date of the trip, the passenger will be charged 100 Euros per person.

In case of cancellation for any reason from 29 business days up to 14 business days before the departure date of the trip, the passenger will be charged 25% of the trip value.

In case of cancellation for any reason from 13 business days up to 7 business days before the departure date of the trip, the passenger will be charged 50% of the trip value.

In case of cancellation for any reason from 6 business days up to the departure date, the passenger will be charged 100% of the trip value.

Cancellation after ticketing - full price of the trip - cancellation fees are according to business days in Israel and abroad.

If the transaction was carried out by credit card, the company will be entitled to charge the user for the expenses charged by the credit card company, in accordance with Regulation 5 to the Consumer Protection Regulations (Cancellation of a Transaction), 2010.

**Luggage:** Includes a medium-sized suitcase weighing no more than 20 kg + a carry-on bag for the passenger up to 5 kg. Excess baggage will be charged an additional fee.

**Documents:** Issuing a passport and checking its validity is the responsibility of the passengers. The passport must be valid for at least six months from the date of return from abroad.

**Tours and Trips:** The tours are only a suggestion. The tours are subject to a minimum number of participants and will be charged according to the information page.

**Rooms:** The company will try to provide the customer with their request regarding the floor of the room or a room with a view and any other request. Check-out time is 12:00 noon or as otherwise specified by the Hotel. On the day of departure, a place will be provided for storing packages and luggage.

**Foreign Currency Rates:** Payment made in shekels will be according to the dollar or euro exchange rate on the day of payment.

**Refunds and Credits:** A passenger who stops their participation in the middle of the trip is not entitled to refunds.

**Insurance and Damages:** Shainfeld Tourism is not responsible for damages caused as a result of accidents, illnesses, damage to luggage, and direct or indirect damage. It is recommended that passengers insure themselves at their own expense with personal and comprehensive insurance.

T.L.H. (Errors and Omissions Excepted)

**Flights:** The flights are charter flights and all the relevant instructions regarding the matter that appear on the flight ticket will apply to them, depending on the circumstances. There may be changes in the date and times of the flight and/or the identity of the air carrier, some without prior notice. The customer is required to check the flight time to the airport no more than 12 hours before its departure.

Flight prices are correct for the day the price list was printed. The final price must be checked before departure.

**Pregnant Women:** Pregnant women from the 24th week onwards - must have a medical certificate from a doctor in English about a normal pregnancy and no prevention from flying.

**Payment Terms:** Up to 3 credit card payments without interest from the moment of registration.