

## TERMS & CONDITIONS

### Annual Holy Land Pilgrimage with Jeff & Emily Cavins

January 9-23, 2024

January 9-27, 2024 with post tour to Jordan

- **REGISTRATION & DEPOSIT:** Registration is complete when online forms have been completed and deposit has been paid (\$750 per person, \$1000 per person with post tour). Confirmation will be automatically sent to the registrants through the registration system.
- **TOUR PRICING:** Costs are based on a minimum group size & will be adjusted if necessary. All rates subject to availability. Brochure rates are not guaranteed beyond final payment date or if a departure city sells out of contracted space.
- **CREDIT CARD PAYMENT FEES:** Credit card fees are paid by the passenger. 3.9% for Visa/Mastercard or 4.9% for AmEx. There is also a \$0.30 fee per transaction. In the case of cancellation, refunds for credit card payments will be returned to the original form of payment, along with fees paid.
- **SINGLE ROOMS:** Single supplement availability is limited.
- **DEPOSIT, PAYMENT & FINAL PAYMENT:** \$750 deposit per person (\$1000 per person with post tour) must be received to hold your reservation. Passengers who prefer not to pay electronically must contact GETT via email or phone to complete registration. Payment in this situation, must be received no later than 10 days from the date of registration. Final payment is due no later than September 1, 2023. *Failure to pay deposit and/or subsequent payments makes registration subject to cancellation.*
- **ADMINISTRATIVE FEE:** Any cancellation, regardless of timing or reason, will result in a non-refundable \$150 administrative fee. Should the tour be cancelled due to any circumstance, even cancellation by GETT or Cavins Tours, LLC the administrative fee remains non-refundable.
- **CANCELLATIONS:** All cancellations must be received in writing by Golden Eagle Travel & Tours, 21250 Excelsior Blvd Excelsior, MN 55331 or E-mail to [goldeneagletraveltours@msn.com](mailto:goldeneagletraveltours@msn.com)
- **NAME CHANGES** may be possible for a fee on a case by case basis, depending on the airlines and the timing of the request.
- **PENALTIES** for cancellation are per person & are as follows:
  - From deposit until September 1, 2023 - \$150.00 non-refundable (\$200 with post tour)
  - From September 2, 2023 – October 1, 2023 - \$750 non-refundable (\$1000 with post tour)
  - From October 2, 2023 until departure – 100% non-refundable.
  - All convenience fees, administrative fee of \$150 per person & costs of insurance coverage are non-refundable at time of purchase.
- **LATE FEES:** Final payment not received by September 1, 2023 for passengers under deposit will incur a \$150 late fee per person. Final payments not received by September 15, 2023 for passengers under deposit may cause cancellation from the tour. Late fees are non-refundable.
- **LATE REGISTRATION:** Tour registration after final payment date as stated above is subject to an automatic \$150 surcharge. Brochure rates are not guaranteed past September 1, 2023 or if individual departure cities sell-out of available seats.
- **NO PER DIEM:** Tour is sold as a package & there will be no reimbursements for any unused portions of the tour package. There is no per diem pricing.
- **TOUR DEVIATIONS:** Any deviation(s) from the tour package will incur a \$100 deviation fee plus any added costs of transfers, increased airfare, added hotel nights, etc.
- **LAND ONLY:** Reservations are limited. Passengers selecting land only tour are required to secure their own airfare to meet with the group in arrival city. Departure must match group timeline as well. Any air reservations for land only passengers that do not align with group arrivals and departures will result in passengers taking on the cost of airport transfers and any pre/post hotel nights. These can be arranged by GETT and requested on the reservation site. Land Only passengers must provide air itinerary by final payment date.
- **DEPARTURE CITY CHANGES:** Passengers can request a change to the departure city from which they registered up until final payment, based on availability. No changes will be allowed after final payment due date, September 1, 2023.
- **INSURANCE:** Trip cancellation insurance requested from GETT is purchased through Travel Insured & is non-refundable after purchase. An insurance quote will be emailed to passengers once deposit is received. If tour cancels, insurance remains non-refundable.
- **TRIP CANCELLATION COVERAGE IS STRONGLY RECOMMENDED.** If requested, an estimate of cost will be included with invoice. Once purchased, insurance can be adjusted to increase coverage for any

additional needs (domestic flights, flight upgrades, etc.) **Without additional coverage, cancellation will bear losses per the penalty schedule no matter how unfortunate your circumstances may be.** Additional trip cancellation coverage to be fully protected **per the policy listed coverage** must be purchased within 20 days of initial deposit or some benefits may be affected. In addition, some countries require evidence of medical coverage for entrance.

- **COVID-19 REQUIREMENTS:** At this time, there are no vaccination or testing requirements to enter Israel. Any change to this policy is at the passengers risk. This is not a coverable reason for cancellation from the tour. GETT along with Cavins Tours, LLC. will keep passengers informed if any changes occur to this policy. The costs of any COVID testing is the responsibility of the passengers.
- **PASSPORT:** Passengers are responsible for verifying all country entry requirements prior to departure. You may wish to double-check these requirements by contacting your local Embassy, Consulate or [www.travel.state.gov](http://www.travel.state.gov), especially if not traveling on a US or Canadian passport. Israel does not require a visa for US or Canadian passport holders. For passport & visa information, please contact: [www.cibt.com](http://www.cibt.com). Passport should not expire until 6 month after return is scheduled.
- **AIR TICKETS UPGRADE:** Upgrades may not be available for group reservations. *Passengers desiring upgrades from economy class to premium economy or business class are encouraged to book land only* and provide their own air. Requests for upgrades or changes to package selected must be made by September 1, 2023.
- **TICKETING** may occur any time after final payment has been received. If cancellation occurs after ticketing, the nonrefundable cost of ticket(s) will be added to the penalty. Most tickets are nonrefundable. Airfare rules apply.
- **DOMESTIC TICKETS:** Passengers on El Al airlines are responsible for booking their own domestic flights. Passengers on other US based carriers may be able to arrange domestic with GETT's services. \$50 per person ticketing fee will be added to the price of the ticket. Ticketing fees are non-refundable. Airfare rules apply.
- **AIR TAXES, FEES & SURCHARGES:** All, including fuel surcharge, are subject to change. Any increase will be passed on to the traveler at the time of ticketing.
- **ITINERARY:** Tour itinerary is subject to change.
- **HOTELS:** The Tour Operator reserves the right to substitute hotels listed with one of similar category if circumstances necessitate. Some areas do not have all categories of hotels available, requiring that those nights may be in a lesser standard of hotel than the rest of the trip.
- **LUGGAGE:** Passengers are allowed 1 suitcase (typical airline maximum size is H+W+D <=62") & 1 non-suitcase carry-on for the tour. *A maximum-sized suitcase carry-on will be considered a 2nd suitcase & not permitted under the coach, requiring it be held in passengers lap on travel days between hotels.* Backpack or other soft sided carry-on is recommended. Women may also choose to carry a small purse. We recommend something that can easily fit inside your soft carry-on. Regardless of airline allowances, passengers must limit themselves to these terms due to cargo space on the coaches. Final luggage size & weight restrictions will be advised with airline e- ticket information due to potential changes in the airline regulations. Airlines may charge for checked luggage. Any luggage charges are the responsibility of the passenger.
- **FREQUENT FLYER:** Not all group air reservations receive full frequent flyer miles. Some may receive none or a percentage of the miles flown. It can vary with the tickets in a given group. The amount to be credited can change right up until ticketing &/or travel. Golden Eagle Travel & Tours will list your frequent flyer number on your reservation if provided. However, Golden Eagle Travel & Tours will only provide a general description of any miles potentially earned. No effort will be made to calculate the exact miles for a given reservation due to the changing & complex nature of the different programs. It is the responsibility of the traveler to confirm that their frequent flyer number is on their reservation at check-in. It is also the responsibility of the traveler to retain their boarding passes to simplify proving their travel on the flights in question, if their miles are not automatically rewarded. **IT IS NOT GOLDEN EAGLE TRAVEL & TOURS' RESPONSIBILITY TO ASSIST IN OBTAINING MILES NOT AWARDED BY AIRLINES for whatever reason.**
- **PHOTOS/VIDEOS:** Tour participants give permission to use any photos or videos including tour members by Cavins Tours, LLC International, & Golden Eagle Travel & Tours internet sites or other publications.
- **GROUP TOUR CANCELLATION:** In the event of a forced tour cancellation due to circumstances outside the control of the tour operator, such as a US State Department ban on travel to Israel, every effort will be made to refund all passenger payments except non-refundable travel insurance costs (transferable to other travel dates), non-refundable credit card or ticketing fees, administrative fee, and late fees. Other penalties relating to funds still under GETT control will be waived. However, if the group cancels after group air tickets have been issued or if the passenger has requested early issue of tickets or purchased independent air tickets, each airlines controls the rules affecting their ticket refunds & will respond on a case by case basis.

Options may include refund, use of ticket value for a future ticket with or without penalty or loss of ticket value. And funds already distributed to providers may be non-refundable. Travel insurance may or may not cover the loss depending on the cause of the cancellation. Travel insurance remains non-refundable.

- **DISCLOSURE:** Whereas Actours, Ltd., dba Golden Eagle Travel & Tours, & Cavins Tours, LLC., serve only as agents for the airlines, hotels, tour companies, car rental firms, railroads, cruise lines &/or all other suppliers of your actual travel arrangements, Actours, Ltd., dba Golden Eagle Travel & Tours, & Cavins Tours, LLC., are not liable for any act, omission, delay, injury, loss, damage, or non-performance occurring in connection with these travel arrangements. In the event it becomes necessary or advisable, it is the tour operator's discretion to alter the arrangements or itinerary for the comfort or welfare of the passengers or for any reason whatsoever without penalty to the tour operator. The right is reserved to accept, retain or reject any person as a member of any group at any time for any reason. In the event a passenger must be removed from the tour at any time, all costs associated with removal including loss of tour days, air travel, transfers, hotels, etc. are the responsibility of the passenger. Full coverage travel & trip cancellation insurance is strongly recommended.