

Hope & Healing - Show Up & Serve Israel Trip

- **Individual Registration Rate:** **\$1850.00 USD**

*Pricing is based on double occupancy.

FULL REGISTRATION AND PAYMENT due on NOV 20, 2023

*Payment is non-refundable.

PASSPORT

Visitors traveling to Israel are required to be in possession of a passport and it must be valid for six months beyond the period of their intended stay in Israel.

Flights: Participants must book and pay for their own flights. You must book your flight into Israel on El Al Airlines. You can fly with a US-based airline to your connection, but the flight into Israel must be on El Al.

WHAT'S INCLUDED

Hope and Healing Trip

December 1 – December 8, 2023

- Seven nights stay in 4 star hotels
- Group transfer between hotel and airport upon arrival and departure.
- Travel by private, air-conditioned, deluxe motor coach.
- Breakfast and dinner provided each day **(lunches not included)**
- Service Opportunities: you will be serving displaced families in a variety of capacities and in several locations throughout Israel
- Tour Components: Boat ride on the Sea of Galilee, Mt. Precipice (overlook and prayer), Tour of Jerusalem
- Entrance fees if applicable
- All taxes and gratuities

HOTEL ACCOMMODATIONS

Accommodations are provided on the basis of two persons sharing a twin or double bedded hotel room with a private bath. FIRM and its sub-agents reserve the right to substitute hotels of the same category when necessary for the proper handling of the trip.

WHAT'S NOT INCLUDED

- Flights
- Lunches
- Travel Insurance
- Personal Items/Expenses

TERMS AND CONDITIONS

All Terms and Conditions, Disclaimers and Waiver and Release of Liability included on this page apply to each trip participant once the trip deposit/reservation/payment has been made. Your deposit/reservation/payment is also considered your acceptance and understanding of the Terms and Conditions and of the Disclaimer and Waiver and Release of Liability set forth.

PRICES

Trip prices quoted in U.S. dollars are subject to change due to currency fluctuations or other factors beyond our control. Changes in supplier charges occasionally make it necessary for us to change published prices. Receipt of trip deposit(s), however, guarantees the published or quoted price at the time of booking. The trip package does not include airfare, lunches, travelers insurance, and personal expenses.

PAYMENTS AND CANCELLATIONS

Since the start date of this trip is less than 30 days away the full payment is due upon registration. You will receive an email confirmation once the booking is complete. If you decide to cancel the trip on your own, it will be non-refundable because of the short turnaround. If FIRM cancels the trip because of safety concerns all funds will be refunded.

REFUNDS

No refunds are issued if the participant fails to participate in any part(s) of the program. Because we book services with suppliers once your deposit has been received, any changes made by the travelers to the itinerary after the services are booked are subject to a cancellation fee or loss of payments made. There will be no refunds if you do not arrive for the trip.

TRIP CONDITIONS

Trip prices given are per person in U.S. Dollars (subject to change). The trip package does not include airfare, lunches, travelers' insurance, and personal expenses.

FIRM may occasionally find it necessary to modify the stated itinerary due to unforeseen circumstances, availability, or to improve the trip. If we alter any part(s) of the itinerary, we will substitute a service or good of equal or greater quality or value for that stated in any

itinerary. FIRM expressly disclaims any liability for any damages resulting from any itinerary changes. Participants are obliged to stay with the group at all times. Separation from the group can result in being left behind and in cases where the leader is unable to find the participants, all expenses resulting in these actions will be at customer's expense. A traveler who decides to withdraw at their own discretion at any stage during the trip, will not be entitled to claim any refund whatsoever.

HEALTH AND ACCESSIBILITY ISSUES

Please be aware that access to accommodations, transportation, restaurants, and other sites in Israel may differ from that in other countries and that accessibility is not guaranteed. Many venues may not have an elevator. Streets may present difficult walking conditions. Public sites may not be handicap-accessible. Trip participation requires a minimum level of physical stamina, such as being able to walk uphill or climb stairs. Each traveler must discuss with us any medical or physical restrictions s/he may have.

By paying for the trip, you certify that to the best of your knowledge you are in sufficiently good health to participate in FIRM's Hope & Healing Israel Trip and that any special medical or physical conditions or dietary demands that could affect your participation in our programs have been fully disclosed to FIRM. No claim for a refund in partial or full will be accepted in any way. We will make an effort to facilitate dietary and medical needs that you present to us but cannot commit to facilitating for all of them. You understand that health care facilities and services abroad may differ from those to which you are accustomed and may be insufficient for treatment of your health conditions. Please be sure to take with you an adequate supply of all necessary medications when you travel abroad. Please contact us to discuss any condition that may affect your travel or that of other trip participants. All travelers must obtain traveling insurance that will cover medical expenses.

DIETARY RESTRICTIONS AND ALLERGIES

All food allergies, limitations and dietary restrictions shall and must be disclosed to FIRM prior to trip commencement. We cannot guarantee that all dietary needs or restrictions can be accommodated given the nature of the trip program, but we will do our best to accommodate the situation.

DISCLAIMERS, WAIVER AND RELEASE OF LIABILITY

You understand and agree that FIRM does not own or operate any of the facilities or suppliers of accommodations and services for your trip. Each individual trip participant agrees that FIRM and its representatives shall not be liable for any injury, damage, loss, accident, delay or irregularity, liability or expense to person or property due to any act of default of hotel, transportation carrier, or other contractor providing services to FIRM and its participants.

FIRM and its representatives shall not be responsible for any liability or expense in any way

due to acts of terrorism, civil unrest, labor disputes, war or threat of war, government restrictions, weather, theft, fire, illness, or any other cause beyond their control.

FIRM and its representatives reserve the right to accept or refuse any person as a participant of the Hope & Healing Israel Trip at its sole discretion with no requirement of explanation.

FIRM and its representatives reserve the right to cancel any trip prior to departure for any reason, including insufficient number of participants, or to change itineraries and/or substitute services of equal or similar quality without prior notice and with no requirement of explanation.

You are responsible for adhering to the rules and laws of the localities while traveling with FIRM or participating in activities arranged by FIRM or any of its agents or partners. The rights and privacy of fellow trip participants must be respected while on the trip. We reserve the right to disqualify you before or during any program if we judge your participation may compromise the safety or comfort of others. In such a case, no refund or any other remedy will be provided and you will be required to leave the trip, clear your accommodation of any belongings, and will bear all related expenses.

You agree to grant FIRM a worldwide, royalty-free, fully paid up license to use your photographic, video, or digital likeness solely for our promotional and/or commercial purposes.

JURISDICTION

This Agreement shall be exclusively governed by and construed under the laws of the State of Israel without reference to principles and laws relating to the conflict of laws. Any dispute, controversy or claim arising out of or in connection with this Agreement shall be submitted exclusively to the competent courts in Jerusalem, Israel.

These terms shall constitute the full and exclusive agreement between FIRM and you with respect to the trip and supersedes all prior and contemporaneous agreements and understandings, whether in writing or oral, relating to the trip.

If any part of this document is found by a court of competent jurisdiction to be unenforceable, that section shall be severed, and the rest of this document will continue in full force and effect.

By reserving your place in FIRM's program, you affirm that you understand and agree to these Terms and Conditions and Waiver and Release of Liability.

FAQs

- **Before You Go**

- Do I need a passport?
 - Yes. Proof of citizenship is required for all travelers, and passports are required (must be valid for at least six months beyond the completion of travel). All non-citizens of the U.S. must have passports, visas and other documentation normally required for entry into the country of destination. Do not pack your passport or travel documents in your luggage.
- What should I make copies of before I leave for Israel?
 - In case documents get lost or stolen, make two photocopies of the following: the first two pages of your passport, credit cards, airline tickets and itinerary and travel insurance details. Leave one copy with a contactable friend at home and take the other with you (separate from the originals) or give it to a friend traveling with you.
- How safe is traveling to Israel?
 - While Israel is normally a very safe country to visit, due to the current situation the US Government has issued a **Level 3 - Reconsider Travel Advisory to Israel, the West Bank and Gaza**. We encourage you to visit the US Embassy page [here](#) to read further information provided by the US Government. During this trip you will **NOT** be going to the West Bank or Gaza and your safety is our top priority. We use various measures to ensure the safety of participants, but we also encourage participants to take precautions they normally would when traveling to another city or country.
- What time zone is Israel in?
 - Israel Standard Time (IST) is the standard time zone in Israel. It is 2 hours ahead of UTC and 7 hours ahead of EST.
- Can I drink tap water in Israel?
 - Tap water is safe to drink in Israel, but bottled water will also be available on the bus free of charge.
- What is the weather like in Israel?
 - The temperature will be around 40-68°F with periods of rain during your visit. Please pack appropriate clothing for this weather.
- What clothes should I pack for Israel?
 - Bring clothing for cool weather and especially a jacket for the evenings. Also bring your 'holywear,' something to cover your shoulders and knees, as this is required at some of the locations we will be working at. Please plan to bring comfortable shoes or sneakers, as there will be a lot of walking and standing. As this is a service trip, please make sure you pack clothing that you are comfortable working in all day.
- How much walking do I need to be prepared for?
 - Most days will include some walking. Participants can expect to walk

approximately 2-3 miles per day. We would recommend wearing comfortable shoes or sneakers each day. Most walks will be light to moderately strenuous and there will be breaks throughout the day as you travel to and from sites. Please keep in mind that walks can typically include steps and uneven terrain.

- Can I use my cellphone in Israel? Do I need to get a different SIM card or prepaid phone?
 - Most cell phone providers offer international plans; check with your carrier before your trip to see what international options they provide. If your phone is unlocked you can purchase a prepaid SIM card at a fairly low price.
- What currency does Israel use? How should I exchange my money?
 - We suggest you bring US Dollars, British Pounds, or Euros, which can be exchanged for the Israeli Shekel. There are locations throughout each city in Israel to exchange currency, including most hotels; you may also obtain Shekels prior to departure. Rates vary from place to place and some charge commission.
- What about my debit card? Do shops and restaurants accept debit/credit cards or do I need to bring money to convert to local currency?
 - Most shops and restaurants accept foreign debit/credit cards. Exchanging some money for Israeli Shekels is a good idea. You will need Shekels for there are a small number of shops that may only take cash (especially when outside of tourist areas or in the markets).
- Should I bring a backpack or bag every day?
 - A backpack is always a good idea. Water bottles, cameras, money and souvenirs will be harder to manage if you do not have something to put them in.
 - You will be given a drawstring bag as a gift from FIRM. This is great for carrying water bottles, your Bible, money, etc.
- Will I be able to plug in electronics in Israel?
 - Most hotels in Israel will have 220 volts AC 50 Hz. You will need to bring along necessary converters and adapters to operate any 120 volts, 60 Hz appliances such as hair dryers, electric razors, etc. Some small electronic devices are dual-voltage and will adjust automatically for other countries. If your appliance's charger has a manual switch, you'll need to change it back and forth before plugging in your appliance. For dual voltage electronics, you'll simply need to bring an adapter to plug the charger in to the outlet. Before leaving on your trip, check the manual or power cord for the device to know if it will work with 220 voltage without a converter. Be aware that U.S. electronics that are not dual-voltage should never be used without a converter in countries with a voltage of 220.

- **Traveling**

- Can I travel with liquids?
 - Any liquids in your checked-in suitcase should be in tight (preferably plastic) bottles. Fill them only three-quarters full to allow for expansion. International security regulations require that liquids, aerosols and gels in carry-on bags must be in containers of 100 ml or less and carried together in one transparent plastic bag (20 cm by 20 cm or 15 cm by

25 cm) with a resealable (zip-lock) top. Among these are cosmetics, sun block, perfume, shaving cream, insect repellent, antiperspirants, and toothpaste.

- **Departure/Connections on El Al**

- If your departure or connecting flight into Tel Aviv is on El Al, you will need to be prepared to meet and talk with security personnel before you check-in for your flight.
 - Questions can span a variety of topics: Why are you traveling, where are you staying, who are you staying with, who do you know in the country, have you traveled to any of a list of countries they will list out. Etc.
 - You will be given the hotel names and address of where you will be staying as well as other information before you depart.

- **Upon Arrival in Tel Aviv**

- What can I expect at Customs and Passport Control
 - There are kiosks on the way to passport control that will ask you to scan your passport and print out a ticket, this is your Visa for Entry. This will save you a lot of time in the Passport Control line. You **MUST ALWAYS** keep the ticket with your passport, this is your entry visa. If you are ever asked for this and cannot present it, it could be problematic.
 - You should tell the customs agent that you are coming in as a volunteer to serve.
- What do I do when I arrive in Israel?
 - Once you have collected your luggage, go into the Arrival Hall and your FIRM host will be there to greet you. (They will be holding a sign with the group name)

- **Other Important Tips**

- Sun/Rain Protection
 - We will spend much of our time during the trip outdoors therefore ensure you bring sun lotion and appropriate outdoor gear to wear each day.
- Drink Water
 - Even if you don't feel thirsty, you will need to drink plenty of water as we travel together. This is to avoid getting headaches from dehydration. You can drink the tap water in your hotel room but many prefer bottled water. FIRM will provide bottled water on the bus free of charge.
- Gratuity
 - Basic gratuities for the hotels, guides and drivers are included. You are always free to give extra gratuity for exemplary service. The going rates for gratuities (for meals purchased on your own) is 15-20%.

- Meals
 - Breakfast and dinner are included at your hotels. Lunch can be bought for approximately US\$20 per person per day and lunch locations will vary according to the group's location each day.
- Israel Work Week
 - In Israel, the workweek is Sunday to Thursday. Shops and businesses are normally open on Fridays but close early afternoon for the Jewish Sabbath (or Shabbat). The Jewish Sabbath lasts from after sundown Friday to after sundown Saturday. Shops closed Saturdays for the Sabbath tend to open up Saturday night. Muslims and Christians observe their own Sabbaths on Friday and Sundays, respectively.