



MVTI
MISSION VALLEY TRAVEL INC



TERMS AND CONDITIONS

This Terms and Conditions is a legal agreement between Mission Valley Travel, Inc, hereinafter referred to as "MVTI," Shoresh Study Tours, hereinafter referred to as "Shoresh," and the client, hereinafter referred to as the "Traveler."

MVTI, in partnership with Shoresh, is offering tours to Israel and Petra, Jordan, among other destinations. These Terms and Conditions apply to each Traveler.

Travelers who are under 18 years old must have a person aged 18 or over agree to these Terms and Conditions on their behalf.

After the initial first time introduction between Shoresh, MVTI, and the group leader, once all requirements are met by the group leader, a Landing Page will be created. It will offer an opportunity to see all the necessary information about the tour and allow travelers to register for the tour as well as review and agree to these Terms and Conditions.

1. LAND PORTION OF THE TOUR

1.1. To complete the registration process, a non-refundable registration fee of \$35 per person is required upon submitting registration. This fee will not be applied towards the total tour cost.

1.2. To secure a space in the group, once registration is complete and a welcome email is sent out, a deposit of \$750 per person is required. **Please refer to LAND PORTION CANCELLATION AND REFUND POLICY below.**

1.3. Full payment is due 65 days prior to the departure date. In the event that the payment is not received by MVTI by that date, MVTI reserves the right to treat the booking as canceled by the Traveler. In this event, all previously submitted payments become non-refundable.

1.4. Payments can be made by Direct Bank Deposit, Zelle, major Credit Cards, money order, cashier's check, personal check (Not Sufficient Funds checks will be charged a \$50 administrative fee). **Please be aware that a nonrefundable 3.5% merchant transaction fee applies to all credit card payments, including refunds.**

2. AIRFARE BOOKING, EXCHANGE AND CANCELLATION

2.1. Airfare is booked separately from the land portion and is subject to the airline carrier rules and regulations.

2.2. The Traveler is responsible for providing the name exactly as it appears in the passport. Any discrepancies may result in booking cancellation, additional charges for name corrections, or boarding denial by the airline representative.

2.3. Airfare bookings are non-refundable and non-transferable unless otherwise specified.

2.4. If a **group block** is utilized for airfare:

- Full payment for airfare is due 65 days prior to the departure date.
- Ticketing will be made approximately 60 days prior to departure.
- From the date of booking until 66 days prior to departure, tickets are refundable less \$250 per person.
- Group Block tickets are completely non-refundable after 65 days prior to departure.

2.5. If airfare is booked as an **individual reservation**:

- Full payment is required at the time of booking.
- Airfare Refunds and Exchanges are subject to the airline's ticketing rules that are in effect at the time of ticketing.

2.6. Airfare includes current airline taxes and fuel surcharges, which are subject to change until ticketed. The Traveler is responsible for any increases in airline taxes or fuel surcharges imposed by the airline before ticketing, if any.

2.7. Seat Assignments:

- MVTI will try to fulfill seat assignment requests; however, the actual assignments are made by the airline.
- There is no guarantee that all requests will be honored, and the airline may make changes due to aircraft change or emergency seating situations.
- Changes could be requested at the time of check-in at the airport by the Traveler.
- Please advise your travel consultant of any special seating arrangements needed due to health or mobility.
- A non-refundable fee may be charged for seat pre-assignments.

3. ADDITIONAL SERVICES BOOKING

3.1. Additional services from Shoreside or a travel supplier apart from the land price, have their own rules and regulations. These additional services could include things like extra nights, taxis, meet and greets, or any other additional services.

4. LAND PORTION CANCELLATION AND REFUND POLICY

4.1. Traveler or Group Leader initiated cancellations

4.1.1. Traveler or Group Leader initiated cancellations must be made in writing and will be in effect on the date the request is received by MVTI.

4.1.2. Cancellation fees will apply based on the number of days the cancellation letter is received and the actual tour dates.

4.1.3. The following cancellation fees will apply if the tour is canceled by the Traveler or the Group Leader **FOR ANY REASON**:

- 122 or more days prior to departure: \$175 per person plus any unrecoverable fees
- 121 to 61 days prior to departure: \$750 per person plus any unrecoverable fees
- Less than 60 days prior to departure: No refund of any package amount paid

4.1.4. Shoresh requires a minimum group size of 15 participants for the tour to proceed.

4.1.5. If the minimum group size is not met, Shoresh Study Tours will cancel the tour unless a special agreement is made. In the event of tour cancellation due to insufficient bookings, the cancellation fees listed in p.4.1.3 will apply.

5.2. Shoresh Study Tours initiated cancellation

5.2.1. If the tour is canceled by Shoresh Study Tours due to uncontrollable circumstances such as Acts of God, world crisis, world events, labor disputes, civil commotions, fire, weather conditions, theft, unavoidable accidents, war, terrorism, threatened acts of terrorism, epidemic, pandemic, travel ban, visas ban, acts of state or agencies thereof, or other force majeure events, the following cancellation fees will apply unless the tour is rebooked:

- 122 or more days prior to departure: \$175 per person plus any unrecoverable fees
- 121 days or less prior to departure: \$550 per person plus any unrecoverable fees

5.2.2. Should the group tour be re-booked for a future date, \$50 per person administration fee as well as any unrecoverable fees will be deducted and the rest of the funds transferred to the new tour.

5.2.3. The cancellation fee listed in p.5.2.1 will apply to the Traveler who is unable to rebook.

5. RATES AND FARE INFORMATION

5.1. Cost of the tour or a group block airfare is based on a specific group size traveling together. Fewer tour participants in the group will result in a price increase.

5.2. The quoted tour price is also based on the current rate of exchange. Fluctuation in the foreign exchange rate can result in price increase.

6. ACCOMODATIONS

6.1. Accommodations are based on two people sharing a room.

6.2. Single rooms are subject to availability at an additional charge.

7. MEALS

7.1. During the tour, breakfast and dinner is provided daily unless specified otherwise.

7.2. In-flight meals and snacks are served according to the airline policy.

8. TRANSFERS AND BAGGAGE

8.1. One group transfer each way between Ben Gurion airport and hotel upon arrival and departure is included in the tour price. Transfers will take place at the designated time only. If the Traveler needs transfer outside of designated times, it will become the Traveler's responsibility at an additional cost.

8.2. Due to limited luggage storage space on tour buses, limit to only ONE piece of checked in baggage, per person.

8.3. Luggage must be handled by the passenger at all times.

8.4. Baggage allowance is subject to change according to airline policy.

9. ITINERARY CHANGES

9.1. The Tour Itinerary is provided by Shores Study Tours and cannot be changed unless approved by the Group Leader and Shores Study Tours.

9.2. Shores Study Tours reserves the right to alter or change the itinerary and /or the sites included should it be deemed necessary due to local conditions, time restrictions or other circumstances.

10. TRAVEL DOCUMENTS AND HEALTH REQUIREMENTS

10.1. It is the Traveler's responsibility to ensure that all necessary travel documents, including passports and visas, are valid and obtained in a timely manner. Passport must be valid for at least 6 months from the return date of your trip. If you do not have a valid passport, you should apply for one immediately. Information on obtaining or renewing a US passport can be found at <https://travel.state.gov/content/passports/en/passports.html>

10.2. MVTI is not responsible for any consequences resulting from the Traveler's failure to obtain or provide the necessary travel documents.

10.3. As of today, a visa for Israel is not required for US citizens. Non-US Citizens are responsible to fulfill entry requirements for countries to be visited by contacting an appropriate consulate.

10.4. As of January 1, 2025, all international travelers from visa-exempt countries must have a valid ETA-IL (Electronic Travel Authorization) prior to departing for Israel. Travelers are recommended to complete their ETA-IL applications well in advance of their planned travel dates. You can apply and find further details at <https://israel-entry.piba.gov.il>

10.5. Vaccination requirements are subject to change. The Traveler is responsible for ensuring they have the necessary vaccinations and health precautions required for the tour destination. Any costs associated with vaccinations or health precautions are the responsibility of the Traveler. Please check with an official organization that is authorized by the government to issue such restrictions/requirements.

11. TRAVEL INSURANCE

11.1. **Medical Travel Insurance coverage is mandatory.** Additional coverage is optional but strongly recommended.

11.2. Travel Insurance quotes are available through MVTI for US residents. Non US residents must obtain Travel Insurance in the country of their residence through an insurance selling agency.

11.3. Travelers are responsible for understanding and complying with the terms and coverage of their selected insurance plan. Before purchasing travel insurance, please review the coverage details carefully. MVTI does not guarantee approval or denial of coverage. For any questions regarding travel insurance, please contact Allianz at 866-672-9580.

11.4. To qualify for the Existing Medical Conditions Coverage the Traveler must purchase coverage for the trip no later than 14 days from Initial Deposit Date unless specified otherwise.

11.5. Private travel insurance purchase is accepted. If such a policy is purchased, the Traveler is required to provide to MVTI the name of the company and the policy number.

12. TRAVELER SAFETY

12.1. In the ever-changing world situation, MVTI recommends personal monitoring of news for tour destinations. For the latest country information from the US Department of State, please visit <https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html/>

13. DISABILITIES ACCOMMODATION:

13.1. Travelers with disabilities or dietary restrictions should inquire in advance about whether their needs can be accommodated.

13.2. Please be aware, all Shoresh Study Tours require a significant amount of walking and climbing stairs.

14. LIABILITY

14.1. MVTI acts as an intermediary between the traveler and the travel service provider and is not liable for any loss, injury, damage, or expense incurred by the Traveler due to the actions or omissions of the travel service provider.

14.2. The Traveler acknowledges that travel involves inherent risks, and MVTI is not responsible for any injuries, losses, or damages sustained during the tour, travel to the tour and from the tour.

15. ACCEPTANCE OF TERMS

15.1. By submitting a registration to MVTI, the Traveler or an adult who is acting on behalf of a person under 18, acknowledges that they have read, understood, and agreed to these Terms and Conditions.

15.2. These Terms and Conditions are subject to change. The latest version will be uploaded to the Landing Page and emailed to all currently registered participants. The most recent version will apply to all bookings. The Traveler is advised to review the Terms and Conditions on the Landing Page periodically.

General Disclaimer: MVTI and their employees, agents, officers, shareholders, and staff are acting as mere agents for SUPPLIERS in selling travel-related services or in accepting reservations or bookings for services that are not directly supplied by the travel agency (such as air and ground transportation, hotel accommodations, meals, tours, cruises, etc.). MVTI, therefore, shall not be responsible for breach of contract or any international or careless actions or omissions on the part of such suppliers that result in any loss, damage, delay, or injury to you, your companions, or any of your customers. Unless the term "guaranteed" is specifically stated in writing on your tickets, invoice, or reservation itinerary, we do not guarantee any such supplier rates, bookings, reservations, connections, scheduling, or handling of personal effects. MVTI shall not be responsible for any injuries, damages, or losses caused to any traveler in connection with terrorist activities, social or labor unrest, mechanical or construction failures or difficulties, diseases, local laws, climatic conditions, abnormal conditions or developments, or any other actions, omissions, or conditions outside of the MVTI control. Traveler assumes complete and full responsibility for and hereby releases the agent from any duty of checking and verifying all passport, visa, vaccination, or other entry requirements of each destination and all safety and security conditions of such destinations during the lengths of the proposed travel. For information concerning possible dangers at international destinations, contact the Travel Advisory Section of the US State Department at (202)647 5225. For medical information, call the US Center for Disease Control at (404)332 4559. By embarking upon their travel, the Traveler voluntarily assumes all risks involved in such travel, whether expected or unexpected. MVTI is not responsible for cancellation of any service/s and/or refunds from any supplier or carrier that may cease operations. MVTI is hereby warned of the above risk as well as possible travel industry bankruptcies and medical and climatic disruption and is advised to obtain appropriate insurance coverage against them. Traveler's retention of tickets, reservations, or bookings after issuance shall constitute consent to the above and an agreement of his/her part to convey the contents hereto his/her travel companions or group members' Contracted airlines reserve the right to change equipment and schedule without notice and will not be liable for the delays or cancellations due to the weather, or any other causes beyond their control. These tickets are refundable and non-transferable (See Refund section). In case of travel cancellations due to restrictions from the US Department of State or WHO, etc. (Travel Warnings/Public Announcements/SARS alerts) because of world security or epidemic diseases issues, Mission Valley Travel, Inc. will retain 100.00 service fees per passenger for services provided and will process any changes or refunds according to the airline guidelines. If taxes & fuel surcharges will increase, the Traveler will be required to pay the difference. In case of a decrease in taxes & fuel surcharges, no residual value will be applied. Travel Insurance is required for this arrangement. If you are not a US citizen or resident, you must obtain travel insurance coverage and cancellation in the country of your origin through an insurance selling agency.