

## TERMS & CONDITIONS

- **DEPOSIT PAYMENTS:** A deposit of \$400 per person is required to make a tour reservation. 50% of the deposit is refundable, if a cancellation request is made in writing to Sloan Travel prior to 120 days from the start of the tour.
- **FINAL PAYMENTS:** Full payment must be made for the tour prior to 120 days from the tour beginning. Sloan Travel accepts payment by check, wire, Zelle, or major credit cards. Canadian clients may also pay by a Canadian check drawn on a U.S. bank or money order in U.S. Dollars. Bank wires will also be accepted, a \$30 wiring fee must be added to the payment for the processing fee. If the final payment is not received as scheduled, the reservation will automatically cancel, and the deposit payment is forfeited.
- **TOUR REFUNDS:** Refunds per person apply as follows after full payment is made:
  - If canceled 60 days prior to the tour beginning, 50% of the tour payment will be refunded.
  - If canceled 30 days prior to the tour beginning, 25% of the tour payment will be refunded.
  - If canceled 15 days prior to the tour beginning, 10% of the tour payment will be refunded.
- **NOTIFICATION OF CANCELLATIONS:** All cancellations must be advised by phone call and confirmed in writing (by mail, or e-mail) to Sloan Travel prior to tour departure during normal business hours (9:00 am to 5:00 pm MT, Monday through Friday). Notification shall be deemed to have taken place on the date of receipt of such phone or written notification by Sloan Travel. It is the client's responsibility to ensure that any notification of cancellation is received by Sloan Travel
- **CREDIT CARD PAYMENTS:** We accept most major credit and debit cards. A fee must be added to any amount being paid by Credit Card to cover the processing fee.
- **TRAVELERS WITH SPECIAL NEEDS:** Clients who require assistance must advise Sloan Travel at time of booking and must travel with a qualified travel companion. Sloan Travel drivers and guides cannot provide individualized help for walking, getting on/off motor coaches or other personal needs. As coaches are not equipped with wheelchair ramps, all tour members must be able to mount 4 or 5 steps into coach. Motorized scooters are unsuitable for touring. Sloan Travel is not responsible for denial of services by carriers, hotels, restaurants, or other independent suppliers, nor any additional expenses incurred. Due to space restrictions, passengers wishing to take wheelchairs, oxygen tanks, walkers or

other assistive devices must send a request in writing for approval. Sloan Travel reserves the right to remove any individual from a tour who has not provided the advance notification.

- **TRANSPORTATION:** Tours are operated by 50-56 seat motor coaches.
- **ACCOMMODATION:** Land arrangements are provided as described in each tour program. Sloan Travel reserves the right to substitute hotels for accommodations in similar categories if the hotel accommodations scheduled are not available.
- **VISITS, ENTERTAINMENT, ITINERARIES AND OTHER FEATURES:** Sloan Travel reserves the right to substitute visits, entertainment and other features when establishments are closed or cannot be visited for reasons beyond our control, or for the general convenience of the group.
- **SLOAN TRAVEL CANCELLATIONS:** If it becomes necessary to cancel a tour prior to departure, Sloan Travel will offer the next available date or will make a full refund of all monies paid to Sloan Travel. Sloan Travel cannot accept responsibility for any additional costs or fees relating to a tour booking or for any cancellation penalties due to non-refundable airfares or other costs.
- **LUGGAGE:** Handling of one piece of luggage per person is included in the cost of the tours. Size should not exceed 30 x 20 x 10 inches and weight should be under 50 lbs. Luggage is carried at owner's risk throughout the tour. Space is limited so pack lightly. Airlines impose their own restrictions, with which clients must comply. Please check with your carrier regarding luggage restrictions and costs.
- **TIPS:** Tipping is a common practice in the travel industry in Israel. Tips to the tour luggage handlers, hotel staff, guides, and drivers are included in tour cost and have been prepaid as part of your tour payment.
- Tips for lunches of 15-20% have not been included.
- An additional tip for excellent service can be given personally at the end of the tour for you Guide, Driver, or Tour Leader at your discretion.
- **CHILDREN/YOUNG ADULTS:** Children under 12 are not recommended for travel on coach tours, please discuss with the tour director for any children wishing to attend. Anyone under 18 years old must be accompanied by an adult.
- **SMOKING POLICY:** Smoking is not permitted on any motor coach.
- **NOT INCLUDED:** All items of a personal nature at each hotel (room service, beverages, telephone charges, laundry, special food requests, etc.) and meals not specified on the tour itinerary are not included and must be paid by the client at checkout.
- **DOCUMENTS:** All tour documents will be emailed.

- **UNUSED TOUR ARRANGEMENTS:** Sloan Travel cannot make refunds or exchanges for unused accommodations, services or features of any tour unless agreed upon in writing prior to the tour start.
- **RESPONSIBILITY:** Sloan Travel, its employees, directors, officers and shareholders (collectively, "Sloan Travel") does not own or operate any entity which provides goods or services for your trip, including, for example, lodging facilities, transportation companies, local ground operators, entertainment, food or drink service providers, equipment suppliers, etc. As a result, Sloan Travel is not liable for any negligent or willful act or failure to act of any such person or entity. In addition, Sloan Travel is not liable for any negligent or willful act or failure to act of any person or entity it does not own or control, nor for any act or inaction of any other third parties not under its control. You may see the name Sloan Travel affixed to motor vehicles or elsewhere. This use of those names is for reasons of identification and does not denote ownership, supervision, or control by Sloan Travel in any way. Without limitation Sloan Travel is not liable for any direct, indirect, consequential, or incidental damage, injury, death, loss, accident, delay, inconvenience or irregularity of any kind which may be occasioned by reason of any act or omission beyond its control, including, without limitation any willful or negligent act, failure to act, breach of contract or violation of local law or regulation of any third party such as an airline, train, hotel, bus, taxi, van, local ground handler or guide, financial default or insolvency of any supplier which is, to, or does supply any goods or services for this trip. Sloan Travel is not liable for any loss, injury, death or inconvenience due to delay or changes in schedule, overbooking of accommodation, default, insolvency or bankruptcy of any third party, attacks by animals, sickness, the lack of appropriate medical care, evacuation to same, if necessary, weather, strikes, acts of God or government, acts of terrorism, or the threat thereof, force majeure, war, quarantine, epidemics, or the threat thereof, criminal activity, or any other cause beyond its control. Sloan Travel reserves the right at its sole discretion to alter the itinerary as it may deem necessary or advisable.

It is the travelers' responsibility to obtain the correct travel documentation (passport, visa, identifications) for the destination(s) to be visited. Sloan Travel is not responsible for penalties incurred for tickets, international or domestic due to schedule and/or flight changes.

Prior to full payment there is a potential for a price increase(s) due to fuel surcharges imposed by bus companies or other supplier price increases, as well as the potential for increases in government-levied taxes and fees. Once full payment is made, there will be no price increases. Passengers may accelerate full payment to avoid any price increases.

Sloan Travel reserves the right at its sole discretion to decline to accept or retain any passenger on any of its tours if it deems accepting or retaining any such person as being detrimental to the tour. In the event any passenger is removed

from a trip, Sloan Travel's only obligation is to refund to that person that portion of the payment allocable to unused services. Each provision of this clause is severable and if any provision is held to be illegal, void or unenforceable in whole or in part, the legality, validity and enforceability of the remaining provisions shall not be affected or impaired.

Changes in these Terms and Conditions can be made only in writing signed by an officer of Sloan Travel.

- **BINDING ARBITRATION:** Any disputes concerning this contract, the brochure or other literature about your trip or the trip itself shall be resolved solely and exclusively by binding arbitration according to the then current commercial rules of the American Arbitration Association. Any such arbitration will take place in Boise, Idaho. In any such arbitration, the substantive (but not procedural) law of Idaho will apply. The arbitrator and not any federal, state, or local court or agency shall have exclusive authority to resolve any dispute relating to the interpretation, applicability, enforceability, conscionability, or formation of this contract, including but not limited to any claim that all or any part of this contract is void or voidable.
- **EMAIL USAGE:** By providing your email address to Sloan Travel, you consent to receive emails.
- **VALIDITY:** Tour rates are quoted on a per person, double occupancy basis. Unless otherwise indicated, all prices are shown in U.S. dollars. Sloan Travel reserves the right to alter prices if circumstances so warrant. Any devaluation or revaluation of currencies may affect published prices.