

A decorative graphic featuring three blue circles of varying sizes, each composed of concentric rings. Two thin blue lines intersect at a point between the top and middle circles, extending towards the top-left and bottom-right corners of the page. A third thin blue line extends from the bottom-right corner towards the bottom-right circle.

Shalom Jerusalem PilgrimTours (Pty) Ltd

RESERVATION CONFIRMATION

### ISRAEL WITH THE WEST BANK, GAZA STRIP, AND GOLAN HEIGHTS



### Registration Terms and Conditions

The content of our contractual conditions governing in our tourist package. Since the general contractual conditions are updated from time to time with suppliers in line with changes in the relevant regulations, we would refer to the content as general contractual conditions that apply when confirming bookings.

Please read this general information about your related tour conditions. You need to be aware of them before you book your Tour.

1. Registrations
2. Price
3. Excluded Price
4. Payment & Deposit
5. Confirmation of Booking
6. Travel Documents
7. Travel Insurance
8. Health and Safety
9. Passports
10. Visas
11. Personal Items
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13. Special Requests
14. Right to Reject
15. Compensation
16. Arbitration
17. Legal Jurisdiction
18. Lost Tickets
19. Changes to Itinerary
20. Accommodation
21. Air Transportation
22. Cancellations
23. Claim to Refund
24. No Variations of Conditions
25. The Company
26. Responsibility
27. Indemnity
28. Agreement

Please contact your Agent for assistance with Travel Insurance and the Policy Terms and Conditions.

Welcome on Tour with Shalom Jerusalem Pilgrim Tours and our Agents. We are looking forward receiving you on tour and enjoy an unforgettable journey together with you, your family and friends.





P.O.Box 9922, Kempton Gate, Gauteng, South Africa, 1619  
Tel. +27 11 976 4865 | +27 11 393 4724 | Broadband (VOIP):+27 87 701 4865

## CONFIRMATION OF RESERVATION

Booking Reference (Office use)

### TERMS & CONDITIONS APPLY SHALOM JERUSALEM PILGRIM TOURS

#### TO BE COMPLETED BY THE PASSENGER

Tour Name		Departure date: (dd/mm/yy)	
Departure city		Return date: (dd/mm/yy)	
Number of people		Travel Insurance Required Y/N	
Single Room Occupancy		Shirt Size	<b>Male:</b> <b>Female:</b>
Double Room Occupancy		Shirt Size	<b>Male:</b> <b>Female:</b>
I would prefer to have a single room and I agree to pay the single room supplement <input type="checkbox"/>		Baptism Request: _____	Renewal of Vows: _____

#### PERSONAL PARTICULARS

Name as in passport - First Name/s \_\_\_\_\_ Surname \_\_\_\_\_

Title (Rev/Dr/Mr/Mrs/Miss) \_\_\_\_\_ Identity Number \_\_\_\_\_ Age \_\_\_\_\_

Nick Name \_\_\_\_\_ Gender Male/Female \_\_\_\_\_

Physical Address \_\_\_\_\_ Postal Code \_\_\_\_\_

Postal Address \_\_\_\_\_ Postal Code \_\_\_\_\_

Marital Status \_\_\_\_\_ Occupation \_\_\_\_\_

Email \_\_\_\_\_ Contact Numbers Including Area Code (H) \_\_\_\_\_ (O) \_\_\_\_\_ (Mobile) \_\_\_\_\_

Date of Birth (DD/MM/YYYY) \_\_\_\_\_ Nationality \_\_\_\_\_

Passport Number \_\_\_\_\_ Date of Issue \_\_\_\_\_ Date of Expiry \_\_\_\_\_

Country Of Issue \_\_\_\_\_ Country of Birth \_\_\_\_\_

I do not presently have a qualifying passport. I submit my registration based on the understanding that I will apply for a Passport as a matter of urgency. ☐

For a passport to be eligible for travel there has to be enough blank pages and the expiry date is not allowed to be with-in six months from date of return journey \_\_\_\_\_

#### DETAILS OF ROOM PARTNER

It is the responsibility of the passenger to find his/her twin share partner.

Name as in passport - First Name/s \_\_\_\_\_ Surname \_\_\_\_\_

Title (Rev/Dr/Mr/Mrs/Miss) \_\_\_\_\_ Identity Number \_\_\_\_\_ Age \_\_\_\_\_

Nick Name \_\_\_\_\_ Gender Male/Female \_\_\_\_\_

Physical Address \_\_\_\_\_ Postal Code \_\_\_\_\_

Postal Address \_\_\_\_\_ Postal Code \_\_\_\_\_

Marital Status \_\_\_\_\_ Occupation \_\_\_\_\_

Email \_\_\_\_\_ Contact Numbers Including Area Code (H) \_\_\_\_\_ (O) \_\_\_\_\_ (Mobile) \_\_\_\_\_

Date of Birth (DD/MM/YYYY) \_\_\_\_\_ Nationality \_\_\_\_\_

Passport Number \_\_\_\_\_ Date of Issue \_\_\_\_\_ Date of Expiry \_\_\_\_\_

Country Of Issue \_\_\_\_\_ Country of Birth \_\_\_\_\_

I do not presently have a qualifying passport. I submit my registration based on the understanding that I will apply for a Passport as a matter of urgency. ☐

For a passport to be eligible for travel there has to be enough blank pages and the expiry date is not allowed to be with-in six months from date of return journey \_\_\_\_\_

#### IN CASE OF EMERGENCY, PLEASE CONTACT

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Contact Number Including Area Code \_\_\_\_\_ Mobile Number \_\_\_\_\_

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Contact Number Including Area Code \_\_\_\_\_ Mobile Number \_\_\_\_\_

## TOUR TERMS & CONDITIONS

Passengers are deemed to have read, understood and agreed with the following tour terms and conditions. Shalom Jerusalem Pilgrim Tours are referred and known as "The Company":

Co-operative Agent and Affiliated Agents are appointed authorized agents, promoting, selling and advertising independently the product in co-operation with The Company.

### 1. REGISTRATIONS:-

Registration is confirmed upon Completion of all required documentation, signed agreements and the receipt of a payment, reflecting available in the bank account of The Company. It will be the responsibility of the travel passenger to complete all documentation with correct details and information relevant to the requirements. FINAL PAYMENT:- To be paid in full 75 Days before departure date. Late payments can have influence on price due to currencies

### 2. PRICE:-

Upon purchase of Travel Services, you will receive an itinerary with specific details about what is included in your package (such as airfare, meals, transfers, accommodations and entrance fees). All Group Travel Services offer professional guides and/or shared services, transportation). Group services require a minimum number of 25 or participants which determined the price.

All prices are ex departure point indicated in the tour program and based on prices and rates of exchange ruling at the time of preparation of the document in which the quotation is made and is subject to increase without notice. All prices quoted are per person sharing. Single Supplement will apply if not sharing. The price may be effected by currency. Prices are deterrent upon a group travelling together as per calculation during the time of preparation.

The Tour Price is based on airfare and tariffs for land arrangements and hotels as well as International "Rates of Exchange" available at the time of preparation of the Tour Program. The tour Price is subject to any alteration in the above and tour members will be advised of such changes, if any, when they become available. Should there be less people than the requested number of group, Shalom Jerusalem Tours will notify the group in advance or offer alternative options.

### 3. EXCLUDED IN PRICE:-

The following items are excluded:

- . Costs of obtaining passport (if required)
- . Excess baggage charges;
- . Travel insurance;
- . Travel airfares and airport departure and arrival taxes from other destinations are not included in the itinerary;
- . Any item or service not specifically listed in the itinerary as included
- . Any expenses of a personal nature
- Meals not mentioned in the itinerary and lunches on route
- Farewell meals (own account);
- Optional tours; private transfers
- Tips to driver, guide, hotel and restaurant staff
- Tips to Cruise Staff

### 4. PAYMENTS AND DEPOSITS:-

To reserve and secure your place on a journey, a deposit is required to confirm your seat. The balance is required to be paid no less than 75 days prior to the journey start date. If the journey start date is less than 75 days from the date of reservation, payment in full is required. If payment of the balance is not received and reflecting available in the banking account of The Company by the due date, The Company reserves the right to treat the booking as cancelled by you and to apply our cancellation conditions accordingly. In the event that you cancel your trip for whatever reason, your deposit or payment can be forfeited according to the Terms and Conditions. Payment arrangements must be confirmed beforehand with The Company, Co-operative Agent or Affiliated appointed authorized agents. PLEASE TAKE NOTE: LATE PAYMENTS CAN EFFECT THE PRICE OF THE ENTIRE GROUP. Payments strictly 75 Days before departure. The fluctuation of the currency can effect the price at the time of payments to the supplier.

### 5. CONFIRMATION OF BOOKING:-

Upon completion of all documentation and deposit payment, The Company or Co-operative Agent or Affiliated appointed authorized agents will send you an email with details of your confirmed booking. All terms and conditions apply.

### 6. TRAVEL DOCUMENTATION:-

It is the passenger's sole responsibility to ensure that all travel related required documentation is valid, legal and according to each countries specific requirements. The Company, Co-operative Agent or Affiliated appointed authorized agents will not take any responsibility of incorrect details, fraudulent information or any information of illegal context. It is the passenger's sole responsibility

to ensure that the passport is valid for (6) months beyond the conclusions' of the tour as well as the necessary visa arrangements, vaccinations, health certificates and all necessary required travel documents.

We would like to draw your specific attention to the fact that you are responsible for your own passports, visa's vaccinations and inoculations Please return this form to your agent or when confirming a booking. Confirmation of Booking will be released after we have received full payment, copies of Passports and this completed booking form.

Kindly ensure that when traveling, you have made provision for Travel Insurance to cover you for any unforeseen accidents, delays or any cause.

The Company exempt itself from all claims and responsibility that is not part of our booking terms or terms and conditions. Ensure that you have read all terms in your Travel Insurance. It is the passenger's duty to notify the agent of any health conditions before traveling.

### PLEASE TAKE NOTE:

You must follow the advice and direction provided by The Company Tour Leaders, guides and our service providers, comply with the local codes of conduct and act in a prudent and sensible manner at all times. Some activities, meals and times in our journeys may not be suitable for children.

The Company does not hold itself responsible for any delays prior to departure, or during the course of its tours. Travellers participating on daily tours must ensure that they are on time when the busses depart. Appointments have been made prior to the Tour and delays may cause effect of not being able to schedule a new appointment or visiting sites on the itinerary. Deviating from times schedules and program may result in uncompleted itineraries.

PASSENGERS DEVIATING FROM THE TOUR, OR LEAVING THE TOUR FOR ANY REASON, WILL BE RESPONSIBLE FOR ANY COSTS AND WILL NOT RECEIVE ANY REFUND FOR PLACES NOT VISITED. THE ORGANISING AGENTS RESERVE THE RIGHT TO CHANGE THE ORDER OF THE TOUR IN ISRAEL ACCORDING TO AVAILABILITY OF HOTEL ACCOMMODATION.

### 7. TRAVEL INSURANCE:-

The Company strongly recommends all passengers to purchase adequate travel insurance to cover for any unforeseen circumstances such as trip cancellations, medical and loss of baggage, etc. It is advisable that you read and fully understand the terms of your Travel Insurance before you travel. The Company, their staff, Co-operative Agents, Affiliated Agents, assistants will not be responsible or liable if the Client fails to take adequate insurance cover or at all.

It shall not be obligatory upon The Company to effect insurance for the Client except upon detailed instructions given in writing and all insurance effected by The Company pursuant to such instruction will be subject to such exceptions and conditions as may be imposed by the insurance company or underwriters accepting the risk, and The Company shall not be obliged to obtain separate cover for any risks so excluded. Should the insurers dispute their liability for any reason; the Client will have recourse against the insurers only. Please note that various credit card companies offer limited levels of travel insurance, which The Company does not consider sufficient cover for international travel. Kindly check with the respective credit card companies in order to obtain the specific details of the Travel Insurance cover. Please take Note: People over the age of 69 (sixty nine) years are not covered under the normal group insurance and will be required to make alternative arrangements.

### 8. HEALTH AND SAFETY:

The Company will take all reasonable measures expected of a tour operator in relation to your safety. Your booking contract is established on understanding that the persons traveling are usually in good health and are able to meet the physical demands of the journey booked. All journeys are undertaken at your own risk and we reserve the right to refuse passengers participation in a particular activity or a complete journey if we believe it is for their own safety and the safety of other passengers. It is the passenger's obligation to notify the agent of any health conditions before traveling.

### Medication:

**You may need documentation from your doctor and/or international program advisor that details the dates and duration of the program to give your insurance provider in order to have sufficient medication to cover the entire period. Shalom Jerusalem Tours do not take any responsibility of medication. The traveller will be required to keep medicine in their own safety.**

### 9. PASSPORTS:-

If you are a South African citizen and you are travelling to another country, you will need to have a valid South African passport. To apply, you need to complete the correct form and submit it to the Home Affairs domestic office.

- Have proof of your identity.
- Supply two passport photographs.
- Have your fingerprints taken.
- Pay the fee required.

Don't wait for your passport to arrive before you sent in your registration form. You need to send in your completed registration form and deposit to reserve your seat. You can fax through a copy of your passport when it arrives.

### 10. VISAS:-

Different embassies/consulates require varying lengths of time to process Visa applications. The Company renders assistance in Visa application wherever possible, The Company cannot; however guarantee the approval of such Visa application. This service is subject to charges. If, for any reason, application for Visa or exit permit is rejected, full refund of all monies paid (excluding Visa application fees paid to the respective embassies) will be made if the result is made known to The Company at least 75 days prior to departure. If less than 60 days notice is given, the relevant cancellation fees stated under cancellation of this policy and /or in the addendums to the terms and conditions, will fully apply. Additional Visa costs apply to any Non-South African citizen and passport holder.

The Company, Co-operative Agent and Affiliated appointed authorized agents will not be liable or responsible of the tour fare if the passenger is deported, refused entry by any countries official immigration authorities on the tour for whatever reason, including improper travel documents, quarantine, custom regulations, armed possessions of any unlawful forces or irregularities that may cause harm/threat or damage to person or property.

### VISA APPLICATIONS:-

All single, groups and business individuals submitting any passports for a visa, must attach the following:

1. Complete visa application form
2. Passport size photo- no copies (Color)
3. Copy of Passport and Original Passport
4. Copy of Itinerary
5. Copy of Airline ticket

### 11. PERSONAL ITEMS AT OWN RISK:

Passengers are reminded that luggage or personal property taken on tour is at owner's risk and passengers themselves are advised to insure it. Deposit and cancellation insurance, personal accident and sickness insurance are NOT automatically included.

### 12. BAGGAGE:-

Baggage handling is only included in the Travel Services if indicated in the itinerary. Unless insured, ALL Baggage and personal effects remain at the owner's own risk. Check with your airline for baggage restrictions applicable to flights. Travel insurance which provides protection against lost and damaged luggage, is strongly recommended. The Traveller will be fully responsible to report any baggage going missing, damaged or delay due to the Airlines to the insurance immediately before leaving the Airport.

### 13. SPECIAL REQUEST:-

Any request regarding special meals, dietary requirements, adjoining/adjacent room arrangements, assistance etc. shall be communicated to the Company, Co-operative Agent or Affiliated Agent upon the booking reservation confirmation. Please note that such requests are subjected to the availability and confirmation from service providers and will be confirmed if available.

### 14. RIGHT TO REJECT - RIGHT OF REFUSAL

The Company reserves the right to cancel or withdraw any itinerary or any bookings made for a passenger or decline to accept or retain any person as a member of a tour if any such person may appear likely to endanger the health, safety or impair the comfort and enjoyment of others on the tour. The Company further reserves the right to cancel this reservation if for any other reason; any airline, hotel or other contractor refuses to allow passenger to take part in the tour. In any of the foregoing events, The Company's sole liability shall be to refund to the client any monies paid less the amounts for services utilized, administration and cancellation fees. All terms and conditions apply.

## TOUR TERMS & CONDITIONS - CONTINUE

### 14. RIGHT TO REJECT - RIGHT OF REFUSAL - CONTINUE

The Company reserve the right to cancel any passenger from a tour with immediate effect, in the interest of the tour group. If such an action is necessary, the Company will refund payments made by the passenger within the terms and conditions of the agreement and to any rights of the Company, their staff, Co-operative Agents, Affiliated Agents and service providers.

### 15. COMPENSATION:

The Company will not be liable to pay compensation if changes occurred due to unusual and unforeseeable circumstances beyond our control, the consequences of which neither we nor our suppliers could avoid.

We regret that The Company cannot accept liability or pay you any compensation where our contractual obligations are prevented by, or you suffer any damage or loss as a result of 'force majeure'. Force Majeure means any unusual and unforeseeable circumstances beyond our control, the consequences of which neither we nor our suppliers could avoid. Such events may include war or threat of war, riots, civil strife, and terrorist activity, industrial disputes, natural or nuclear disaster, fire, adverse weather conditions, level of water in rivers, streams or canons or other similar events beyond our control.

### 16. ARBITRATION:

Should you experience a problem, you must notify The Company or representative immediately, who will endeavor to resolve the problem at this time. In the unlikely event that you are not satisfied with the measures undertaken to deal with your grievance and you would like to pursue the matter further, you are required to put your complaint in writing to The Company within 2 weeks of your journey end date providing all the relevant details. We undertake to deal with any dispute in a timely manner, taking into consideration the terms and conditions set out here.

### 17. LEGAL JURISDICTION:

All arrangements are subject to the law of the country where the conveyance or hotel or other service is to be provided. Any disputes will fall under the jurisdiction of the Gauteng Province, Republic of South Africa.

### 18. LOST TICKETS / COUPONS:

The Company cannot be held responsible for the obtaining of refunds on lost or unused tickets, coupons or vouchers, although every effort will be made to claim settlement on behalf of passengers.

### 19. CHANGES TO ITINERARY:

Attention is drawn to the frequency of changes in official timetables and passengers are urged themselves to verify any times of departure shown in any programme or itinerary. Should weather or circumstances not permit the itinerary, it might change in accordance or moved to an alternative day or schedule which permits the tour to continue without delay.

You need to be aware that the nature of this type of Tour requires flexibility and you need to allow for alternatives. The outline itinerary provided for each guided journey is an indication of what walks may be undertaken and does not form a contractual obligation on the part of the Company.

The routes and schedules may be subject to alteration without prior notice due to unpredictable or unforeseeable circumstances. Therefore we reserve the right to change the itinerary depending on availability of suppliers, disruptive weather conditions, emergency repairs, government closure of sites etc. In the event of a change, a supplier of equal or greater value and quality will be chosen where possible.

In the case of minor changes, we will, if able to, advise you of such changes but we are not obliged to do so nor are we liable to pay any compensation. In the event of a sizeable change The Company will make every effort to provide you with as much advance notice as possible.

### 20. ACCOMMODATION ARRANGEMENTS:-

Tours are planned on the basis of per person sharing. Accommodation are provided on the basis of two persons sharing a room with two twin beds in the hotels selected for the tour. The Company and agents reserve the right to substitute hotels of the same category when necessary for the proper handling of the tour. A limited number of single rooms are available for an additional fee. A tour participant must pay this fee when he/she is the sole occupant of assigned accommodation.

Please note that the term "single" refers to a person traveling alone and not as reference to marital status.

**SHARED ROOM:** If a roommate is requested and one cannot be confirmed prior to the tour, the tour participant must pay the single supplement in order to receive final documents. If the Company succeeds in finding a roommate, but one of the parties intending to share the room should cancel, the remaining party must pay the single room price of supplement. The single supplement will be provided to you upon request.

The Company does NOT assume responsibility for roommate assignments that do not work out and where for reason beyond their control. The Company cannot accommodate any participant on this basis, the passenger will be obliged to pay the supplement for a single room unless he /she can arrange with two other passengers of the same sex to share with them.

### 21. AIR TRANSPORT:

The airline concerned is not to be held responsible for any act, omission or event during the time passengers are not on board their aircraft. The passenger tickets in use by the airline, when issued, shall constitute the sole contract between the airline and the purchase of these tickets and/or passenger. The airfare included in the tour price is based upon the fare in effect at the time of the printing and is subject to change. The tariff governing this airfare contains conditions and restrictions on its use. These will be provided upon request. The Company reserves the right, and if warranted, will pass on to participant, any price increase due to government airline tax increase and/or increase in fuel charges should they come into effect at any time prior to departure.

### 22. CANCELLATIONS:-

#### REFUND OF UNUSED SERVICES

There will be no refund for air tickets; accommodations, ground transportations; meals and sightseeing tours not utilized either in part or full. Terms and Conditions apply.

#### CANCELLATION BY PASSENGER:

A cancellation fee of R3500.00 per person will be levied in the event of a reservation being cancelled by a passenger. The amount is non refundable.

WRITTEN NOTICE TO THIS EFFECT IS REQUIRED. DEPOSITS ARE NON REFUNDABLE.

The Company reserves the right to retain the whole or part of the TOUR PRICE paid in the event of cancellations less than 60 days prior to departure. Any possible name changes amounts will be for the account of the cancellation party. Name changes are not always possible.

#### CANCELLATION OF TOUR:

The Organising Agents reserve the right to cancel the Tour as stipulated within the terms and conditions. In such event, any monies paid will be refunded, less any expenses, disbursements or other commitments incurred on behalf of the passengers, and in such event no further or other liabilities whatsoever will be accepted by the Company.

The right is further reserved to modify the tour in any way they deem advisable. In this event, the projected tour will not be proceeded with unless a minimum number of passengers (at the discretion of the Company's participate.)

#### CANCELLATION DUE TO SAFETY:

In consideration for the safety of passengers, the Company reserves the right to cancel the tour, in which event the entire amount received, will be refunded without any further obligation on the part of the Company.

It is strongly advised that all Clients take out adequate insurance cover such as cancellation due to illness, accident or injury, personal accident and personal liability, loss of or damage to baggage and sports equipment (Note that is not an exhaustive list).

#### CANCELLATION DUE TO MINIMUM PASSENGER REQUIREMENTS

Minimum passenger requirements:

Our guided journeys are based on an achieving a minimum number of passengers as stipulated on our itinerary or minimum of 25 people. In the event of the cancellation of a guided journey by us due to minimum numbers not being reached we will offer you the choice of an alternative journey of equal value, if available, or a journey of lesser value if you request it, again if available. If a journey of lesser value is chosen we will provide a refund of the difference in price between the original booking and the journey of lesser value; if a journey of high value is chosen we will require you to pay the difference between the original booking and the journey of higher value; if no new journey is chosen we will provide you with a timely refund of monies paid by you to The Company under the original booking. The company reserves the right to request proof of the account holders bank account to avoid any misunderstanding. Refunds can take up to 7 days.

#### 23. CLAIM TO REFUND:-

Passengers, Co-operative Agents, Affiliated Agents or representatives have no authority or permission to refund any monies paid or gives any right to claim a refund from the Company or on The Company's behalf. All contracts signed are legal and binding.

#### 24. NO VARIATION OF CONDITIONS:-

These terms and conditions shall not be amended or waived by written agreement between you and The Company.

#### 25. THE COMPANY:-

The Company will remain the authorizing party and no direct booking confirmations nor changes on behalf of the Company will be acceptable. All tickets issuing or obtaining the issue of any ticket or coupon, on making any arrangement for transport or conveyance, for any accommodation, the Company act as the Wholesaler providing and arranging all the services.

Only The Company shall be entitled to make any arrangements for the issue of any ticket or coupon or for transport or for conveyance or for accommodation as they in their entire discretion may deem advisable.

The Company shall not be liable in any circumstance whatsoever and whether in contract or deficit for any damage, injury (including death), loss, delay, or inconvenience of any sort whatsoever which shall be caused to any passenger, whilst on tour or journey or whilst the Company or for any alleged failure by the organising agents to make satisfactory or any arrangements, and whether caused through the act or default of any of the servants, agents or subcontractors of the Company. The Company and its Organising Agents undertakes to provide the services that are detailed under your booking number above and you hereby agree to our Standard Terms and Conditions available upon request.

#### 26. RESPONSIBILITIES:-

The Company makes arrangements for the tour services described in the package including transportation, sightseeing and accommodation. These tour services are not directly provided by The Company, but by airlines, hotels, and other respective suppliers or operators who are independent, contractors and are not agents or employees of The Company. The Company does not accept any liability, whether negligent or otherwise of those airlines, coach operators, shipping companies, hotels or other persons providing services in connection with your tour pursuant to a contract between them and yourselves over which The Company has no direct and exclusive control. The tour passenger agrees that neither The Company nor the employees or agents shall be liable for any damage, loss, inconvenience or expenses occasioned by any act or omission of any supplier providing tour services or of any other person, or by any change in itinerary unless caused by the negligence of The Company or its employees in its contracted duty. The passenger expressly waives all rights, which he or she may have against The Company in connection with the foregoing.

## TOUR TERMS & CONDITIONS - (Continue)

### 26. THE RESPONSIBILITY:- CONTINUE

The Company does not accept any liability in contract or in tort for any injury, damage, loss, delay, additional expenses or inconvenience caused directly or indirectly by events which are beyond its control, or which are not preventable by reasonable diligence on its part including but not limited to war, civil disturbances, fire, floods, unusually severe weather, acts of God acts of government or any authorities, accidents to or failure of machinery or equipment or industrial action.

The Company reserves rights to alter routes, timetables, itineraries, and accommodation reserved if this is so necessary or in the case of force majeure and to cancel any tour prior to departure for any reason including insufficient number of passengers. The Company will as far as possible try and notify the client 60 days prior to departure in the case of cancellation due to insufficient numbers or as early as possible if cancellation is due to other factors. The Company will recommend alternative tour to the same destination or other tours. Shalom Jerusalem Tours reserves the right to determine if smaller group travel will be financially possible. In such cases a new price or itinerary will apply.

### 27. INDEMNITY:

Each Passenger agrees that he/she, his/her heirs, executors, administrators and/or assigns shall indemnify The Company, Co-operative Agents, Affiliated Agents its servants, agents from and against, any claims for damage from any cause whatsoever to any person who may have / make a claim against the Company or its Organising Agents or any of or their associates, whether for loss or damage to property in the custody of a passenger, whether or not such a claim is based on the negligence of the Company or its organising Agents, Affiliates, its servants or agents or any sub-contractors of the The Company. It is very important that you inform us immediately if you are not satisfied with any service as this will enable us to resolve the problem for you. If you do not give us the opportunity to resolve a problem, when it occurs, your right to compensation may be reduced or evoked.

#### INDEMNITY DUE TO WAR AND INSTABILITY

Due to war and instability in certain countries (e.g. Middle Eastern nations, Israel, North African nations, Far East, etc.) the Company cannot guarantee your safety and can therefore not accept any responsibility whatsoever and cannot be held liable for any damage, injury or death caused by road accidents, unrest, war, military actions, hijackings, bomb explosions and acts of terror in any way. Your safety is important to The Company and appointed Travel Agents and therefore the Tour Arrangers reserve the right to change or cancel any activity on the tour should they believe that the activity might endanger and/or be a possible threat to the attendee's life.

The Traveler further agrees to indemnify, hold harmless and indemnify The Company, the Co-operative agents, service providers and staff from any and all claims for damages, costs, expenses or attorneys fees brought by any third party arising from Traveler's participation in the Israel Trip. To the extent Traveler's minor child participates in the Israel Trip, Traveler further agrees to indemnify and hold The Company harmless from any and all claims which are brought by, or on behalf of Traveler's minor child(ren).

The Traveler further acknowledges that such risks can lead to serious injury, disability, loss of life and damage to property. Traveler voluntarily assumes any and all risks of injury, disability, loss of life and property damage, whether known or unknown while participating in the Israel Trip.

The Company is acting solely as an intermediary agent for the travel suppliers providing means of transportation, hotel and/or all other related travel services being purchased (the "Third Party Providers"). Shalom Jerusalem Pilgrim Tours therefore, shall not be liable or responsible for any injury, illness, loss or damage to any person or property or additional expense involved with travel resulting from acts of God, detention, annoyance, delays, quarantine, strikes, thefts, pilferage, force majeure, diseases, mechanical difficulties, failure of any means of transportation to arrive or depart as scheduled, civil disturbances, terrorism, government restrictions or regulations, and discrepancies or changes in transportation or hotel services or any other matter or event over which The Company has no control; or (ii) for any state of quality, hygiene, political. Stability, cuisine, sanitation facilities, cleanliness, telecommunications facilities, methods of conducting business, emergency medical evacuation, treatment or medical services existing at any travel destination. By embarking upon his/her travel, the passenger voluntarily assumes all risks involved with such travel, whether expected or unexpected. The issuance and acceptance of any exchange orders or tickets shall constitute consent by the purchaser and/or passenger to the foregoing conditions.

All exchange orders and tickets are also subject to such additional terms and conditions as the Third Party Providers may impose. Finally, The Company shall not be liable for any funds received from the purchaser and/or passenger and paid over to any third Party Provider which subsequently becomes insolvent or files any bankruptcy or similar proceedings or fails to deliver services.

GRATUITIES: Tour packages do not include tipping for porters and hotel staff. Tipping is compulsory should you make use of any of these services. Please consult with your tour specialist for up-to-date tipping recommendation in your travel destination.

### 28. AGREEMENT

This Agreement sets forth the entire agreement and understanding of the parties relating to the subject matter herein and supersedes any prior discussions or agreements between them. No modification or amendment to this Agreement, nor any waiver of any rights under this Agreement, shall be effective unless in writing signed by the party to be charged.

I confirm having read and accepted the "Notice to Participants on Insurance Cover Conditions" as published and agree that my participation shall be subject to all such terms and conditions. I furthermore declare that where the tour participant is either a minor or a person married in community of property that I sign this application in a "representative capacity" and declare that I am authorised to do so.

We kindly request to do all payments to Shalom Jerusalem accounts by method of Electronic transfer. Cash Deposits will incur a fee on our account and in such case it will have a great effect on Shalom Jerusalem Tours. Please request from your bank to do a bank transfer should you not have these facilities available.

#### Bank Details:

Shalom Jerusalem Pilgrim Tours

Standard Bank - Festival Mall - Kempton Park

Branch Code: 01-2442-(44)

Account: 023725516

The Tour Price is based on airfare and tariffs for land arrangements and hotels as well as International "Rates of Exchange" available at the time of preparation of the Tour Program. The tour Price is subject to any alteration in the above and tour members will be advised of such changes, if any, when they become available

Due to the policies of our suppliers we require full payment 75 days before departure from the entire group before we can proceed with final bookings and transfer of funds internationally. Bank charges, fees and currency will have effect on late payment transfers.

The Company and its organising Agents undertakes to provide the services that are detailed under your booking number above and you hereby agree to our Standard Terms and Conditions available upon request.

By signing this booking form you are deemed to have read, understood and accepted the Terms and Conditions and you agree to comply with them.

Your signature also means that you have the authority and contractual capacity to act on behalf of and bind the other people whose names appear on this booking form. If you do not have this authority they need to complete their own booking form. We need to have the details of your next of kin or someone that you would like us to contact in case of emergency or major change in your travel itinerary. Please fill in below.

We would like to draw your specific attention to the fact that you are responsible for your own passports, visa's vaccinations and inoculations Please return this form to your agent or when confirming a booking. Confirmation of Booking will be released after we have received full payment, copies of Passports and this completed booking form.

Kindly ensure that when traveling, you have made provision for Travel Insurance to cover you for any unforeseen accidents, delays or any cause. The Company exempts itself from all claims and responsibility that is not part of our booking terms or terms and conditions. Ensure that you have read all terms in your Travel Insurance. It is the passenger's duty to notify the agent of any health conditions before traveling.

Cancellations of booking terms apply. Passenger names as they appear in your passport (ID document for local travel). We charge a fee per change if a name is incorrectly spelt below, necessitating a name change with the airline. NB: Name changes can only be done before tickets are issued and are subject to airline approval, terms and conditions.

I have carefully read the above mentioned and agree to its contents, Indemnities, Terms and conditions. I have also been advised to purchase travel Insurance and I understand all terms to the cancellation policies outlined in the brochure apply to me with no exception. I have read the medical disclaimer and acknowledge responsibility for any medical care I may require on this tour. I hereby agree to Indemnify The Company, their staff, Co-Operative Agents, Affiliated Agents, Assistants and organizing bodies against all proceeding and liabilities whatsoever that may be taken or made against by reason of any claim or action of whatever nature, which may be brought by me or on behalf myself in respect of the foregoing. I have read and understood all the contents of the tour.

#### Unabridged Birth Certificate For Minors:

Under the new law, all minors under the age of 18 years are required to produce, in addition to their passport, an Unabridged Birth Certificate (showing the particulars of both parents). It is the responsibility of passengers to ensure their children have the correct documentation or risk being denied boarding. When a child travels with only one parent, additional documents should include an affidavit in which the absent parent gives consent for the child to travel, a court order granting full parental responsibilities or legal guardianship of the child, or the death certificate of the absent parent. The affidavit should be no more than 3 months old from date of travel. In the case of a child travelling with a person other than a parent, the Unabridged Birth Certificate must be supplemented by affidavits from the parents or legal guardians confirming that the child may travel with that person, copies of the ID documents or passports of the parents or legal guardian, and the contact details of the parents or legal guardian.

Authorized Signature Full Name: \_\_\_\_\_

Identity Number: \_\_\_\_\_ Email: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Signed on this \_\_\_\_\_ day of \_\_\_\_\_ at \_\_\_\_\_

#### ACCOMPANIED ROOM PARTNER

Authorized Signature Full Name: \_\_\_\_\_

Identity Number: \_\_\_\_\_ Email: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Signed on this \_\_\_\_\_ day of \_\_\_\_\_ at \_\_\_\_\_

I have read, understood and accepted the Terms and Conditions and am duly authorised to sign on behalf of the people listed above. Signature: (If under 21, parent/guardian's)

signature required) \_\_\_\_\_ Date: \_\_\_\_\_

