



# MEJDI TOURS

## **Terms and Conditions for Travelers Registered for the following tour:**

**Tour:** East Central Wisconsin Synod ELCA, Bishop Mansholt

**Dates:** **March 23 - March 31, 2020**

### **Cancellation Policy:**

All cancellations must be received by MEJDI in writing and will become effective as of date of postmark for appropriate refund minus the following fees:

121+ Days Prior: \$500 group deposit & 50% of per person deposits received\*

120-70 Days Prior: \$300 per person deposit

69-46 Days Prior: 40% of tour cost

45-21 Days Prior: 80% of tour cost

20 Days Prior or less: 100% of tour cost

## **MEJDI TERMS & CONDITIONS**

**Final Payment:** Final payment is due 90 days prior to departure.

**Prices:** Prices are per person and are based upon shared double occupancy (unless otherwise noted). Prices are also based on travelers holding a B2 tourist visa. Additional VAT will be collected if traveling on any other type of visa/documents. In case of human or computer error, MEJDI LLC reserves the right to re-invoice for the correct price or service. A full refund will be made to passengers who choose not to pay an increase, provided MEJDI LLC receives a written cancellation within five days of the price increase notification.

**Travel Insurance:** Travel insurance is not included in the tour price. MEJDI LLC strongly recommends the purchase of comprehensive travel insurance package, which covers health, lost luggage, trip cancellation and trip interruption. Please note that we cannot accept responsibility for any losses or expenses, which you or any member of your party may incur as a result of failing to secure adequate coverage. We can recommend travel insurance companies upon request.

**Passport and Documentation:** Your passport must be valid for at least six months following your entry date to your travel destination. MEJDI LLC is not responsible to provide any travel documents to any of our destinations, including visas. It is the sole responsibility of the traveler to confirm with the consulate of each country visited, about any necessary travel documentation/visas required to enter these countries.

**Airlines and Air Tickets:** Passengers are responsible to ensure MEJDI LLC has the correctly spelled names for air tickets reservations. Due to newly introduced security measures, any name change including minor spelling corrections may require airline reservations to be canceled and re-booked. MEJDI LLC will not be held responsible for the denial of services by a carrier due to any name discrepancy. Subsequent name corrections will be subject to an airline re-booking fee of up to \$300 per ticket. Air reservations are subject to availability at the time of re-booking. All airline tickets issued in conjunction with this tour are subject to air penalties per individual carrier's rules and regulations which will be applied.

**Airport Taxes and Fees:** All airline tickets are subject to a variety of foreign and domestic government taxes which include security charges, the September 11th Security Fee, airport facility charges, customs and immigration fees, inspection fees, fuel surcharges and more. Taxes and fees are subject to change. Airport taxes & fees which appear on the invoice reflect the taxes and fees that are applicable when the original reservation is completed. These taxes and fees may vary prior to airline tickets being issued. We reserve the right to amend the airport taxes & fees to reflect any changes prior to ticketing.

**Baggage:** Luggage is the responsibility of the passenger/s and that of the airlines. For lost/delayed luggage claims, the passenger is responsible for notifying the airline directly. If travel insurance policy was purchased, all damage/loss must be reported at time of incident and documented in writing by local authorities for submission to the insurance company. As all airlines differ and restrictions change periodically, we recommend that you call the airline directly with questions about your baggage allowance. MEJDI LLC shall not be held responsible for any delay or damage to or loss of luggage and/or personal items.

**Tour Itinerary:** MEJDI LLC reserves the right to change the itinerary due to unforeseen circumstances. In all cases, MEJDI LLC will do its best to maintain the content of the tour. If the tour services as indicated by the itinerary cannot be supplied or there are changes in the itinerary for reasons beyond the control of MEJDI LLC we will arrange for provision of comparable services. MEJDI LLC reserves the right to make changes in the itinerary whenever MEJDI LLC deems it necessary to the comfort, convenience and safety of the participant at any time. No refund will be paid for unused services such as: transfers, sightseeing, meals, hotel accommodation, entrance fees, and others that are listed in the tour program.

**Meals:** Meals are based on the hotel's or restaurant's buffet or set menu. In general, beverages are not included, unless specifically stated.

**Hotels Accommodation:** Hotels will be provided in accordance with the itinerary or similar. We reserve the right to make substitutions with hotels of equal standard. There will be no refunds for any difference in the cost of those accommodations. All rooms are standard twin-bedded rooms with private facilities, unless specifically stated. Special requests such as bed types, smoking preference and connecting rooms are subject to availability. Room selection in all cases, unless otherwise reserved, is strictly at the discretion of the hotel's management on a run-of-house basis. Triple rooms consist of standard twin beds plus a sofa/folding bed or cot for third person.

**Not Included:** Items of personal nature such as laundry, wines, mineral water, beverages, coffee, tea, meals other than described in the tour details, any other service not described as included, passport and visa fees, insurance.

**Emergency Numbers:** 1-703-349-1554 (USA) or 011-58-454-4847 (ISRAEL)

**Documents:** Your tour documents including: paper air tickets or E Ticket receipts, tour confirmation voucher and all other related information will be sent approximately two to three weeks prior to departure provided full payments have been received.

**Customer Service:** All customer service issues and refund requests must be submitted in writing and received no later than 30 days after your return. Refunds are subject to a processing fee of \$50 plus any hotel and/or supplier charges incurred. Airline flight cancellations and delays for any reason are not the responsibility of MEJDI LLC Submit your claim directly to the airline. MEJDI LLC does not guarantee airline response.

## **STATEMENT OF RESPONSIBILITY**

MEJDI LLC, Springfield, Virginia, and its employees, act only as representatives of agents of the various air carriers, hotels, public transportation companies and tour operators upon the express condition that they shall not be liable for any injury, damage, loss, accident, delay, or irregularities which may be occasioned either by reason of defect in any vehicle, or through acts of default of an company or persons engaged in conveying the passenger, operating contracted tour arrangements or otherwise of any hotel proprietor or servant.

MEJDI LLC accepts no responsibility for loss, damage, monies, additional expenses due to common carrier cancellations, delays or changes, weather, sickness, injuries, strikes, war, quarantine, or other causes beyond their immediate and direct control.

In addition, MEJDI LLC relinquishes all responsibility for travel by any tour participants if that travel is prior to, during or beyond MEJDI LLC published tour dates. Enrollment in and payment for the tour, constitutes your acceptance of the Terms and Conditions and Statement of Responsibility. The terms and conditions and statement of responsibility become a binding contract when your enrollment and payment are received and accepted by MEJDI LLC. This contract shall be governed by the laws of the state of Virginia.