

Holy Land Trip-Frequently Asked Questions

Total Trip Cost:

<u>Amount</u>	<u>Information</u>
\$3496	Per Person (with double room occupancy)
+\$698	Per Person (with single room occupancy)
+\$948	Petra Extension
+\$349	Travel Protection (optional) * increases with single room occupancy and/or Petra extension.

Early Registration Dates:

<u>Amount Off Total Cost of Trip</u>	<u>Months Prior to Departure</u>	<u>Register by Date</u>	<u>Amount Needed to Register (per person)</u>
\$125	10 months	02/27/2021	\$100
\$100	9 months	03/27/2021	\$300
\$75	8 months	04/27/2021	\$300
\$50	7 months	05/27/2021	\$300
\$25	6 months	06/27/2021	\$300

Registration Timeline:

<u>Date</u>	<u>Payment Due</u>	<u>Amount (per person)</u>
Now – 06/27/2021	Early Registration	\$100 or \$300
9/12/2021	First Payment Must Be Made	\$600 – Early Registration
9/13/2021	Second Payment	\$1,200
10/13/2021	Final Payment	Remaining Balance

What is EO's cancellation policy due to Covid-19 related reasons?

- ⇒ FUMC-Tulsa has the option to cancel their trip prior to September 12, 2021, with a full refund.
- ⇒ Each participant has the option to cancel their trip prior to September 12, 2021, with only a \$100 cancellation fee.
- ⇒ After that date, EO begins to charge cancellation fees, first for air and eventually for hotel and operator charges, and so at that point, if a participant cancels, there may be penalties if EO still is able to operate the tour safely.
- ⇒ If the US Government does not allow citizens to travel or Israel does not allow US Citizens to enter in December, then all those registered at that time would receive a full refund.
- ⇒ The Travel Protection Program will cover people registered who are unable to travel due to contact tracing or a positive test of Covid-19.
- ⇒ 100% of Cancellation Fees are covered by the optional Travel Protection Program provided premium has been paid and reason for cancellation is coverable.

How strenuous will the trip be?

- ⇒ You can anticipate walking 3 - 5 miles a day (though not all at once). It is recommended that you bring two pairs minimum of comfortable, broken-in walking shoes.
- ⇒ Those who cannot walk more than 100 yards without stopping will struggle. There are steep stairs getting on and off the bus, so an inability to navigate them will mean someone assisting or carrying you up and down.
- ⇒ Walkers and wheelchairs are impractical in the Holy Land, as many places are not accessible to them. A person would miss many sites waiting on the bus or at the hotel.

Can someone transfer their registration to another person?

- ⇒ Anyone can change their registration to a new person up to the second payment date without any penalties.
- ⇒ After that date, then the new person will have to pay any penalties or change fees to take the other person's place on the trip.

Can someone tour with our group but meet us in the Holy Land? If so, what is the price of a trip without airfare?

- ⇒ Yes, someone can travel *Ground Only* with your group.
- ⇒ They need to know that they are responsible for arriving at the first hotel and departing from the last hotel on their own.
- ⇒ If they do not arrive prior to the group or depart after the group from the same airports. It is recommended that they plan to arrive a day early if they are not flying with the group. That way, if there is a delay or cancellation of their flight, they have a day to get to Israel in time to meet up with the group. They are also fresh when the group arrives and meet the group at the airport to begin the tour.
- ⇒ The *Ground Only* price is \$1,598.00 per person (double occupancy room).

What type of airline ticket is included in the price (economy, business, first class, etc..)? Can someone pay more and upgrade their ticket?

- ⇒ The airline tickets are a group economy class. Yes, your people can upgrade, whether through EO or on their own.

- ⇒ Here is that process for upgrading through EO:
 - a) The people should register as guests.
 - b) They have to contact EO's Guest Service Team (Extension 590) and request the upgrade (Economy Comfort, Business Class, etc).
 - c) The Air Team will research and give them a quote for the upgrade. This amount is good for 24 hours. If they agree to the amount, then they have to pay for the full cost of the upgraded ticket at that time. If the tour should cancel, they will still own

the tickets, as they are purchased on the direct market and not through our group booking process.

Can someone pay for their flight or seat upgrade through EO using airline miles?

- ⇒ EO cannot process airline miles for someone.
- ⇒ If they want to use airline miles for their tickets, they have to follow the process above and travel *Ground Only* with EO.

With Covid can we expect anything unique about the layovers for the flights?

- ⇒ From Tulsa, there could be one or two layovers, depending on if we get a direct flight to the Northeast corridor within the domestic air budget.
- ⇒ Domestic layovers will be similar to any Domestic Flight layovers. People will be expected to wear masks except when eating or drinking (some airports do have zones where people can take a break from the mask).
- ⇒ This could change, but so far, we are seeing similar programs in international airports.

Does Israel require a visa for entrance?

- ⇒ There is no visa requirement for US citizens.
- ⇒ If you have someone who is not a US citizen, they should contact the Israeli Embassy or nearby consulate to see if their country is required to get a visa. They would then be responsible to get that on their own.

When people register for the trip through EO's website are they sent a confirmation?

- ⇒ At present (change in this process is on the way), a person receives a registration number after completing the registration online.
- ⇒ Once their payment is processed and their internal code number is assigned here at EO, they will then have a welcome letter sent out to them (this usually goes out on the following Wednesday).
- ⇒ Those who are sending a check to cover their deposit will have a delayed response, as the check must be received and deposited to complete the registration process.

What is the name of the trip insurance company that we can purchase through your website?

Do you have a link to their website so that people can see what it covers?

- ⇒ The company that we offer is [Trip Mate](#).
- ⇒ For questions on what is and isn't covered, it is recommended that people talk directly with Trip Mate, as EO cannot guarantee what will and will not be covered.
- ⇒ Here is more information from EO's website with more information about Trip Mate:
<http://www.eo.travelwithus.com/travel-info/travel-protection-plan#eotours>