

## 6. Cancellation Policy

- 6.1 If an Applicant wishes to cancel their place on the Programme, the Applicant must contact the Tour Operator in writing.
- 6.2 An Applicant who cancels a place prior to the 28<sup>th</sup> March 2022 will be entitled to a refund less the Administration Fee. If the Tour Operator informs an Applicant that their Application has been unsuccessful or that their place has been withdrawn prior to the 28<sup>th</sup> March 2022, the Applicant will be entitled to a full refund less the Administration Fee. Full details of deposit and balance payment deadlines can be found in the Tour Operator's brochure.
- 6.3 Any Applicant who cancels after the 28<sup>th</sup> March 2022, or if their place has been withdrawn for breaches of the Israel Tour Code of Conduct after the 28<sup>th</sup> March 2022, will be entitled to a refund on the basis set out in clauses 6.3.1 to 6.3.4 below or liable for an outstanding balance if amounts remain due and owing to the Tour Operator.
  - 6.3.1 61 days or longer prior to departure date: 100% of amount paid (or payable) less deposit and the Administration Fee;
  - 6.3.2 From 31-60 days prior to departure date: 50% of amount paid (or payable) less deposit and the Administration Fee;
  - 6.3.3 From 15-30 days prior to departure date: 20% of amount paid (or payable) less deposit and the Administration Fee;
  - 6.3.4 From 1-14 days prior to departure date: 0% of amount paid (or payable).

For the avoidance of doubt, if any monies are still outstanding at the time of cancellation, the Participant will be liable for these costs subject to the terms of the Cancellation Policy.

Please note: If a place on Israel Tour is cancelled, a re-application will only be accepted by the Tour Operator as advised by the Organisers at its sole discretion (although application via a different tour operator is permitted).

- 6.4 If an Application is rejected by the Tour Operator as advised by the Organisers for reasons relating to medical, welfare, operational and/or suitability for the programme then the Participant will be entitled to a full refund less the Administration Fee.
- 6.5 However, for the avoidance of doubt if a Participant and/or the Parent/Guardian cancels the Participant's place on Israel Tour for medical and/or welfare reasons that are covered by the Insurance Policy, the Cancellation Policy will apply and it is the responsibility of the Parent/Guardian to file an insurance claim through the Tour Operator. This will be in accordance with the insurance cover outlined in The Booklet.
- 6.6 If the Applicant fails to complete the Application Form or fails to provide subsequent information requested of the Applicant by the Tour Operator and/or the Organisers and/or fails to pay the balance as required, the Tour Operator as advised by the Organisers reserves the right to cancel the application for Israel Tour and it will be considered that the Applicant has cancelled the application for Israel Tour and the Applicant will be liable under the terms of the Cancellation Policy.
- 6.7 If a cancellation is due to the illness or death of the Participant or an immediate family relative of the Participant or is due to other exceptional circumstances as determined by FZY and provided that the Participant provides the Tour Operator with a valid medical or death certificate or independent verification of the exceptional circumstance (if requested) then the Tour Operator shall refund the monies paid less the Administration Fee and any third party

cancellation costs or charges incurred by the Tour Operator and the Organisers as at the date of the cancellation.

- 6.8 If the Participant fails to check in for their flight from the UK, and has failed to contact the Tour Operator to explain why circumstances have delayed the Participant's outbound travel and to obtain approval for a change of date for outbound travel, then the Tour Operator retains the right to cancel any other arrangements booked with the Tour Operator; the Participant will therefore be unable to use any connecting or return flights to the UK. No refund will be made for any unused arrangements in these circumstances.