

ISRAEL EXPERIENCE – FAQ

How do I Register for the Israel Experience?

Book your trip with us online by following the instructions below, by calling us at 800-921-4825 or by mailing your registration form and deposit to our address at BLUE DIAMOND TRAVEL, P.O. Box 242058, Little Rock, AR 72223.

- Click the "Sign Up" button found at the top of the website. Then follow the step- by-step instructions.
- Call 800-921-4825 and speak to one of our knowledgeable reservation coordinators who will be happy to assist you.
- Print off the Registration form, complete it and mail it to:

BLUE DIAMOND TRAVEL
P.O. Box 242058
Little Rock, AR 72223

What do I need to book my reservation?

To book a reservation you will need the legal name for each passenger in your reservation and a deposit per person. You will also need to read and agree to the Terms & Conditions before a reservation can be completed. A passport that expires 6 months AFTER the trip return date is required. A Visa is NOT required for the Israel trip. A Visa is needed for the Petra Extension. Blue Diamond Travel will take care of obtaining a Visa for each person that selects the Petra Extension.

Do I need to get any shots before going to Israel?

No shots are required for this trip. A Visa is NOT required for the Israel trip. A Visa is needed for the Petra Extension. Blue Diamond Travel will take care of obtaining a Visa for each person that selects the Petra Extension.

What is the reservation deadline (latest I can book) for my event?

There is no set deadline, but availability become limited as the event approaches. Special late accommodations can sometimes be made by contacting us at 800-921-4825.

Who can book a reservation?

Anyone over the age of 18 who is financially capable of making the required deposit can book a reservation.

Note: The person booking a reservation does not need to be traveling on the event, but they will need to accept financial responsibility for all individuals on the reservation. Children under the age of 18 are welcome on this trip if they are traveling with someone over the age of 18.

Will my credit card automatically be charged for payments?

No, we do not automatically charge your credit card. Passengers must log in to make a payment, or can call us at 800-921-4825 to make a payment over the phone. If you have made a payment on your credit card, we are able to add another payment to the same card with your permission. Please contact Kelly if you want us to add a charge to a previously used card.

I am travelling alone and I would like a roommate. How does that process work?

If you request, Blue Diamond Travel will attempt to put you with another traveler of your same gender requesting a roommate. If we can pair you with someone we will connect the two of you prior to the trip.

Note: Asking for a Roommate match does not guarantee one will be found, if no match can be found, you will be responsible for the single supplement fee of \$1250.

Can I use a credit card for my payment?

Yes. We accept Visa, MasterCard, Discover Card and AMEX. However, there will be a convenience fee for booking by credit card of \$175.00, \$25 for the deposit and \$150 for the trip balance. If you only book your deposit by credit card then the fee will be \$25.00.

Is the pricing per person?

Yes. All pricing is per person based on two passengers sharing the same room. There is a \$1250.00 fee for a single room.

What is the Payment Schedule and will I receive an invoice?

Invoices are PER PERSON and will be sent to the billing email address on file. If no billing email address is submitted at registration, invoices will be emailed to the email address used on the registration form. Invoices will be sent in early October for the 50% payment that is due November 1, 2019. Invoices will be sent in early December for the final 100% payment due January 10, 2020.

When will I receive my flight itinerary and seat assignment?

Blue Diamond Travel will contact you with your flight itinerary from JFK to Tel Aviv by the end of the Summer. You will use this to help coordinate your domestic flight if applicable. Please send Blue Diamond Travel your domestic flight information for our records. The airline will make the seat assignments 3-4 weeks before the trip and Blue Diamond Travel will send them out via email with a confirmation number and final travel details about 2 weeks prior to the trip.

When should I fly into New York City before the trip?

Our flights to Tel Aviv will leave in the evening on Saturday, February 15, 2020. Weather in NYC in February has been known to cause weather delays. While many people will fly in the day of the trip, often others will choose to fly in a day or two in advance. Blue Diamond Travel recommends that you plan according to your specific situation. Depending on where you live, and the weather in your area in February, you might choose to come into NYC early. Blue Diamond Travel will have group rates at a couple of local hotels. We will contact you with your options and we will be happy to help you with the hotel arrangements.

Are there specific dress code requirements for the Israel Experience?

There are no specific requirements when it comes to clothing for the Israel Experience. We suggest that you dress for comfort. This trip will be casual and your comfort is most important. There is no need for any dressy/formal clothes at any time. NOTE: A few places that we will go to require modest dress, which simply means that your knees and shoulders must be covered. Your guide will

notify you the night before a “modest dress” tour day so that you can be prepared.