



A Journey of Purpose, Passion, and Resilience

November 9-13, 2025

TERMS AND CONDITIONS

Made in Israel starts in Israel on **Sunday, November 9, 2025**, and concludes on **Thursday, November 13, 2025**.

The land package costs (“Package Costs”) are as follows:

\$4,500 CAD per person (based on single occupancy)

Price Based On:

- Approximate cost which is subject to change based on itinerary
- Minimum 20 participants
- Accommodation at the Carlton Hotel Tel Aviv

The Package Costs include:

- November 9 and November 13 one VIP group meet and greet service at the airport upon arrival and on departure
- November 9 and November 13 one group transfer upon arrival and departure
- 4 nights of accommodations at Carlton Hotel Tel Aviv
- 4 daily buffet breakfasts at Carlton Hotel Tel Aviv
- 5 lunches, per the itinerary
- 5 dinners, per the itinerary
- Entrance fees per the itinerary
- Speakers and entertainment as per the itinerary
- Transportation where required in a private, air-conditioned vehicle
- English speaking guide where required
- Armed security guard as required*
- Gratuities for bus driver and guide
- Water, snacks, and Wi-Fi on the bus

**Security will be provided based on the situation on the ground and in consultation with the Home Front Command.*

Additional costs (not covered under the Package Costs):

- International or domestic airfare

- Travel and medical insurance
 - Personal expenses and shopping
 - Spa treatments
 - Early check-in or late check-out at the hotel
 - Room upgrades or “extras” at hotel
 - Alcoholic beverages during meals, exception dinner November 12, 2025
 - Any meals or snacks not specified above
 - Pre/post mission travel arrangements
 - Double occupancy supplement fee of \$50 CAD per night
 - Optional add-on Shabbat weekend November 7,8 is available at the Carlton Hotel Tel Aviv, price TBC.
- If interested, please contact jennifer@chw.ca

The *Made in Israel* land package costs (“Package Costs”) are as follows:

Payment Schedule:

Charges will be made in installments as follows:

- \$500 CAD per person will be charged as a deposit (non-refundable) upon receipt of your registration
- \$2,000 CAD per person 2nd installment due on or before September 1, 2025
- Remaining balance in CAD due on or before October 1, 2025

Payments may be made by credit card through the CHW website (processing fees will apply); CAD bank draft; CAD money order; personal cheque; or by etransfer to donations@chw.ca

Cancellation Fees:

All cancellations must be made in writing to Jennifer@chw.ca. Cancellation terms will be applied based on the date that the written cancellation is received, per the schedule below:

Upon receipt of cancellation, the registration deposit is non-refundable, or it can convert to a donation with a full tax receipt.

1) Cancellation of the Entire Group

In situations where the entire group is cancelled for any reason, the cancellation fee will depend on the date when written notification of the request to cancel is received by the tour operator.

- Cancellations received **no later than September 15, 2025**, are subject to a cancellation fee equivalent to non-refundable deposit of \$500 CAD.
- Cancellations received **after September 15, 2025, but no later than 1 month** prior to commencement of the tour are subject to a cancellation fee of an additional \$2,000 CAD
- Cancellations received **less than 1 month** prior to commencement of the tour are subject to a cancellation fee which could be equivalent to 100% of the total group charges.

2) Cancellation of Individual Participants (but not the entire group)

In situations where one or more participants cancel participation, but the whole group is not cancelled, the cancellation fee will depend on the date when written notification of the request to cancel participation is received by the tour provider. **Please note that Section 2(a) below applies to Sections 2(b) through 2(d) inclusive.**

(a) For all cases below (i.e. Sections 2(b) through 2(d) inclusive), the **per person package price may also change for the entire group** as the result of one or more cancellations (either as per the terms of a price proposal already provided or, in the event of a group smaller than any group size for which pricing has already provided, as per the terms of new pricing to be provided). If and where applicable, this price change would be in addition to any cancellation fees detailed below.

(b) In the event of cancellations for any reason which are received **no less than 1 month** before commencement of the tour, there is no personal cancellation penalty aside from the non-refundable deposit.

(c) In the event of cancellations for any reason which are received **less than 1 month but no less than 15 days** prior to commencement of the tour, the cancellation penalty will be equivalent to the 80% of the full applicable per person price as per our Package Costs.

(d) In the event of cancellations for any reason which are received **less than 15 days** prior to commencement of the tour the cancellation penalty will be equivalent to 100% of the full applicable per person price as per our Package Costs.

3) Cancellation of the Entire Group in Exceptional Situations (as listed below)

Notwithstanding the terms detailed in Section 1 above, if the cancellation of the entire group unavoidably results from Force Majeure, Acts of God, or an escalation of the formal state of war declared by Israel, the following cancellation terms shall apply instead of those detailed in Section 1. Nevertheless, should the applicable terms below in 3(a) through 3(b) inclusive result in a cancellation fee higher than the fee that would be applicable as per the applicable terms detailed in Section 1 above, the terms of Section 1 will remain the applicable terms for such cancellation.

(a) Regardless of when the cancellation notice is received, any and all penalties, lost deposits, cancellation fees and other expenses incurred on behalf of the individual or entire group, by tour provider and as determined by tour provider at its sole discretion, will be charged in full to the individual. Such charges, when and if applicable, are separate from and in addition to the charges defined in Section 3(b) below. (All charges may be subject to Israeli VAT tax).

(b) Even when the tour provider succeeds in avoiding non-recoverable charges from many or even all the third party suppliers which are scheduled to provide their tour components while the CHW is actually in Israel, there nevertheless will always remain non-recoverable costs which result from contractual commitments related to the infrastructure necessary for each of the preparatory and delivery stages of the project including the comprehensive planning, sourcing, administration, and supervision necessary to meet the high-level and complex nature of the tour requirements. There may also be losses attributable to repurchase of foreign currency previously converted as preparation for the group's arrival. Consequently, **and in addition to any charges that might be applicable as per paragraph 3(a) above**, CHW will be charged for such unrecoverable production and staffing costs which will be extended proportionately to the group.

More than ever, travel insurance is a **vitaly important** feature of any planned travel and safeguards against unexpected developments. Comprehensive travel insurance helps to protect you from many otherwise

unavoidable financial implications which could result from cancellations, illness, and/or other causes. In view of the Covid pandemic, as well as other global developments, it is particularly important to cover as many eventualities as possible including the various travel, financial and medical consequences of sickness and/or quarantine prior to, during or following the planned tour and/or global or local upheavals and/or natural disasters. **We very strongly urge you to travel with appropriate and comprehensive travel and medical insurance.** For more information about travel insurance, please contact us.

General Notes

- If you arrive in Israel prior to ***Made in Israel*** officially begins or are extending your stay in Israel beyond the ***Made in Israel*** end time, and require arrival and departure arrangements, we will be happy to assist you with these bookings. Additional fees will apply.
- Current travel policies require that each participant have health insurance (including a section covering COVID 19).

Travel Documents

Passports

- To travel, you must have a passport that matches (exactly) the name on your ticket and is valid for at least six (6) months after the date of your return.
- **Copies.** We recommend that you carry copies of all your important documents when travelling (and/or leave copies with someone you trust at home) just in case you misplace the originals along the way. If you lose your passport, this may not solve the problem 100%, but it may help expedite a solution. CHW is not responsible for any costs associated with you losing a passport, visa, or other documents.
- **No Refunds.** CHW is not responsible and will not provide refunds if you are turned away because you didn't present a passport or the required visa, or if you are not eligible to enter the destination due to COVID-19 related travel restrictions. Remember—visas can take time to obtain, so please attend to this well in advance of your travel date.

The online application form, the *Made in Israel* Terms and Conditions, and the Insurance Waiver (Schedule A) constitute an agreement between you and CHW (Canadian Hadassah-WIZO).

Please note that the Government of Canada and the Government of Israel, have from time-to-time imposed travel restrictions and it is your responsibility to check whether you are eligible to enter Israel and travel back to Canada.

Please note the following:

Your Physical, Mental, and Emotional Health

Confirm your Health. We recommend that your doctor confirms that you are physically, mentally, and emotionally healthy before embarking on the ***Made in Israel*** trip. We recommend this because of:

- Mental and emotional stressors may present themselves during the trip
- Physical mobility challenges
- The physical stressors that may present themselves during the trip, including (i) a level of exertion, type of activity or environment that may react negatively with certain health conditions or medications taken (e.g. activities undertaken at altitude, in places with poor air quality, humid or dry climates, extremely cold or hot weather, or other factors); and (ii) some health conditions (e.g. diabetes, asthma, allergies, including a potential anaphylactic reaction, seizure disorder, cardiovascular issues, high blood pressure, or pregnancy) that can deteriorate quickly under certain conditions.

You should consider these issues carefully, and, as you deem appropriate, discuss these or other issues with your doctor, well in advance of the trip. **You assume full responsibility for selecting the activities that are suitable for you considering your condition and abilities.**

Photos and Video

The CHW team will be taking extensive photos, video and invite participants to share content provided on your own social media platforms. By joining the ***Made in Israel*** trip, you grant CHW permission to exhibit, publish, and display content featuring you across all media, with no time limit, for any reason, including those related to CHW'S initiatives. You agree that CHW may edit the content as it sees fit and that you won't be paid for your appearance in the "content".

Name: _____ Date: _____

Signature: _____

SCHEDULE A: INSURANCE WAIVER

I / we understand that I / we am responsible to take out a full comprehensive insurance package.

☐ Trip Cancellation

☐ Emergency Hospital / Medical including COVID 19 coverage

☐ Accident

☐ Baggage

I/we, the undersigned will not hold the travel agent, tour operator, or CHW responsible for any expenses incurred as a result of:

- a) My/our decision not to purchase travel insurance.
- b) Any additional supplement costs if my travel companion is unable to travel and I still choose to travel.
- c) The amount of sums insured or principal sums of insurance I/we have selected

I confirm that:

- a) I am in good health and capable of walking long distances.

CHW, the travel agent and or tour operator, its affiliates and related persons act only as ticketing agents for hotels, bus companies and those providing accommodations, transportation, meals, tours, sightseeing or other pertinent services and shall, in no way, be liable for damage, loss, accident, death, delay or other irregularity to any person(s) or property.

CHW, the travel agent and or tour operator, does not assume responsibility for failure of the passenger to obtain necessary documentation to travel; failure of the passenger to arrive at the airport on time of day of departure or missed connection; the need for the travel operation to change itineraries or substitute hotels, accommodations or services provided that every effort is made to supply the most comparable services and accommodations available.

_____ I / we have the authority to sign on behalf of _____

Date of travel: _____

Name: _____

Signature: _____ Date: _____

Email signed documents to: jennifer@chw.ca