UJIA Israel Experience

Israel Tour

Important Information Booklet and Terms & Conditions

Youth Movement/Organisation Programmes in Israel

5787

2026-2027

UJIA ISRAEL EXPERIENCE | THE JEWISH AGENCY FOR ISRAEL הסוכנות היהודית לארץ ישראל

Table of Contents

Welcome and Booking Confirmation Policy 3

The Application Process 4

The GP Sign Off Form 7

Immunisations and Allergies 8

Safeguarding 10

Financial Assistance 11

Israel Tour Code Of Conduct 12

Medical and Travel Insurance 21

Safety and Security 23

Terms and Conditions 25

Welcome and Booking Confirmation Policy

Dear Applicants and Parents/Guardians,

I would like to thank you for applying for this UJIA Israel Experience Programme (Israel Tour). UJIA Israel Experience is organised by the Jewish Agency for Israel (JAFI) and supported by UJIA. For more than 30 years, tens of thousands of young Jewish people have had a fantastic summer on a UJIA Israel Experience Programme, participating through one of the Youth Movements/Organisations. Capitalised terms in this booklet have the meaning given to them in the definitions section of the Terms and Conditions

Israel Tour will give Participants an opportunity to explore Israel and its meaning in our lives. Evaluation of the Programme over many years has shown that it forms a crucial part of the Participant's Jewish identity and creates a lasting bond with Israel and the Jewish people.

Israel Tour is an educationally driven Programme with an emphasis on "experience" and Jewish journey. The Programmes between the Youth Movements/Organisations are very varied. To gain a fuller understanding and description of each individual Programme please refer directly to the Youth Movement/Organisation's promotional literature. Examples of activities experienced on Israel Tour may include guided visits to Israel's many beautiful and meaningful sites, seminars, hikes, swimming or climbing. Specially trained Madrichim/ot (Leaders) will ensure that the Participants are well looked after and have a memorable time. They will organise educational activities and share their enthusiasm and love for Israel.

Youth Movements and Organisations from across the communal spectrum work with UJIA Israel Experience and JAFI because we provide quality control and support services (including administration) which ensure that the Programmes will be successful, educational and fun. We evaluate each trip to improve the quality of the Programmes and have developed quality benchmarks with each Tour Provider in Israel to ensure that they run all their trips professionally and efficiently.

This booklet includes important information about the application process, highlighting the importance of the disclosing of Medical Information. There is an outline of the Safety and Security Procedures as well as details about the Medical, Travel and Baggage insurance. The final section contains the Terms and Conditions of application and participation. Please read through the booklet carefully, including the Terms and Conditions section.

By e-signing and agreeing to the Terms and Conditions on the Online Application Form, the Applicant or his/her Parent/Guardian will be deemed to have entered a contract (including the financial obligations) with JAFI as the Tour Operator. Whilst the Applicant will have entered into a binding contract, the Applicant's place can only be confirmed once JAFI has received the Applicant's fully completed Online Application Form. They then have to be approved by the Organisers. Receipt of correspondence relating to kit lists, Interviews or Orientation Weekends etc. does not constitute confirmation of acceptance on to the Programme. (See definitions below). You will receive a formal notification of the confirmation of your place on the Programme from the Youth Movement / Organisation.

Our aim is to take all Applicants, and each individual's suitability is assessed in the context of medical and welfare conditions and the Israel Tour Code of Conduct. However, JAFI reserves the right to terminate the contract if the Applicant must be excluded in advance of Israel Tour on medical, welfare or social behaviour grounds, whereupon the Applicant will have no further claim against The Organisers, except for any refund due in accordance with the Cancellation Policy.

If you have any questions about the application process, please call your Youth Movement/Organisation directly. We look forward to receiving your application and welcoming you on a UJIA Israel Experience Programme.

Yours sincerely,

Adam Waters
Director of UJIA Israel Experience

The Application Process

Upon completion of your Initial Application Form you should receive an e-mail confirming your application has been received and a further email containing a unique link to your full application form, this booklet and the GP Sign Off Form

In order to proceed to the Application Form you will need to confirm that you have read, understood, and agreed to the Terms and Conditions and the Israel Tour Code of Conduct. Both documents can be found within this booklet.

While the Applicant will have entered into a binding contract, the Applicant's place can only be confirmed once the Youth Movement/Organisation has received the Applicant's fully completed Application Form and the deposit, and they have been approved the **Organisers.**

THE APPLICATION FORM

Applicant Photograph: A close-up picture or scanned image of the picture page of the Applicant's passport needs to be uploaded into the Online Application Form using a .jpeg, .jpg or .png format.

Visa: As of January 2025, all travellers to Israel are required to obtain a visa called an ETA-IL (Israeli Electronic Travel Authorisation) in order to enter the country. With this visa, you are permitted to enter Israel and stay for up to 90 days per visit. Regular border control will still apply, who will authorise your entry into Israel upon landing. All participants of Israel Tour 2027 will be required to apply for their own ETA-IL in order to enter Israel. Applications must be submitted online to the Israel Population and Immigration Authority at the following link: https://israel-entry.piba.gov.il/. For any additional information about this process. Please visit https://ujia.org/israel-tour

Passport: It is Parent/Guardian's responsibility to obtain a valid passport prior to departure. **The Applicant's passport must be valid for 6 months after the date of their return to the UK from Israel.** If you need to get a new passport, please do this IMMEDIATELY as this can take considerable time, particularly in the run up to the summer. If you need to apply for a new passport, please leave this question blank, submit your Online Application Form as normal and contact your Youth Movement/Organisation as soon as the passport is received.

Dual Citizens: Participants with dual Israeli/British citizenship must travel with both passports. If the Applicant has an Israeli Passport, it is your responsibility to address all relevant entry and exit requirements with the Israeli Embassy directly. Neither the Youth Movement/Organisation nor UJIA Israel Experience are able to advise you in these matters. If any delays or complications arise it will be wholly your responsibility.

Application Acceptance: Completion of the Online Application Form does not mean acceptance onto the Programme. Each Youth Movement/Organisation will have their own acceptance processes which may include an interview and an Orientation Weekend. When the entire acceptance process has been successfully completed, you will receive formal notification of confirmation of your place on the programme from the Youth Movement/Organisation. **Please note that The Organisers have the right to reject, decline or cancel any application or booking at any stage of the process for any of the reasons contained in this Important Information Booklet.**

Please ensure that the Online Application Form and all supporting documents are submitted by the deadline date. The Youth Movement/Organisation may not be able to process Forms submitted after the deadline date.

Note: All correspondence regarding application, deposits, deadlines and cancellation fees should be directed to the Youth Movement/Organisation with whom the application has been made.

MEDICAL INFORMATION

No Applicant will be considered for acceptance on to a Programme without completed medical information provided on the Online Application Form and a completed, signed and stamped GP Form **returned directly to the Youth Movement/Organisation** (either uploaded directly to the Application or submitted via email or post).

PLEASE DO NOT POST OR EMAIL YOUR GP FORM TO UJIA

We recommend that all questions on the Application Form relating to medical information are completed by both the Applicant and a Parent/Guardian together. Make sure that each question is completed carefully and honestly and includes any pre-existing conditions. Both the online application form and insurance cover require full and accurate disclosure by both the applicant and their parents/guardian.

The Importance of Full Disclosure

Programmes in Israel are physically and mentally demanding. Participants will be touring Israel in a sub-tropical climate throughout the summer months, with temperatures easily reaching and sometimes exceeding 100 degrees Fahrenheit/40 degrees Celsius. They will also be sleeping in dormitories or, camping outdoors.

There will be tours of the country, which may involve hiking long distances daily, rock climbing and abseiling at beginner level, cycling, swimming, diving, water sports, kayaking and other strenuous activities.

Our aim is to accept and include all Applicants where reasonably possible and disclosing information does not necessarily mean rejection of an application. It simply gives the Organisers all the important information required to assess whether the Applicant can be taken good care of on Israel Tour.

Therefore, it is imperative that all relevant medical information is provided by the Applicant, Parent/Guardian (if Applicant is under 18) and the Applicant's General Practitioner (GP). The questions are designed for you to give us the fullest information about the Applicant's health, including all pre-existing conditions are disclosed. This covers all medical matters of any nature relating to medical, physical, mental and emotional health.

We will make every effort to accommodate all Participants through the experience and skills of our professional staff. However, in certain circumstances, it may be impossible for us to ensure the wellbeing of Applicants and/or others taking part in the Tour and in those circumstances, we reserve the right to refuse the application.

All medical information will be kept confidential and disclosed only where strictly necessary on a need-to-know basis, and always in accordance with applicable data protection law and our privacy policy and data protection terms. Failure to disclose all medical information can have several implications for the **Medical Insurance** and the **Group**:

i. **Medical Insurance:** All Participants in UJIA Israel Experience Programmes have basic medical insurance provided by the Tour Provider in Israel and summary details can be found later in this booklet. All pre-existing conditions must be declared as the insurer must approve each Applicant in the context of the Medical Information provided. Some pre-existing conditions may be excluded, and Applicants should contact the Youth Movement/Organisation if in doubt.

   Please note – we require that all Applicants with pre-existing conditions not covered by the Tour Provider in Israel's basic medical insurance to take out separate additional medical insurance and provide proof that the Applicant has sufficient coverage to the Youth

Movement/Organisation as this will need to be shared with the Tour Provider in Israel. Failure to do so may result in an Applicant being rejected from the Israel Tour.

ii. It is the responsibility of the Applicant or Parent/Guardian (if Applicant is under 18) to take out supplementary insurance to cover any additional medical conditions (including pre-existing medical conditions) or other matters which are not covered by the Medical, Travel and Luggage Insurance. **Should a pre-existing condition not be declared by the applicant and/or parent/guardian, or the severity not be disclosed, and the Participant has a recurrence of the condition during the Programme, the Participant and their Parents/Guardians will have to pay for the full cost of treatment and any additional costs incurred, e.g. hospitalisation, return flights etc.**

iii. **The Group:** Failure to disclose pre-existing conditions may result in discomfort for the Participant, the Madrichim/ot (Leaders) and the Group. The Madrichim/ot (Leaders) may also be unqualified or untrained to deal with the medical condition and this may have serious consequences. Therefore, for us to be able to fulfil our duty-of-care, you must disclose all conditions and illnesses. Should you fail to disclose medical or welfare information prior to the commencement of Israel Tour, the Organisers may remove the applicant immediately from the Israel Tour programme without any refund. The Parent/Guardian will be held liable for all associated costs including, but not limited to, medical expenses, return flights to the UK and travel in Israel.

Additional Information
If you feel that the Youth Movement/Organisation needs to know more about the Applicant's condition or situation or would like to discuss reasonable adjustments, please do not hesitate to contact the Youth Movement/Organisation.

If the Applicant has been under the care of a specialist (eg: cardiologist, psychiatrist, therapist, social worker, etc.) you may be required to submit a written detailed report from the specialist giving complete diagnosis, prognosis and their opinion of the Applicant's capability to participate in the Programme, with any limitations that The Organisers should be aware of. They should only complete their report after having read the accompanying letter which includes a programme description that is supplied by the Organisers for the specific purpose of making an informed assessment. Please request this programme description from the Youth Movement/Organisation and forward to the professional concerned. This should accompany the Medical Information provided on the Online Application Form. Insufficient information might preclude acceptance on the Programme.

Medicine
If an Applicant is required to continue receiving medication during the Programme, full details should be specified on the Online Application Form. It is often the case that medicine is not available under the same trade name as in the UK. **Therefore, the full pharmacological name of all medicines and drugs used should be given.** All medication to be used during the Programme should be brought from the UK and held by the Madrichim/ot (Leaders) at all times, unless otherwise authorised by the Youth Movement/Organisation. Participants and their Parent/Guardian(s) must ensure sufficient medication is brought for the duration of the Israel Tour

Applicant's State of Health
If any changes take place relating to the Applicant's medical, emotional, mental or physical condition before departure, you must immediately submit an explanatory medical letter, detailing diagnosis, prognosis and treatment. Failure to submit such a letter would invalidate the Medical Insurance and may result in the Applicant's removal from the Programme without any refund. The Parent/Guardian will be held liable for all associated costs including, but not limited to, medical expenses, return flights to the UK and travel in Israel.

The GP Sign Off Form

Please take a copy of the GP Sign Off Form attached to the email that you received with this booklet to your GP or send via JDoc/ZoomDoc along with your complete medical history, as soon as possible to be **read, completed, signed and stamped.** The GP must not be related to the applicant.

For detailed instructions on this process and to download the GP Form, please visit https://ujia.org/israel-tour-gpform/

It is essential that the GP or JDoc/ZoomDoc reads the accompanying letter as it provides them with context about the Programme and its physical and emotional demands. The GP Sign Off Form cannot be signed during a routine national health visit and a special appointment must be made for this purpose. Please make sure that the GP or JDoc/ZoomDoc has completed all the relevant questions, signs and stamps the Form and returns it to the Parent/Guardian.

The GP Sign Off Form should then be attached to the Online Application Form (either as a scanned copy or by taking a clear and legible picture and uploading it). If the online upload is not clear enough for us to read, we will be in touch to ask for another copy or the original via post so please retain the original for your records. If you do not retain the original and we require an additional copy, then a new Form will need to be completed again by the GP or JDoc/ZoomDoc at the further expense of the Parent/Guardian. Additionally, if the form is not correctly completed, it will be returned to you and the acceptance process will be delayed.

If you **cannot upload your signed GP form** online, please email or post it **directly to the Youth Movement/Organisation**, with the name of the Applicant clearly marked for reference.

If you have completed the Online Application Form before your GP Sign Off Form has been completed and signed, please submit your Online Application Form, and then send the GP Form directly to the Youth Movement/Organisation via post or email once received.

Your Youth Movement/Organisation will not process your application until they have received your GP Sign Off Form.

PLEASE DO NOT POST OR EMAIL YOUR GP FORM TO UJIA

Immunisations and Allergies

IMMUNISATIONS

Every Applicant or Parent/Guardian (if Applicant is under 18) is responsible for and required to ensure that the Applicant obtains any required and recommended immunisations at the appropriate time prior to departure.

Tetanus and Polio

We strongly recommend that you speak to your GP if the applicant has not received their Polio or Tetanus vaccinations. Participants who, regardless of the above recommendation, choose not to be vaccinated against Tetanus and Polio and choose to go on Israel Tour, will do so at their own risk.

The administration of a Tetanus injection should it be required, will not be covered by the Insurance Policy. The **Parent/Guardian may be responsible for costs incurred for any treatment** received as a result of this. We will rely on information supplied on the Medical Form relating to these matters. For the avoidance of doubt, should circumstances arise, the Israeli Medical Authorities will administer a Tetanus injection as they deem to be appropriate and will do so following Israeli medical protocol. If you have any questions regarding the above, please contact your Youth Movement/Organisation.

You can find out more information on the required and recommended Health Formalities in Israel by speaking to your GP or by searching travel health websites (the Israeli Health Ministry website may also be useful:
http://www.health.gov.il/English/Pages/HomePage.aspx).

ALLERGIES

All Applicants with an allergy must agree to the terms of the Allergy Waiver found within the Online Application Form so that The Organisers can fully understand their specific needs. In most cases, the Tour Provider in Israel can cater for these needs. In Israel, food allergies are far less common than in the UK; especially with regards to nut, sesame and chickpea allergies. Consequently, we are unable to provide food suppliers, restaurants or accommodation sites in Israel that can guarantee that food has been made in a nut free environment or guarantee that specific foods have not been present in the preparation of a dish. Additionally, many snacks (including chocolate and crisps) contain nuts, sesame and/or chickpeas which means their presence are likely to be found throughout Israel, including in kitchens.

El Al cannot guarantee the absence of nuts, sesame and chickpeas in their inflight meals and most El Al meals contain at least one of these food products. Therefore, they cannot make an announcement to passengers to refrain from eating these products. Full details of their policy can be found here:
https://www.elal.com/en/PassengersInfo/OnBoard/Pages/Food-Beverages.aspx.

It is essential for you to provide us with very specific information relating to any allergy (including whether reaction occurs with **airborne food particles**) to make us aware of the possible risks, in addition to agreeing to the terms of the waiver.

Any Applicant that has been prescribed an adrenaline auto-injector (EpiPen) should bring a minimum of two EpiPens on Israel Tour. Both of these two EpiPens should be kept on the Applicant at all times in an appropriately marked (name, triggers etc) protective box. If an EpiPen is used, lost, damaged or stolen it must be replaced in Israel at the family's expense as it will not be covered by the medical insurance.

Duty of Care – Medical Emergencies

In the event of a medical emergency it will be the responsibility of the staff present to:

- Contact the emergency services

- Provide support to the participant until such time as the emergency services arrive
- Accompany the participant to hospital (unless extenuating circumstances prevent this)
- Notify the parents/guardians of the participant or the back-up emergency contact provided as soon as possible.
- Provide medical staff with the medical information on file for that participant.

All decisions on treatment will be taken by the emergency services and medical staff in remote consultation with the parents/guardian(s) to the extent possible. UJIA Israel Experience or Youth Movement staff will not be responsible for consenting to medical treatment. There may be a limit on the support able to be offered over a prolonged period of hospitalisation, and parents/guardians may need to travel to accompany the participant. Reasonable costs for this are often covered by the travel insurance policy. Please make sure to check what is covered before incurring any expense.

Please note that The Organisers reserve the right to:

- Forward any forms to an independent medical practitioner, legal advisor or Insurer for their professional opinion;
- Proactively and directly contact a GP, counsellor, school, specialist doctor or other relevant medical professionals regarding information on the Medical Form to request additional information or further clarification;
- Request that doctors in Israel contact your doctors directly if points of clarification are required;
- Request that the Applicant undergoes an examination by an independent medical practitioner retained by The Organisers, but at the Applicant's expense;
- Request that you obtain your own medical insurance and sign disclaimers if the Israeli medical insurance company refuses to cover certain pre-existing conditions;
- Reject an Applicant on medical grounds based on the recommendations of your doctor/specialist;
- Reject an Applicant on medical grounds based on the recommendations of our independent doctors and/or Insurers;
- Remove a Participant from the Programme should any undisclosed or not fully disclosed medical issue or condition become apparent;
- Request that an Applicant and Parent/Guardian signs a medical and/or welfare agreement, should a care plan be needed for additional care of pre-existing medical conditions. Refusal to sign such an agreement may lead to rejection or removal from the Programme

Safeguarding

UJIA Israel Experience, the Youth Movements/Organisations and the Tour Provider in Israel recognise that the welfare of the young people in our care is paramount, and that all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation (Protected Characteristics in Equality Act 2010) have a right to equal protection from all types of harm or abuse. We also recognise that some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.

We will therefore endeavour to provide a positive, caring, safe and stimulating environment that promotes the social, physical and emotional wellbeing of each individual. All professionals and volunteers involved with Israel Tour have a full and active part to play in protecting children from harm. We take our safeguarding duties extremely seriously and have therefore put in place a range of policies, training and procedures.

***Policy**:* all the organisations involved with Israel Tour have their own policies with regards to safeguarding of young people on the programme, and their specific policies are available on request. In situations where there is any conflict or ambiguity, the policy of the Youth Movement/Organisation shall take precedence. We are also committed to safer recruitment practices for Israel Tour, meaning that all British madrichim/ot will have an enhanced DBS check, applicants' approach and training needs with regards to safeguarding are assessed for both British and Israeli madrichim/ot, and for Israeli madrichim/ot so-called "Warner questions" are part of their recruitment process.

Training: UJIA Israel Experience and the Youth Movements/Organisations provide extensive, up-to-date and programme-specific training to all madrichim/ot (British and Israeli) in safeguarding and child protection. No madrich/a is allowed to begin their role without this training. We bring in external expertise to advise on and in some cases deliver safeguarding training to ensure it is of the highest standard.

***Procedures**:* it will be clearly communicated to young people at the start of the programme what they should do if they wish to disclose a safeguarding concern on the programme, and any such disclosure will be received with the utmost concern and sensitivity. Young people will be informed that confidentiality cannot be guaranteed with anything they do disclose, but information will only ever be shared on a "need to know" basis, initially with the Designated Safeguarding Lead (DSL). Any madrich/a who receives a disclosure will immediately, and at this stage only, contact the DSL of the Youth Movement/Organisation who is responsible for all Safeguarding matters. The DSL may decide to confer with the other Organisers. The Organisers will then make a determination of what, if anything, to do, including if relevant involving statutory agencies – this will be at the sole discretion of the organisers. In most cases, parents/guardians will be informed of a disclosure, unless it is deemed that this would put the child at further risk.

In some cases, relevant personal information will be shared between the Organisers of Israel Tour, in which case it will be shared, stored and kept or deleted in line with GDPR.

The above is just a summary of our commitment to safeguarding and the steps that we take to fulfil our duties in this respect; if you have any further questions, please contact us.

Financial Assistance

UJIA, in partnership with the Youth Movements/Organisations who run Israel Tour, is committed to financial inclusion. If you cannot afford the full cost of the Programme, bursaries, or interest free loans may be available to families of Applicants applying to a go on a UJIA Israel Experience Israel Tour Programme.

Applications are means-tested. Each year, more than £200,000 is awarded by the UJIA Bursary Committee to families unable to pay the full amount for their Programmes.

Application Process for Financial Assistance
If you think you will need assistance in paying for the Programme for any reason, please contact your Youth Movement/Organisation who will send a link to the online Financial Assistance Application Form.

This process is strictly confidential and is administered by a small group of people. The forms have been designed in such a way as to guarantee anonymity to the UJIA Bursary Committee.

Applications are means-tested. The Financial Assistance Application Form will ask you to submit proof of earnings and give information about monthly payments, dependents, payment of school fees etc. as well as the reason that you are applying. Without this information, no application can be considered. You will also be encouraged to apply to as many different sources as possible for funding, for example your local synagogue or your local authority.

This Form must be accurately completed and submitted to the Youth Movement/Organisation and UJIA by the deadline date. Members of the Committee will consider each application in complete anonymity – i.e. without your name, address and contact details.

Your Youth Movement/Organisation will inform you of the Bursary Committee decision as soon as this has been made.

Please note - in the event that:

- You cancel the applicant's place on the Trip before it departs or,
- The applicant does not complete the Programme or,
- The applicant is dismissed from the Programme for which the application is made

The bursary award will be withdrawn by the UJIA Bursary Committee and any adjusted outstanding balance owed will be due, as per the terms of the cancellation policy.

Israel Tour Code of Conduct

INTRODUCTION

Participants on UJIA Israel Experience Programmes are required to take full responsibility for themselves and their actions. This document is the Israel Tour Code of Conduct and sets out the expectations and minimum standards of behaviour. It emphasises respect for, and tolerance of, others as its main concern, though it is also for the Participants' own protection. Please remember that all Participants are always expected to behave appropriately and are also expected to be self-disciplined. If members of staff need to enforce disciplinary measures, it is essential that the staff are treated with respect. In return, Participants have a right to expect that the above will be reciprocated in so far as the Participant will be treated with respect and fairness. Upon applying to Israel Tour, the Applicant and the Parent/Guardian (if the Applicant is under 18) will be required to sign this Israel Tour Code of Conduct.

You should also be aware of authorities that supersede this statement - most particularly the laws of the State of Israel and its law enforcement agencies, and the rules of institutions whose services we use. The Organisers may involve the local Police in cases where there is potentially criminal conduct.

Violations of the Israel Tour Code of Conduct may result in dismissal from the Programme, which is at the sole discretion of The Organisers. In these circumstances, the Participant and/or Parent/Guardian will be liable for all costs relating to the expulsion and no refund related to the price of Israel Tour will be given. If additional costs are incurred, the Parent/Guardian will be required to pay these within one month from dismissal from the Programme.

Please note that The Organisers reserve the right to reject any Applicant from Israel Tour if any of the behaviour below is displayed prior to or during the Israel Tour.

MUTUAL RESPECT AND GROUP RESPONSIBILITIES

Participants are part of a group. During some parts of the Programme, Participants may be based at an educational campus, a youth hostel, a hotel or home. We expect that Participants will **always** conduct themselves in a manner that is respectful of others.

By signing up for the Programme the Applicant is committing to attend, be involved and participate fully and positively in all aspects of the Programme and group activities. Another expectation of all Participants is cooperation with The Organisers and particularly with, though not limited to, their British and Israeli Madrichim/ot (Leaders). This can include helping to load buses, appearing at the appointed places on time, accepting responsibilities when so assigned etc. A repeated failure to cooperate with any and all staff members may result in the Participant's removal from the Programme.

LOOKING AFTER YOUR ENVIRONMENT

Participants are responsible for maintaining their accommodation, which must be left in exactly the same condition as it is found. Any damage resulting in costs caused by Participants, including graffiti, other supposed artwork (even if added to graffiti that is already there) and/or incidents requiring additional cleaning, will result in a charge to the Participant and will be treated as a disciplinary issue. In addition, Participants have an individual and collective responsibility to maintain all areas of the accommodation in which they are staying and the private transport they use.

Should the Participant cause wanton damage, the Participant and/or Parent/Guardian will be liable to cover all direct and/or indirect costs incurred, and to reimburse the Youth Movement/Organisation immediately as required.

In cases of reasonable doubt and where the responsible Participant(s) decline to come forward and admit their actions, the costs of any damage may be distributed amongst the relevant/all group Participants.

ANTI-SOCIAL BEHAVIOUR

The Organisers will respond to anti-social, sexist, racist, homophobic or otherwise negative behaviour very seriously. We classify the following as examples of serious anti-social behaviour (this is not an exhaustive list): Bullying, Violence, Abusive Language, Physical, Emotional, Sexual Abuse or Harassment directed towards Participants, Madrichim/ot (Leaders) or anyone with whom they come into contact.

Every Participant on the Programme has an equal right to experience the Programme fully, free from any bullying, ridicule, harassment or abuse of any kind. Any Participant who mistreats another member of the group will be disciplined in an appropriate manner according to the Discipline Procedure outlined in this document, which may lead to the Participant being dismissed from the programme. Any decision on dismissal will be at the sole discretion of The Organisers. In these circumstances, the Participant and/or Parent/Guardian (if the Participant is under 18) will be liable for all costs relating to the expulsion and no refund related to the price of Israel Tour will be given.

The social environment created on Israel Tour is designed to be a safe space for both Participants and Madrichim/ot (Leaders), as well as anyone with whom the group comes into contact with. Below you will find further explanations regarding Sexual Harassment and Bullying, though anti-social behaviour is not limited to these exclusively.

SEXUAL HARASSMENT

Sexual Harassment is defined as any unwanted conduct of a sexual nature with the purpose or effect of violating the victim's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment. All participants are required to understand the meaning of consent.

Sexual harassment can take many forms and can include, but is not limited to:

- Making sexually degrading comments or gestures
- Staring or leering at other people's bodies
- Making sexual jokes or propositions
- Sending or posting emails, text messages or social media posts with sexual content
- Sharing images or videos of other people, online, via text or otherwise, with sexual content
- Physical behaviour, including unwelcome or non-consensual sexual advances and touching
- Sexual activity, including displaying sexually explicit images in someone else's space or a shared space
- Continuing to touch or hug others if they have said that they do not wish to be touched
- Sharing sexual fantasies or thoughts of a sexual nature, either verbally, in writing or through images; and
- Taking and/or sharing photographs, images or videos of a sexual nature of Participants, Madrichim/ot or others

BULLYING

There is no legal definition for bullying. However, it is usually defined as behaviour by an individual or a group that is repeated and is intended to hurt an individual or a group of people either physically or emotionally. Bullying is often aimed at certain groups, for example because of their race, religion, gender, sexual orientation or any other aspect of a person including their background, personality, appearance or disability.

Bullying can take many forms and can include, but is not limited to:

- Social exclusion (excluding ostracising, or ignoring other members of the group)
- Cyberbullying (bullying via mobile phones or online, eg: social media, instant messenger etc.)
- Teasing
- Name-calling
- Physical assault
- Making threats

DRUGS

Israel enforces strict drug laws, and possession or use of illegal drugs, including small quantities, can lead to arrest and prosecution. Anyone who is determined to have purchased, sold, possessed or used any illegal drugs or narcotics and/or abused legal drugs (or to have been in the presence of others while they did any of the aforementioned acts and not reported it) will be immediately dismissed from the Programme. They will be returned to their country of origin at their own expense, or that of their Parent/Guardian (if the Participant is under 18), without any refund. The Parents/Guardians will be informed of the reasons why the Participant has been sent home. The Organisers reserve the right to carry out random drug testing at any point during the Programme, including urine or blood tests to test for and/or confirm usage if they suspect possession or use of illegal drugs. In certain circumstances, we may require such tests prior to departure, and this could affect participation on Israel Tour. The Organisers may involve the local Police in cases of drug usage or suspicion of drug usage.

Any medical attention required as a direct or indirect result of the use of illegal drugs will not be covered by the medical insurance policy and the Parent/Guardian will be responsible for all associated costs.

Please note that the use of controlled drugs (such as morphine) is forbidden unless prescribed by a Doctor and agreed to in advance of Israel Tour by The Organisers. The use of new psychoactive substances, also known as “legal highs”, is also completely forbidden. The use of either of these types of substances (or to have been in the presence of others while they did any of the aforementioned acts) will result in the Participant being immediately dismissed from the Programme. They will be returned to their country of origin at their own expense, or that of their Parent/Guardian (if the Participant is under 18), without any refund. The Parents/Guardians will be informed of the reasons why the Participant has been sent home

ALCOHOL

The purchase, possession or consumption of any alcoholic beverages is illegal for those under 18, and completely forbidden on any UJIA Israel Experience Programme.

If Participants are found in possession of alcohol it will be immediately confiscated. Those caught in possession and/or those found to have purchased or consumed alcohol (or to have been in the presence of others while they did any of the aforementioned acts) at any point during the Programme, including during free weekends and family visits, should expect to be removed from the Programme. In these cases, the Participant’s dismissal from the Programme and subsequent return to their country of origin at their own expense and without refund should be expected, and this decision will be at the sole discretion of The Organisers. In these circumstances, the Participant and/or Parent/Guardian (if the Participant is under 18) will be liable for all costs relating to the expulsion and no refund relating to the price of Israel Tour will be given.

Any medical attention required as a direct or indirect result of the consumption of alcohol on UJIA Israel Experience Programmes is not covered by the medical insurance policy.

Therefore, and for the avoidance of doubt, any medical attention that is required to be given to a Participant whilst they are under the influence of alcohol, even if it is not directly related to the

consumption of alcohol, will not be covered under the medical insurance policy. The Parent/Guardian will be responsible for all the associated costs of treatment to the Participant.

SMOKING AND TOBACCO PRODUCTS

The smoking, purchase and possession of all tobacco products are prohibited on Israel Tour, including cigarettes, cigars, e-cigarettes, vapes, electronic negillah and negillah/hookah etc.

If Participants are found in possession of any tobacco related products or vapes at any time, it will be treated as a serious breach of discipline and the products will be confiscated and disposed of. For the avoidance of doubt, if the Participant is found in possession of any tobacco products, vapes or e-cigarettes, their dismissal from the Programme and subsequent return to their country of origin at their own expense will be at the sole discretion of The Organisers. The Participant and/or Parent/Guardian will be liable for all costs relating to the expulsion and no refund related to the price of Israel Tour will be given.

PRESCRIBED AND NON-PRESCRIBED MEDICATION

The possession of any prescribed or non-prescribed medication is absolutely forbidden on any UJIA Israel Experience Programme.

As detailed on the Online Application Form, all UJIA Israel Experience Participants are obliged to hand in all prescribed and non-prescribed medication to their British Israel Tour Madrichim/ot (Leaders) at the beginning of Israel Tour. The medication will be held and dispensed by the British Israel Tour Madrichim/ot (Leaders) for the entirety of Israel Tour.

It is the responsibility of the Participant to remind and request the Madrichim/ot (Leaders) to administer their prescribed medication in the correct dosage and at the designated time, as detailed on the Online Application Form. This also applies to any medication prescribed by medical practitioners in Israel. At the time of prescription, the Participant must ensure they fully understand the time and dosage required. Any medication, whether prescribed or non-prescribed, held by Participants will be confiscated and the Discipline Procedure will be enforced.

The only exceptions relate to **EpiPens, Insulin and Inhalers.** All Participants requiring an EpiPen should bring a minimum of two EpiPens that will be held by the Participant at all times. If they have inhalers, they should bring a spare inhaler. The Participant must carry one inhaler on them at all times and one additional inhaler should be handed into the British Madrichim/ot (Leaders).

All information regarding prescribed and non-prescribed medication, including EpiPens, Insulin and Inhalers, must be fully disclosed and written clearly on the Applicant's Online Application Form.

THE RIGHT TO SEARCH

The Organisers hope that the need never arises, but there may be occasions where The Organisers reserve the right to search a Participant's personal possessions during the Programme. This may happen if they have a reasonable suspicion that a Participant possesses prescribed/non-prescribed medication, illegal drugs, alcohol, tobacco products, pornographic images or videos, fireworks, suspected stolen items and/or weapons etc. The Organisers also reserve the right to search the Participant for any item where there are reasonable grounds to suspect that they have or are likely to be used for committing an offence and/or causing damage to property and/or personal injury to any person and/or for any suspected violation of the Israel Tour Code of Conduct.

The Organisers may search any Participant's belongings with their verbal consent. The Organisers also reserve the right to search any Participant's belongings without their consent if they have reasonable grounds to suspect that a Participant has any of the prohibited items listed above in their possession.

The Organisers may also search a Participant's mobile phone or other electronic device if they reasonably suspect that the device has been, or is likely to be, used to commit an offence, cause personal injury and/or damage to property. Devices may also be searched if representatives of The Organisers reasonably suspect that the device has been used for the purposes of violating the Israel Tour Code of Conduct, including the sharing of pornographic content or for suspected anti-social behaviour. This may include, but is not limited to, bullying, intimidation, sexual harassment or activity towards any person.

If The Organisers are prevented from completing a search of the Participants' personal possessions, The Organisers are entitled to interpret this as an indication that such prohibited items may be in the possession, or under the control, of the Participant. If The Organisers are prevented from completing a search of the Participant's electronic devices, then they are entitled to interpret this as an indication that inappropriate or prohibited behaviour/activity listed above may have been conducted through the device.

In these instances, the Participant may be excluded from the Programme. The Participant and/or Parent/Guardian (if the Participant is under 18) will be liable for all costs relating to the expulsion and no refund related to the price of Israel Tour will be given.

MOBILE PHONES

Mobile Phones are allowed on Israel Tour, but please be aware that The Organisers will not take any responsibility for the Participant's phone at any point. In 2026, Mobile Phones and Tablets were insured up to £500 and it is likely that the 2027 policy will be similar. Therefore, you will need to take out additional cover should you wish. Please contact your Youth Movement/Organisation if you would like further information about last year's travel insurance policy.

In order to make a claim for a stolen phone, the claim needs to be registered stolen at a Police Station within 24 hours, **which we cannot guarantee will be possible**. Therefore, we strongly discourage Participants from bringing expensive smartphones or tablets on Israel Tour and we recommend making use of Israeli SIM cards or hiring a phone in Israel. You will receive a Mobile Phone policy separately from the Youth Movement/Organisation about the use of phones on Israel Tour. The Participant must comply with this policy as the terms form part of the Israel Tour Code of Conduct.

It is the responsibility of the Participant to ensure they have read and understood this document before they participate in Israel Tour. Misuse of Mobile Phones on Israel Tour will lead to confiscation of the phone in line with the Mobile Phone policy and Israel Tour Code of Conduct and can also lead to a strike.

The Organisers will not take any responsibility for any phones that are lost or damaged while they are confiscated.

ADDITIONAL RULES

In addition to all of the above, any one of the following actions (though not limited to this list) will constitute grounds for dismissal from the Programme at the sole discretion of The Organisers. In these circumstances, the Participant and/or Parent/Guardian (if the Participant is under 18) will be liable for all costs relating to the expulsion and no refund related to the price of Israel Tour will be given. If additional costs are incurred, the Parent/Guardian will be required to pay these within one month from the dismissal.

Please note if any of the behaviour below is displayed prior to Israel Tour, The Organisers reserve the right to reject an Applicant from Israel Tour.

- Unauthorised absence from the group
- Leaving the hostel / hotel / accommodation without permission

- Hitch-Hiking (known as “Tremping” in Hebrew)
- Engaging in criminal activity
- Being aware of, or in the presence of, participants engaging in criminal activity and choosing not to report this to The Organisers. Note, criminal activity includes consumption or purchasing of alcohol or drugs.
- Tattooing any part of the body
- Sharing or being in possession of pornographic images or video content of any kind
- Urinating or defecating on other people, their property or in inappropriate areas
- Failing to follow or cooperate with the instructions of all Israel Tour Madrichim/ot (Leaders), JAFI staff and any other agents involved in the operation of the Tour regarding safety and security, including leaving the group without permission during Israel Tour
- Gambling
- Using your power, strength or authority to intimidate others around you (this includes all forms of bullying and sexual harassment)
- Abusive language
- Racist, homophobic and/or sexist language
- Fighting and violent behaviour
- Disrespectful behaviour towards anyone, including but not limited to; Madrichim/ot (Leaders), Rakazim (Group Organisers), other Participants, other Israel Tours, members of the public and/or other officials or staff
- Deliberate damage to property
- Deliberate harm to any part of one’s body
- Disobeying instructions from Madrichim/ot (Leaders) in relation to sleeping arrangements
- Use or possession of weapons
- Being complicit, concealing information or being directly involved in discrimination of any kind including, but not limited to, bullying, sexual harassment, racist behaviour and homophobia
- Entering any accommodation other than your own
- Theft from, including but not limited to; other Participants, shops, accommodations (including towels, pillows, sheets etc.)
- Displaying behaviour other than that of a high standard
- Behaviour that is of a danger to the Participant(s) involved or to others on Israel Tour
- Behaviour that may also influence other Participants who attend Israel Tour in a negative way
- Persistent misbehaviour
- Carrying any form of medication, self-medicating or distributing medication, prescribed or non-prescribed, to other Participants
- Not following any additional rules and regulations given by any member of staff
- Piercing any part of the body
- Use of permanent hair-dye.

The above behaviours are unacceptable whether they occur in person or through phone, social media, instant messaging, or any other form of communication.

We only use an exclusion of a Participant from a UJIA Israel Experience Israel Tour when absolutely necessary. All available ways to deal with issues and concerns are evaluated before we seek to exclude anyone, unless the circumstances merit immediate dismissal. We pride ourselves on being inclusive and attempt to give all those participating on Israel Tour equal opportunities.

However, the above behaviours may well mean immediate exclusion for the Participant(s) involved and this decision will be made at the sole discretion of The Organisers. In addition to the above, each Youth Movement/Organisation may have other rules and expectations of conduct which form part of this

Contract by way of variation. Such rules and expectations will be made known to the Applicant and Parent/Guardian in advance of Israel Tour and during the trip.

THE DISCIPLINE PROCEDURE

There is a **three-strike system** in place for dealing with low-level disruption and unacceptable behaviour on Israel Tour:

1. The First Strike, A Tsevet (Group Leaders) Strike: This is a verbal warning where the Participant would have the chance to speak to a Madrich/a (Leader) in relation to the specific behaviour. The Madrich/a (Leader) would guide and advise the Participant on positive behaviour on Israel Tour. Both the Youth Movement/Organisation and the Parents/Guardians will be notified at this point, where it is reasonably possible to do so.

2. The Second Strike, A Rakaz (Organisers) Strike: This will involve a discussion with the Participant about the reasons for their behaviour with the Rakaz (Organiser), or senior member of the group. The Organisers and the Parents/Guardians will all be notified of the Second Strike and the reasons for it being given. At this stage the Participant is now on their second and final Strike. Agreements would be made between the parties to try and ensure that the behaviour keeps within an acceptable level and that the Participant is able to keep to the agreement that is made. The Participant will have to call their Parent/Guardian under the supervision of a Madrich/a (Leader), where it is reasonably possible to do so. The Madrichim/ot (Leaders) and The Organisers reserve the right to give a Participant a Second Strike without them receiving a First Strike.

3. The Third Strike: If the Participant is still behaving negatively, after consultation with all The Organisers they will be given a Third Strike and the Participant will be dismissed from the Programme. At this stage the Participant will be transferred by a taxi or private car, with one of their Madrichim/ot (Leaders) and/or staff members to the Head Office of the Tour Provider in Israel. The Organisers will then decide the most appropriate next steps for the participant. Please note, sending a Participant home is a decision that is never taken lightly and therefore it can take several hours for a final decision to be reached. The Participant will continue to be cared for under the supervision of The Organisers. Should the Participant be excluded from Israel Tour, they will be returned to London on the earliest possible flight at the discretion of The Organisers. Participants who are sent home may travel unaccompanied after their arrival at airport security if deemed appropriate by The Organisers. When the Participant arrives in London they will be collected by their Parent/Guardian or Nominee from the airport. All additional costs associated with exclusion from Israel Tour e.g. taxis, flights, accompanying adults if deemed necessary, transfers etc., will be met in full by the Parents/Guardians of the excluded Participant. If the Organisers are forced to incur such costs in advance in order to dismiss and return the Participant to the UK, the Parent/Guardian(s) shall reimburse the Organisers for such costs on demand. The Participant concerned should have no further contact with the Israel Tour. If the Participant absconds at any time they will be deemed to have left the Programme. Refusal to cooperate with any of the above procedures may also be considered as reason for removal from the Programme.

The Youth Movement/Organisation will contact the Parent/Guardian as soon as is reasonably practical to inform them of the situation and the following procedures. Throughout this process, the Participant's Mobile Phone will be confiscated and will only be returned to them upon completion of all disciplinary actions. However, their phone will be returned, or a phone will be temporarily provided for them to call their Parent/Guardian at specific times. This is to prevent miscommunications with third parties, including the remaining Tour group.

The Organisers reserve the right to immediately remove a Participant from Israel Tour without proceeding through Stages 1-3 where the situation merits it. Furthermore, persistent low-level disruptive behaviour will also necessitate intervention. The Participant and the Parents/Guardians should be aware that during the Discipline Procedure the Participant may spend large amounts of time

away from the group. As stated above, the Youth Movement/Organisation will endeavour to inform the Parents/Guardians if the Participant receives a strike within a reasonable time frame. However, there may be a scenario where it has not been reasonably possible to inform the Parent/Guardian of a Strike before the Participant is given another Strike.

Please note that for the duration of the Programme and/or throughout the dismissal procedure if the Participant fails to follow or cooperate with the instructions of the Madrichim/ot and/or The Organisers, eg: absconds from the Programme or refuses to board a flight, the Parents/Guardians will be required to take responsibility for the Participant.

If a Participant has been awarded a bursary from the UJIA Bursary Fund and is subsequently dismissed from the Programme, the Parent/Guardian, upon request of the Awards Committee of the Fund, must reimburse the UJIA Bursary Fund with the full amount originally awarded.
For your ease of reference, here are additional details of our disciplinary procedures extracted from the Terms and Conditions:

PARTICIPATION, DISCIPLINE AND DAMAGES

We draw your attention to our disciplinary procedures in our Terms and Conditions, section 5.

DISMISSAL FROM THE PROGRAMME

If a participant is dismissed from the programme, the following procedure will apply:

- The parent/guardian listed as P/G1 on the application form will be contacted and informed of the decision to remove the participant. In the event that P/G1 is not contactable, P/G 2 will be contacted. In the event P/G2 is not contactable, any listed emergency contacts will be contacted. In the event that none of the above can be contacted within a reasonable timeframe, the youth movement/organisation will continue with the steps below and parent/guardians will be informed of any decisions as and when they become contactable. For the avoidance of doubt, it is the responsibility of parents/guardians to be available to pick up the participant throughout the period of Israel Tour and if no one is available to collect the participant upon arrival in London, England, the participant will be handed over to relevant child services in the UK.
- It is our general policy to send participants home unaccompanied. The Youth Movement/Organisation will undertake a risk assessment to judge whether the participant is safe to fly in this manner.
- If it is deemed the participant is safe to fly unaccompanied, the Organisers will:
    - Direct the parents/guardians to the services of the EL AL 'Children flying alone' service found here https://www.elal.com/eng/family/kidsflyalone should they wish to make use of this service.
    - The Youth Movement/Organisation will coordinate with JAFI to book a flight back to London, England at the earliest opportunity, or as soon as is reasonably practicable.
    - The removed participant will be deemed to have left the programme when they have entered airport security at Ben Gurion airport or when they are handed over to a designated adult (including EL AL staff if arranged)
    - Should the parent/guardian disagree with the assessment of the Youth Movement/Organisation regarding the participants ability to fly unaccompanied, they will be given the options below.
- If it is deemed the participant is not safe to fly unaccompanied, the Organisers will request:
    - A parent/guardian flies out to Israel to collect the participant or;
    - A designated adult in Israel collects the participant, or;

- A member of staff/volunteer from one of the organisers accompanies the participant home, with all costs including returning that individual to Israel at the expense of the parents/guardians
- The parents/guardians engage the services of the EL AL 'Children flying alone' service found here https://www.elal.com/eng/family/kidsflyalone
- The Youth Movement/Organisation will coordinate with JAFI to book a flight back to London, England at the earliest opportunity, or as soon as is reasonably practicable.
- The removed participant will be deemed to have left the programme when they are handed over to a designated adult (including EL AL staff if arranged)

Medical and Travel Insurance

MEDICAL INSURANCE

The following are the conditions of the Medical Insurance Policy as stated in the policy document (included in the Programme costs) in force for the JAFI Programme. **The Medical Insurance Policy is provided by the Tour Provider in Israel, not the Youth Movement/Organisation or UJIA Israel Experience.**

The medical insurance policy wording and details of what is covered will be made available by your Youth Movement/Organisation. You should read the conditions of the Medical Insurance Policy carefully and decide whether it meets your needs or whether you wish to take out extra medical insurance coverage at your own expense. Please note, if you are taking out your own medical insurance policy it should include cover for all locations, routes and activities during Israel Tour.

The policy covers all Participants taking part in Israel Tour. Please note:

- All insurance premiums are paid directly to The Insurer by the Youth Movement/Organisation and are not the responsibility of the Participant
- This policy applies to Participants whose place of residence is outside of Israel
- The Insurer's physicians will be able to speak English and Hebrew, or will have a translator assigned from the company accompanying them
- The period of limitation for claims is three years from the date of the insurance event
- The policy in force between Israel Experience Educational Tourism Services Ltd and The Insurer is subject to Israeli law and jurisdiction
- The geographical area of cover for this policy is defined in the policy documentation as "The State of Israel, including territories occupied by Israel".
- The effective period of cover is the period from the moment they land in Israel and up until the point of departure from the Programme in Israel. If the Participant is travelling back to the UK under the group booking on the group flight, the medical insurance will be valid on the flight. However, the policy does not provide cover, either before the start of the Programme or after it has finished, if the Participant is extending their stay in Israel. Parent/Guardians should make their own medical insurance arrangements for this period if relevant.

In addition to the medical insurance policy, the Israeli Government provides medical cover and benefits to victims of hostile action (e.g. War or a Terrorist Act). This would include medical treatment and additional benefits that can be claimed from the Israeli government, such as reimbursement for family members expenses, rehabilitation, and ongoing financial benefits for those living abroad who are disabled.

For more information, please visit this link:
https://www.btl.gov.il/English%20Homepage/Benefits/Benefits%20for%20Victims%20of%20Hostilities/Pages/default.aspx

TRAVEL INSURANCE (CANCELLATION, CURTAILMENT AND BAGGAGE)

The following are procedures of the Travel Insurance Policy (included in the cost of the Programme) in force for the JAFI Programme. **The policy is taken out by the Organisers for the purposes of Israel Tour only.** The policy wording and details of what is covered will be made available by your youth movement/organisation. You should read the conditions carefully and decide whether this indicative policy meets your needs or whether you wish to take out extra travel and/or baggage insurance coverage at your own expense. **Please note, if you are taking out your own travel insurance policy it should include cover for all locations, routes and activities during Israel Tour.**

It should be stressed that Participants are discouraged from taking expensive items. Indeed, our experience is that if expensive items are misplaced or stolen, many hours are lost dealing with paper work and the police, which is disruptive to both the Participant, the whole group and the Israel Tour Madrichim/ot (Leaders).

Please be aware that most insurance policies, including the one taken out by the Organisers, require a Police Report to be submitted within 24 hours of the incident. Due to the nature of the Programme, it cannot be guaranteed that a Participant will be able to visit a Police Station in this timeframe.

The Insurance Policy covers all areas in Israel. Please note if you wish to take out any additional insurances in relation to Israel Tour you must ensure the Insurance Policy covers all locations, routes and activities during Israel Tour.

Please note that the Travel Insurance policy only covers Participants for the duration of the Programme. It does not provide cover, either before the start of the Programme or after it has finished, if the Participant is extending their stay in Israel. Parent/Guardians should make their own travel insurance arrangements for this period if relevant.

PROCEDURE FOR AN INSURANCE CLAIM

All claims against the medical or travel insurance policy should be made as soon as possible after the event.

All correspondence relating to insurance claims (eg: the initial claim, receipts of the original purchase, or a quotation for the replacement/repair of the lost/damaged items etc.) must be sent to your youth movement/organisation directly.

In the event that there is damage or loss to a personal belonging, the Participant must report it immediately to the Madrichim/ot (Leaders) so they can endeavour to file a Police Report within 24 hours where it is reasonably possible for them to do so. Whilst the Madrichim/ot (leaders) endeavour to obtain a Police Report, we cannot guarantee that it will always be possible as it may impact on the running of the Programme. **Therefore, we strongly suggest not to send valuable items, including smartphones, on Israel Tour.**

In order to process any claims, you will be required to provide the appropriate evidence to support the claim, eg: Police Report or Medical Letter.

Please note that insurance claims from Israel Tour can take some time to process and we apologise in advance for any delay. **All claims must be sent to the youth movement/organisation as the policy has been taken out by the youth movement/organisation and cannot be handled by individuals.** However, please note that **the youth movement/organisation are not the Insurers** and so all requests you receive for information in relation to a claim from the youth movement organisation originate from The Insurer.

Safety and Security

The safety, security and wellbeing of Participants is, and always has been, our primary concern. UJIA Israel Experience recognises that questions of security are of critical importance to potential Participants and their families and we would like to reassure you that UJIA Israel Experience is continuously monitoring developments in the region.

All JAFI Programmes are planned according to the security directives of the Cheder Matsav (Situation Room) and the Moked Teva which is run by the Society for the Protection of Nature in Israel (SPNI) and who are connected to the Israeli Defence Forces, Home Front Command, and the Israeli Police Force. In addition, the Tour Provider in Israel (Israel Experience Educational Tourism Services Ltd) are also linked directly to the Security Department of JAFI. We hope the information provided below will help to clarify our precautions and plans for JAFI Programmes.

The Organisers provide a meaningful, educational and fun Israel experience that will serve our mutual goals of strengthening Jewish identity among our Participants, while maintaining the highest level of security and safety.

UJIA Israel Experience's Approach to Safety

For more than 30 years, JAFI and UJIA have contributed to Israel Experience Programmes for the UK Jewish community. Although an enriching and exciting Israel experience is certainly our mission, the safety and wellbeing of our Participants has always been, and continues to be, our highest priority. Matters of security always take precedence over all other concerns and our safety record is proven Programmes are adapted, as the situation requires, in a manner to assure the safety of all Participants. This includes the routes, accommodations and security measures taken. Before a decision is taken to launch Israel Tour, a detailed risk analysis is completed within UJIA Israel Experience, taking legal advice in the UK, securing travel and medical insurance policies, and liaising with our partners and security officials in Israel. In response to the ongoing military conflict, a number of steps were made for Summer 2024, 2025 and 2026 to ensure additional security was in place, and increased provision available to care for the participants on Israel Tour. These measure will be reviewed in advance of summer 2027 based on updated guidance from relevant security bodies.

During Israel Tour

The situation in the Middle East is constantly changing and we cannot predict what the circumstances will be whilst the programme is in Israel. Regardless, every decision regarding itineraries, including transportation routes and locations or sites for day and/or evening activities, is made in conjunction with the Jewish Agency Security Department, the Israeli Police Command, the Ministry of Education and the SPNI. The central coordinating office is called Cheder Matsav/Moked Teva. The Tour Provider in Israel is in constant contact with the office of the Cheder Matsav/Moked Teva who receive regular police, army and other intelligence reports.

In conjunction with the security apparatus in Israel, JAFI also routinely examines and re-examines each activity, site and transportation route to ensure the safety of our Participants. As always, the Participants are not permitted to take public transportation or leave the group at any time without prior agreement.
At the time of writing it is difficult to predict what may or may not be required in the summer, and the following steps are of course subject to change depending on the advice received from organisations we work with.

This year we anticipate:

- All Israel Tour groups will have an Israeli Madrich/a trained and responsible for managing emergency/siren situations. It is their responsibility when arriving at any location to know where safe areas/shelters are, and ensure participants get to those places in an emergency.

- All Israel Tour Groups will have knowledge of the location of shelters at each accommodation, and on scheduled routes the buses take. This will begiven in advance of arrival. Please note, travel itineraries can change for a variety of reasons.
- All Tour Providers will have an emergency protocol in place for locating all participants immediately in the event of an emergency situation.
- There will be increased provision of mental health support on call, should a group or individual be affected by a siren or serious incident. There is provision for this through the Tour Providers, Medical Insurance, UJIA Israel Experience support infrastructure, and often also through your Youth Movement.
- Additional training will be given to UK Madrichim on safety & security best practice.

At the time of writing it is difficult to predict which of the above measures may or may not be required during Israel Tour, and the above steps are subject to change depending on the advice received from organisations we work with.

Going to Israel when there are heightened concerns about security does not diminish the "Israel Experience". Being in Israel with the people of Israel at such a time enhances the experience educationally. From Programmes run by JAFI in the last few years, we know that Participants return home with a more profound understanding of the fabric of Israeli society, its place in the Jewish world, and the meaning of being Jewish, along with all the other enrichment that is part of coming on an Israel Programme.

First Aiders and Armed Escorts
The regulations of the Cheder Matzav/Moked Teva require us to have a first aider with each group throughout the Programme and an armed security person at various points throughout the country. In some years as an additional level of security we may anticipate the need for an armed guard at all times. Each JAFI Programme complies with instructions dealing with the number of security personnel per bus.

Accommodation Security
The Tour Provider in Israel follows the guidelines set out by the Cheder Matsav/Moked Teva in relation to security personnel at all group accommodation sites including hotels, hostels and kibbutz guest houses and do not deviate from their instructions. All sites that are visited will have security personnel where feasible.

Free Time
Participants' free time will be restricted to those areas approved by the office of the Cheder Matsav/Moked Teva. Participants should be aware that the decision to allow free time is made on a day-to-day basis. If Participants are given free time it will always be within specific geographical boundaries. They will be split into sub-groups of no less than three Participants and will have to report to their Israel Tour Madrichim/ot (Leaders) at regular intervals. Participants will have an emergency card that will include all relevant and emergency phone numbers.

Terms and Conditions

These are the Terms and Conditions for application for and participation in the UJIA Israel Experience Programme. Please read these Terms and Conditions, together with the full Application Form, the Israel Tour Code of Conduct and the Important Information Booklet, carefully, as together they form the basis of the contract between The Jewish Agency for Israel (JAFI) and each Applicant.

UJIA Israel Experience is organised by JAFI and supported by the United Jewish Israel Appeal (UJIA) and facilitates Israel Tour as a service to Youth Movements/Organisations, Synagogues, Student Organisations, Schools and other communal organisations incorporating an experience of Israel into educational activities. UJIA Israel Experience will process application data on behalf of the relevant Youth Movement/Organisation. Participants of this Israel Tour Programme are eligible to apply for financial assistance through the UJIA Bursary Scheme.

By agreeing to the Terms and Conditions on the Online Application Form, the Applicant will have agreed to these Terms and Conditions (including the financial obligations) with JAFI as the Tour Operator. The Applicant's place on Israel Tour can only be confirmed once JAFI has received the Applicant's fully completed Application Form, Health Form and other letters/documents as required by the Organisers. The Applicant will then receive formal notification of the confirmation of the Applicant's place on Israel Tour from the Youth Movement/Organisation. JAFI's aim is to accept all Applicants, however, each individual's suitability is assessed in the context of medical conditions and the Israel Tour Code of Conduct. JAFI reserves the right to terminate the contract in the event that the Applicant has to be excluded on medical/welfare or social behaviour grounds, whereupon the Applicant will have no further claim against JAFI except for any refund due in accordance with the Cancellation Policy. Receipt of correspondence relating to kit lists, interviews or orientation days etc. does not constitute confirmation of acceptance on to the Programme.

1. Partners and Contractual Relations

1.1 **"JAFI"** is The Jewish Agency for Israel, 7th Floor, Central House, 1 Ballards Lane, London, N3 1LQ; JAFI is the Tour Operator and land arrangements in Israel are arranged through Israel Experience Educational Tourism Services LTD – a JAFI subsidiary company.

1.2 **"Youth Movement/Organisation":** is the organisation with which Applicants are or become affiliated for the purpose of Israel Tour. This body will set the programming and the character of Israel Tour and engage with JAFI to provide the actual logistics on the ground. The Youth Movement/Organisation acts as an agent for JAFI. By completing the Application Form provided by the Youth Movement/Organisation you will be entering a contract with JAFI.

1.3 **"UJIA Israel Experience":** is the department of JAFI which is financially and educationally supported by UJIA. UJIA Israel Experience facilitates and assists with the planning and implementation of Israel Tour.

1.4 **"the Tour Provider in Israel":** is the company in Israel responsible for the land arrangements for the purposes of Israel Tour. The Tour Provider in Israel for this Programme is Israel Experience Ltd.

1.5 **"the Organisers":** are the partner organisations involved in running Israel Tour in relation to the Programme that the Applicant has applied for. This includes UJIA Israel Experience, the Youth Movement/Organisation and the Tour Provider in Israel. UJIA Israel Experience, the Youth Movements/Organisations and the Tour Provider in Israel are either agents of JAFI or sub-contractors of JAFI.

1.6 **"UJIA Bursary Scheme":** is the scheme through which bursaries are made available to Applicants whose parents are unable to meet the full cost of the Programme. They are provided by the United Jewish Israel Appeal, a registered charity.

2. Terms Used

2.1 **"Acceptance Procedure"** means the process whereby the Organisers review all the information concerning the Applicant's personal details, including, but not limited to, information provided on the Application Form and Health Forms before deciding whether the application for the Programme has been successful.

2.2 **"Additional Medical Information Correspondence"** means any correspondence the Applicant may have with the Youth Movement/Organisation regarding the Applicant's state of health in addition to the information provided on the Online Application Form.

2.3 **"Administration Fee"** means the fee of £150 required to process the Application Form and which is payable to the relevant Youth Movement/Organisation.

2.4 **"Applicant"** means the participant applying for the Programme and their Parent/Guardian if under the age of 18.

2.5 **"Application Documents"** means the Application Form, the Health Form and other letters/documents as required by UJIA Israel Experience, JAFI, the Youth Movement/Organisation and the Tour Provider in Israel.

2.6 **"Application Form Deadline"** means 26th January 2027.

2.7 **"Booklet"** means the UJIA Israel Experience "Important Information Booklet" which accompanies these Terms and Conditions.

2.8 **"British Madrichim/ot"** means the leaders who are part of a Youth Movement/Organisation and who are based in Britain.

2.9 **"Cancellation Policy"** means the provisions set out in clause 6 of these Terms and Conditions.

2.10 **"Costs"** means the cost of the Israel Tour as set out in clauses 3.8-3.11 below.

2.11 **"UK GDPR"** means the retained English-law version of the General Data Protection Regulation ((EU) 2016/679).

2.12 **"Insurance Policy"** means the basic medical, travel and luggage insurance for all activities in the Programme as described in the Booklet.

2.13 **"Israel Tour"** means UJIA Israel Experience and Youth Movement/Organisation branded packaged tour of Israel.

2.14 **"Israel Tour Code of Conduct"** means the document which sets out the rules and standards of behaviour to which all participants must adhere, and the disciplinary procedures in place for dealing with unacceptable behaviour on Israel Tour.

2.15 **"Madrich/a"** means a designated leader who may be from any of the Organisers.

2.16 **"Medical Information"** means all information as to the Applicant's medical and welfare conditions including, but not limited to, physical, psychiatric, psychological, optical and dental conditions.

2.17 **"Organisers"** means UJIA Israel Experience, JAFI, the Youth Movement/Organisation and the Tour Provider in Israel.

2.18 **"Online Application Form"** means the online application form for the Israel Tour which is part of the application process.

2.19 **"Parent/Guardian"** means a birth or adoptive parent, legal guardian, or other person having responsibility for the Applicant.

2.20 **"Participant"** means an Applicant who has been accepted onto the Programme.

2.21 **"Rakaz"** means a coordinator working on behalf of the Tour Provider in Israel.

2.22 **"Tour Provider in Israel"** means the company in Israel responsible for the land arrangements for the purposes of Israel Tour.

2.23 **"UJIA Bursary Fund"** means the scheme through which bursaries are made available to Participants whose parents are unable to meet the full cost of the Israel Tour. They are provided by the United Jewish Israel Appeal, a registered charity.

3. Booking, Travel and Insurance

3.1 By accepting these Terms and Conditions, the Applicant will be deemed to have read and will be bound by the provisions of the following:

3.1.1 These Terms and Conditions

3.1.2 The Booklet containing the Israel Tour Code of Conduct

3.1.3 The Application Form

3.2 At the Application Procedure stage, after submitting all the necessary information, the Applicant will receive formal notification of JAFI's decision as to whether or not the Applicant can move forward to the next stage of the process from the Youth Movement/Organisation. If, at a later stage, there is a change in medical circumstances the Applicant/Participant will need to go through the approval process again. Please note that correspondence from the Youth Movement/Organisation regarding but not limited to kit lists, orientation days and/or interviews etc. does not constitute confirmation of acceptance on to the Programme. Our aim is to take all Applicants. Individual suitability is assessed in the context of medical conditions and the Israel Tour Code of Conduct but, in rare instances, certain persons may have to be rejected on medical or social behaviour grounds. Under such circumstances the Applicant is considered to be released from their contractual commitment subject to the terms in the Cancellation Policy.

3.3 The contract between the Applicant and JAFI shall be conditional upon the Applicant completing the Application Form and Acceptance Procedure to the satisfaction of the Organisers by the dates specified in the Youth Movement's/Organisation's literature, failing which JAFI shall be entitled upon providing written confirmation to the Applicant as treating the contract as at an end whereupon the Cancellation Policy shall apply.

3.4 Upon satisfactory completion of the Acceptance Procedure, the Youth Movement/Organisation will confirm the booking with JAFI in writing

3.5 Should an Applicant register for Israel Tour through more than one Youth Movement/Organisation the Applicant will be liable to lose the full deposit on each application made that is subsequently cancelled, regardless of when this cancellation is made

3.6 If the Applicant is under the age of 18 then the Parent/Guardian of the Applicant agrees and acknowledges, by signing the Application Form for and on behalf of the Applicant, that they shall be responsible to JAFI for the costs, charges and other obligations of the Applicant set out in these Terms and Conditions and in the Booklet.

3.7 All bookings are subject to these Terms and Conditions and JAFI reserves the right at its sole discretion to refuse an application. Subject to the terms of the Cancellation Policy, if the Applicant has paid a deposit, then the deposit will be returned within 21 days of the refusal of the Applicant's application.

3.8 The following are generally included in Programme Costs (please refer to Youth Movement/Organisation literature for more details):

3.8.1 outbound and return flights between the designated airport and Israel;

3.8.2 accommodation (youth hostels, 2-star hotels, youth villages etc.);

3.8.3 three meals per day;

3.8.4 the Programme's Educational Guided Tours and Seminars;

3.8.5 the Programme's transportation in Israel;

3.8.6 the Programme's Educational Group activities;

3.8.7 the Programme's entrance fees;

3.8.8 the Programme's staff and security costs; and

3.8.9 the Insurance Policy.

3.9 Programme Costs do not include any supplementary insurances which the Applicant may wish to purchase in relation to additional cover and pre-existing medical conditions.

3.10 Programme Costs may be subject to a surcharge in response to increased transportation costs (including fuel), duties, taxes or fluctuations due to exchange rates. In addition, if surcharges become necessary then JAFI will absorb an amount up to the first 2% of such increases.

3.11 If the changes to the Programme Costs are more than 10% of the original cost of the Programme then the Applicant may cancel their place on the Programme, within one week of being informed of the increase and shall receive a full refund less the deposit. No compensation will be payable to the Applicant.

3.12 The payment schedule to the Youth Movement/Organisation has been set out by the Youth Movement/Organisation. The Applicant should note that meeting the payment schedule is a condition of participation and failing to make payments on time will lead to cancellation of the Applicant's place on the Programme.

3.13 JAFI are claiming exemption from the Civil Aviation Authority ("CAA") ATOL Regulations 2012 under clause 10(i) which states that persons exempt from requirement to hold an ATOL include "a person making available flight accommodation occasionally on a not-for-profit basis to a limited group of consumers". JAFI are also claiming exemption from The Package Travel and Linked Travel Arrangements Regulations 2019 ("PTR") under clause 3.2(b) which states that "these regulations do not apply to packages offered, and linked travel arrangements facilitated, occasionally on a not-for-profit basis for a limited group of travellers".

3.14 Although it is not a regulatory requirement, it is a UJIA Israel Experience requirement that JAFI offers financial protection to the extent practicable for its Participants and their Parent/Guardian(s). As such, JAFI has an obligation to receive all monies into a designated client account held on trust for Participants and their Parent/Guardian(s) ("Client Account") in advance of Israel Tour in order to safeguard the money of Israel Tour Participants.

3.15 Although it is not a regulatory requirement, it is a UJIA Israel Experience requirement that JAFI offers appropriate financial protection for its Participants and their Parent/Guardian(s). Therefore, JAFI has a comprehensive Tour Operators Liability Insurance ("TOLI") policy to handle claims that may arise from Israel Tour, and for which there may be a liability.

3.16 The Programme Costs include the Insurance Policy which shall be valid in Israel throughout the period covered by the Programme and only when the Participant is officially on the Programme*. Participants who leave the Programme or breach instructions given to them by the Youth Movement/Organisation or the Tour Operator in Israel or any staff from the activities and accommodations may compromise their insurance cover.

*Please note – when a Participant is on a group flight, they will be covered by the Programme medical insurance for the duration of the flight unless the Participant is not fully covered due to pre-existing medical conditions.

3.17 It is the responsibility of the Applicant to take out supplementary insurance to cover any additional medical conditions (including pre-existing medical conditions relating to physical, medical, mental and/or emotional health) or other matters which are not covered by the medical, travel and luggage insurance provided by the Youth Movement/Organisation. If the Participant does not or is unable to take out the necessary medical insurance policy for a pre-existing condition JAFI will require a bond to be paid upfront and prior to Israel Tour as to all potential related costs, including, but not limited to, costs incurred due to hospitalisation, treatment, internal travel in Israel and return flights. Please note that confirmation of the Participant's place on the Programme remains a decision made at the sole discretion of JAFI as advised by the Organisers. For the avoidance of doubt, if suitable medical insurance

or a bond is not obtained the Participant will not be allowed on Israel Tour. In circumstances in which personal medical cover is not accepted or the bond is insufficient the provisions of the Cancellation Policy will apply. There is a limited amount of cover provided by the medical insurance policy for non-pre-existing mental health conditions (conditions that have never happened before the Participant's arrival to Israel) for psychiatric emergencies that require hospitalisation until the Participant is stabilised. Any medical or associated costs that arise due to pre-existing mental health conditions are not covered by the insurance policies provided by the Youth Movement/Organisation. Therefore, the Participant will be responsible for these costs should they arise. Full details of health formalities in Israel are set out in the Booklet.

3.18 The Organisers will require evidence that supplementary insurance cover has been obtained / or a bond has been paid as a condition of participation, as the policy details will be reviewed by the Tour Provider in Israel to allow them to assess the suitability of the cover. If the Tour Provider in Israel deems the cover to be unsuitable the Participant will be required to take out new or extended cover if available or to pay a bond or an increased bond. Failure to do so will be grounds for rejection from the Programme. If the Participant is unable to take out new or extended cover or pay an upfront bond prior to Israel Tour the Participant will not be allowed on Israel Tour and the provisions of the Cancellation Policy will apply.

3.19 The Applicant understands that any undisclosed or not fully disclosed medical issues or conditions will invalidate all Programme insurance policies and that the Applicant will be responsible to pay for any uninsured costs.

3.20 As of January 2025, all travellers to Israel are required to obtain a visa called an ETA-IL (Israeli Electronic Travel Authorisation) in order to enter the country. With this visa, you are permitted to enter Israel and stay for up to 90 days per visit. Regular border control will still apply, who will authorise your entry into Israel upon landing. All participants of Israel Tour 2027 will be required to apply for their own ETA-IL in order to enter Israel. Applications must be submitted online to the Israel Population and Immigration Authority at the following link: https://israel-entry.piba.gov.il/.

3.21 Any Participant who is refused leave to leave the United Kingdom or refused leave to enter Israel as a result of an invalid passport will be responsible to pay any resulting charges including but not limited to return travel to England.

3.22 Where required, obtaining an appropriate visa or an exemption for serving in the Israeli Defence Forces is the responsibility of the Participant. Failure to obtain a visa prior to travel where this is required may lead to removal from the Programme. It is entirely the responsibility of the Participant to address these matters. Should an Applicant be removed from the Programme for failure to obtain a visa prior to travel the Cancellation Policy will apply.

3.23 All itineraries are intended to give a general indication of the Programme. The itinerary provided for the Programme is indicative of the types of activities contemplated, but it is understood that the route, schedules, itineraries, activities, amenities and mode of transport may be subject to alteration without prior notice due to local circumstances or events. It is the responsibility of the Youth Movement/Organisation to inform parents/guardians and participants of their itinerary in advance of the programme commencing. Some aspects of the programme may go over the Green Line (the 1949 Armistice border) and for the avoidance of doubt the UK Government does not recognise the State of the Israel over the Green Line.

3.24 By signing the Application Form the Applicant is aware that the itinerary may include, hiking, rafting, snorkelling, abseiling, swimming, camping or similar activities.

3.25 It is recommended that the Applicant reviews information provided by the Foreign, Commonwealth & Development Office (FCDO) as to its travel advice to Israel, as it may pertain to the validity of any additional insurance you choose to take out. Please read all travel insurance policies thoroughly to understand your own risks when travelling.

3.26 As outlined in the Booklet each Applicant is responsible for and required to ensure that the Applicant obtains any required and recommended immunisations at the appropriate time prior to departure, including but not limited to vaccinations for Covid.

4. Medical Information and Procedures

4.1 Fully completing and submitting all questions relating to Medical Information on the Application Form is an integral part of the application process. No Applicant will be accepted by the Youth Movement/Organisation without the submission of the fully completed Health Form.

4.2 By submitting the Medical Information on the Health Form, the Applicant agrees and acknowledges:

4.2.1 they have read and understood the questions relating to Medical Information and has answered them honestly, completely and accurately;

4.2.2 all relevant information (including pre-existing medical conditions) has been fully disclosed and includes appropriate detail;

4.2.3 that any failure to disclose Medical Information or the disclosure of inaccurate or misleading Medical Information will be grounds for rejection or dismissal from the Programme;

4.2.4 that supplementary medical insurance has been purchased to cover any pre-existing medical condition (please note that the Organisers must see proof of purchase and the full policy details prior to the Applicant's acceptance on to the Programme);

4.2.5 if there is any change to the Participant's medical and/or psychological condition/s, the Participant shall notify the Youth Movement/Organisation in writing immediately;

4.2.6 if any medical information is disclosed after the Application Form Deadline and subsequently the Applicant is rejected from the Programme in light of the new information, the Cancellation Policy will apply; and

4.2.7 if a pre-existing medical condition is disclosed before the Application Form Deadline and the pre-existing condition worsens to a level whereby the Participant is unable to go on the Programme, the Cancellation Policy will apply and it will be the responsibility of the Participant to claim reimbursement from their own pre-existing medical and travel insurance policy.

4.3 JAFI, as advised by the Organisers, reserves the right to:

4.3.1 forward any forms to an independent medical practitioner and/or an insurer and/or legal advisor for their professional opinion;

4.3.2 request additional information from a GP, counsellor, school, specialist doctor or other relevant medical professionals regarding disclosed Medical Information;

4.3.3 request that doctors in Israel contact your doctors directly if points of clarification are required;

4.3.4 request that the Applicant undergoes an examination by an independent medical practitioner retained by JAFI but at the Applicant's expense;

4.3.5 request that you obtain your own medical insurance and sign disclaimers if the Israeli medical insurance company refuses to cover certain pre-existing conditions;

4.3.6 reject an Applicant on medical or welfare grounds based on the recommendations of their doctor/specialist, or other appropriate persons including but not limited to therapists, school teachers and medical professionals;

4.3.7 reject an Applicant on medical or welfare grounds based on the recommendations of our independent doctors and/or an insurer;

4.3.8 remove a Participant from the Programme should any undisclosed or not fully disclosed medical issue(s) or condition(s) become apparent;

4.3.9 request that an Applicant signs a medical and/or welfare agreement and/or pay a bond upfront and prior to Israel Tour as agreed upon by JAFI, should a care plan be needed for additional care of pre-existing medical conditions. Refusal to sign such an agreement or to disclose the requested information may lead to rejection of the Applicant or removal from the Programme;

4.3.10 take into account information that has previously been made available or become apparent in prior events run by the Youth Movement/Organisation when considering an Applicant's place on Israel Tour.

4.4 The Participant will be required to hand in all prescribed and non-prescribed medication to the British Madrichim on arrival in Israel, which will be held by them for the entirety of Israel Tour. It is the responsibility of the Participant to remind and request that the British Madrichim administer their prescribed medication, at the time and dosage designated on the health form as the Madrichim will not be responsible to remind the Participant to take their medication or to voluntarily administer the medication to the Participant. This also applies to any medication prescribed by medical practitioners in Israel. This excludes EpiPens/Inhalers/Insulin guidance for which is set out in the Important Information Booklet. At the time of prescription it is the responsibility of the Participant to ensure that they understand the time and dosage required. The Participant accepts that neither JAFI nor the Organisers are responsible, nor will be held to be so, for any adverse effect, which may result from the Participant taking or not taking their medication. . The insurance policy taken out by the Organisers does not cover the replacement of medication (including EpiPens) should it be used, damaged or lost and this medication will need to be immediately replaced at the Participant's expense.

4.5 In all instances, any medication stated on the Health Form (or disclosed via Additional Medical Information Correspondence) will be administered, subject to being reminded by the Participant, as per the dosage information noted on the packet and for a period of time not exceeding the amount stated, without visiting a qualified doctor. The non-prescribed medication will only be given when deemed essential by a Madrich/a, and furthermore will not be administered for regular use. Non-prescribed medication will be used for a period of time not exceeding 48 hours. The usage of any medication, or the Israeli equivalent, will be recorded by the Participant's Madrichim. If a Participant's medication runs out, additional medication will be purchased by the Madrichim, at the expense of the Participant. The Participant will be responsible for refunding to the Madrich/a the cost of the purchased medication.

4.6 Only the non-prescribed medication listed on the Health Form (or disclosed via Additional Medical Information Correspondence) can be brought on Israel Tour and will be handed in to the Madrichim. If a Participant brings any medication which has not been declared on any Application Forms or Additional Medical Information Correspondence, it will be disposed of. If the Participant is found in possession of medication and/or is distributing it to other members of the group, it will be classed as a serious breach of discipline and at the sole discretion of JAFI as advised by the Organisers they will be dismissed from the Programme.

4.7 The Participant acknowledges that the Participant is responsible for informing medical professionals in Israel of any pre-existing medical conditions or allergies.

4.8 By submitting the Application Documents, the Applicant hereby consents to being given non-prescribed/prescribed medication that has been declared on the Application Documents, when deemed necessary for immediate medical need or in accordance with the instructions (in English) provided by the Applicant. It is understood that non-prescribed medication will be administered as per the

dosage information noted on the packet and the prescribed medication will be administered as per the instructions on the Health Form (or as set out in the Additional Medical Information Correspondence).

4.9 There will be an Israeli first aider with the group throughout the Programme, however this person will be unable to administer medication to the Participants. Therefore, it will be the responsibility of the British Madrichim to administer medication. The Participant understands that the British Madrichim may not have medical knowledge, background or training, nor do they have any independent knowledge regarding any medication including, without limitation, effects, contra-indications, recommended dosage, proper care and storage requirements and they rely solely on the information that has been provided by the Participant in the Health Form or in the Additional Medical Correspondence without attempting to validate or authenticate such information. For the avoidance of doubt, it is the Participant's responsibility to ensure they are taking the correct dosage of their medication at the time required.

4.10 The Participant can visit a medical professional or seek medical treatment without consulting a Parent/Guardian in line with Gillick Competency (the assessment of whether a child under 16 years of age is able to consent to their own medical treatment), without the need for parental permission or knowledge. The Parent/Guardian understands that notification of any medical consultations or treatment the Participant is given will be passed on to the Parent/Guardian unless the Participant does not give their consent for this to happen (in line with Gillick Competency). However, if a medical professional, or a representative of the Organisers, deems it necessary to inform the Parent/Guardian against the wishes of the Participant, they may have discretion to do so if they feel that the Participant is not making a sound decision. If the Participant gives permission to the Organisers to contact his/her Parent/Guardian or if the medical professional deems it necessary, the Organisers will attempt to contact the Parent/Guardian of the Participant to obtain consent on the medical course of action. If the Organisers are unable to contact the Parent/Guardian in a reasonable timeframe (which will be determined by the advice of a medical professional), the Participant may consent to any x-ray examination, anaesthetic, dental or surgical diagnosis or treatment to be rendered to the Participant as advised by or under the supervision of any medical professional in any country. For the avoidance of doubt, any lifesaving or medically urgent treatment deemed necessary by a medical professional will be conducted at the immediate discretion of the medical professional.

4.11 The Participant will be fully responsible for any costs of medical care (of any kind) or dental care incurred on behalf of the Participant under the authorisation of JAFI as advised by the Organisers, if it is not covered under the Insurance Policy.

4.12 The Participant understands that any issues relating to mental health (including self-harm) may not be covered by the Insurance Policy and the Participant or the Parent/Guardian will be responsible for all related charges including, but not limited to, medical bills, treatment costs, travel costs in Israel and transportation to the UK.

4.13 In the event that the Participant's time on the programme is curtailed as a result of a decision made by the Organisers, Parent/Guardian, or external health or medical professional/specialist, in respect of the Participants welfare and out of a duty of care to the Participant, the Organisers will endeavour to return all recoverable costs. There will be no obligation to return unrecoverable costs in respect of payments already made and/or time already spent on the programme. The Organisers reserve the right to withhold reasonable administrative and operational costs.

4.14 MEDICAL DISCLAIMER

4.14.1 Upon submission of the full application form (Form II), you will have read and understood the following medical disclaimer:

We appreciate your honesty in disclosing the Applicant's medical history. The Youth Movement/Organisation, , UJIA Israel Experience, JAFI and Tour Provider, (The Organisers), aim to create supportive and inclusive environments for all Participants on Israel Tour so that they may get the most out of the trip.

Whilst we, the Organisers, will do our upmost to support the Applicant, there is still a risk that they may experience mental health conditions on Israel Tour. The Applicant's health and well-being during the Programme is our primary concern. Therefore, the Organisers have outlined how we may best support the Applicant during Israel Tour which may include a Support Plan and a Risk Assessment. It should be noted that the Applicant's acceptance on to the Programme and ongoing participation is at the sole discretion of the Organisers.

The majority of medical insurance policies for Israel Tour do not cover any self-inflicted medical situations or psychological treatment/assessment related to mental health conditions. If the Applicant experiences mental health conditions during Israel Tour and the Organisers decide that they require medical or psychological treatment/assessment for their safety and well-being, this will not be covered by the insurance policy. Therefore, all associated costs will be at the Parent/Guardian's expense. You can find further explanation of this in the Important Information Booklet and the Terms and Conditions of the Programme.

It is important to note that, due to the nature of the Programme, the Madrichim (Leaders) will not be with the Chanichim (Participants) at all times, including, but not limited to free time, when the group are at their accommodation, at night and when using the bathroom.

During Israel Tour, should the Applicant need additional support, they must speak to one of their Madrichim (Leaders) so that they can best understand how to support them. This may be as per their Care Plan, as agreed with you in advance, or through treatment from medical professionals in Israel, if the Organisers decide that this is required.

As stated above, as the Applicant's Parent/Guardian(s):

- I acknowledge the medical insurance policy for Israel Tour does not cover any self-inflicted medical situations or psychological treatment/assessment related to mental health conditions.
- I understand that I will be liable for any and all associated costs relating to any required treatment.

- I understand that The Organisers reserve the right to remove an Applicant from the Programme if The Organisers decide that there is concern for their safety and well-being and/or if the required level of support is beyond which can be reasonably provided and/or if their needs are impacting negatively on the group dynamics.

- If the Applicant has to return to the UK at an alternative time for any reasons relating to their mental health, repatriation will not be covered by the Israel Tour medical or travel insurance and any associated costs will be covered by myself, the Parent/Guardian(s).

- I confirm that I have fully disclosed all of the Applicant's medical history relating to their mental health to The Organisers, including all information relating to severity, symptoms and previous treatment.

- I agree that I will continue to update the Youth Movement/Organisation if there are any changes to the Applicant's mental, emotional or physical health prior to Israel Tour. As part of this, I agree to comply with any requests from the Youth Movement/Organisation for an update from any professional involved with the Applicant's care at any time. I agree that if this is required, any costs will be at my expense as their Parent/Guardian(s).

5. Participation, Discipline and Damages

5.1 By submitting the Application Documents, the Applicant acknowledges that they have read, understood and agreed to be bound by the guidelines and expectations of conduct as detailed in these terms and conditions, the Booklet and the Israel Tour Code of Conduct.

5.2 The Israel Tour Code of Conduct is also used to assess an Applicant's suitability to join Israel Tour. It is therefore imperative that the Applicant has read through this document themselves. Failure to agree to the Israel Tour Code of Conduct will preclude an Applicant from joining Israel Tour and prevent a full application from being completed. Any refunds will be subject to the Cancellation Policy.

5.3 Participants may be dismissed from the Programme for infringement of the rules and expectations outlined in the Israel Tour Code of Conduct as well as for deliberately or recklessly:

- providing incorrect or false information in any part of his/her Application Documents or through any additional correspondence with the Organisers;
- repeated failure to participate in the requirements of the Programme;
- failure to disclose Medical Information or the disclosure of inaccurate or misleading Medical Information in any part of the Application Documents or through any additional correspondence with the Organisers; and
- failure to comply with any reasonable rules or regulations imposed by the Organisers and their agents or representatives during the course of the Programme.

5.4 Participants may be dismissed from the Programme should they unreasonably fail to participate in all aspects of the Programme. If a Participant absconds from the Programme at any time or otherwise refuses to cooperate, they will immediately not be the responsibility of JAFI or the Organisers and their future on the programme will be reviewed in line with the Israel Tour Code of Conduct.

5.5 Participants dismissed from the Programme will be responsible for all costs, claims and expenses incurred by The Organisers including accommodation, travel within Israel and the cost of Participant's return airfare to London, cost of the flight for someone to accompany them should it be required by the Organisers (our general policy is to send home the Participant unaccompanied) and any cancellation charges or other third-party expenses howsoever incurred. JAFI as advised by the Organisers reserves the right to determine the date and time of such return flight save that it shall use all reasonable endeavours to arrange the Participant's return to London, England as soon as is reasonably practicable. Participants dismissed from Israel Tour will be flown back to London, England at the earliest opportunity and they will not be the responsibility of JAFI or the Organisers once they have entered airport security at Ben Gurion Airport. For the avoidance of doubt, they are the Parent/Guardian's responsibility from that point onwards. JAFI and the youth movement/organisation will perform a risk assessment regarding the safety of the dismissed participant returning home unaccompanied and may request a parent/guardian flies out to Israel to accompany the participant home if deemed necessary. Parents/Guardians will also be directed to the EL AL chaperone service should they wish to utilise this facility, details of which can be found here: Children flying alone – Child Care | EL AL. Parents/Guardians are required to ensure that they or their nominee is available to take responsibility for the Participant at any time during the duration of the Programme. If a Participant absconds from the sending home procedure they will be treated as if they are no longer on the Programme and therefore will not be the responsibility of JAFI or the Organisers nor will they be covered by the Insurance Policy.

5.6 If the participant wishes to remain in Israel after being dismissed from the programme, neither The Jewish Agency for Israel, the Youth Movement/Organisation, the Tour Provider in Israel nor UJIA Israel Experience (The Organisers), will be responsible for the Participant from the moment the Participant leaves the group. The Parent/Guardian, will be responsible for arranging all travel away from the group, and how the Participant returns home including responsibility for making all arrangements concerning any ticket amendments (including any last-minute changes to the ticket). If the Participant intends to travel back to the UK on the pre-booked group flight the Participant will not be the responsibility of the Organisers at any time. The insurance policy will only cover the Participant while they are with their group on the Programme. The Parent/Guardian will be responsible for additional insurance to cover the Participant whilst away from the group and all the necessary insurance arrangements.

5.7 For the avoidance of doubt, in the event that a Participant is dismissed from the Programme, no compensation or refund will be payable to the Participant. Furthermore, any bursary award will be withdrawn by the UJIA Bursary Committee and any adjusted outstanding balance owed will be due, as per the terms of the cancellation policy..

5.8 Any extraordinary expense incurred on behalf of the Participant will be charged to the Participant.

5.9 By agreeing to these Terms and Conditions the Applicant and the Parent/Guardian agree to JAFI and/or the Organisers contacting the Applicant's school or other educational institution for a reference, if required.

LEAVING THE GROUP – Temporarily or at the end of Israel Tour

5.10 If a participant leaves the group with permission from the Organisers for any reason (for example respite, family visits, mental, emotional, or physical health reasons not under the provision of the Organisers) the Organisers will not be responsible for the Participant whilst they are away from the Israel Tour, or after the Israel Tour finishes (for example if they wish to extend their time in Israel after Israel Tour has ended). Israel Tour will be considered ended upon the group entering the arrivals hall (after passport control) at the airport in London. When a Participant leaves the group they will be released to a designated adult and will no longer be the responsibility of the Organisers. The Parent/Guardian will be responsible for arranging how the Participant returns to the group or returns home including responsibility for making all arrangements concerning any ticket amendments.

5.11 The Organisers are not responsible for transporting the Participant to or from the airport if not with the group and will not be able to offer a refund if the Participant cannot rejoin the group.

5.12 If the Participant is staying on after the end of the Programme and making their own transport arrangements via public transport and/or taxi, The Organisers assume no responsibility for the Participant's travel from the moment they leave the group. After this time, The Organisers will not be responsible for the Participant.

5.13 The insurance policy will only cover the Participant while they are with their group on the Programme. The Parent/Guardian will be responsible for additional insurance to cover the Participant whilst away from the group and all the necessary insurance arrangements.

FLIGHT DEVIATIONS AND CANCELLATIONS

5.14 During the application process The Organisers offer the option to:

- Change inbound (Tel Aviv to London) flight
- Cancel inbound (Tel Aviv to London) flight
- Cancel both outbound (London to Tel Aviv) and inbound (Tel Aviv to London) flights
- **Please note all changes and terms are subject to approval by El Al, and** there is a limit to how many return flights we can cancel on our El Al contract. Therefore there will be a first come first served policy for this option and we are not able to guarantee that we will meet your request

Change inbound (Tel Aviv to London) flight

5.15 The Participant must be collected from Ben Gurion Airport, Tel Aviv (unless an alternative arrangement with the Youth Movement/Organisation has been arranged) at the completion of the Tour by a designated adult, after which time neither The Jewish Agency for Israel, the Youth Movement/Organisation, the Tour Provider in Israel nor UJIA Israel Experience, will be responsible for him/her. The insurance policy will only cover the Participant while they are with their group on the Programme. The Parent/Guardian will be responsible for additional insurance to cover the Participant whilst away from the group and all the necessary insurance arrangements. Should the inbound flight be cancelled by El Al, UJIA Israel Experience will not be held responsible if any changes/cancellations are made to the flight by El Al. All flights are subject to El Al schedule changes.

5.16 Please note: once the programme has begun UJIA Israel Experience, The Jewish Agency for Israel, the Youth Movement/Organisation and the Tour Provider in Israel cannot take responsibility for any further matters relating to the return flight, nor have responsibility for any duty of care once the Participant has left the Programme. Please also note this includes matters relating to all forms of insurance, travel regulations and general supervision of your Child/Ward.

Cancel inbound (Tel Aviv to London) flight and/or outbound (London to Tel Aviv)

5.17 Please be aware that UJIA Israel Experience, The Jewish Agency for Israel, the Youth Movement/Organisation and the Tour Provider in Israel are not responsible for the Participant's return flight home under any circumstances as they are no longer on the group return flight. In addition, UJIA Israel Experience, The Jewish Agency for Israel, the Youth Movement/Organisation and the Tour Provider in Israel do not have any duty of care once the Participant has left the Programme. Please also note this includes matters relating to all forms of insurance, travel regulations and general supervision of your Child/Ward.

5.18 It is the Parent/Guardian's responsibility to arrange how the Participant returns home. (In addition, UJIA Israel Experience has a group contract with El Al. However, at the point you cancel the group inbound flight, the terms of the group contract will not apply to you, in relation to that flight, even if you rebook with El Al.)

5.19 Furthermore, if you have cancelled the Participant's return leg of the flight and UJIA Israel Experience, The Jewish Agency for Israel, the Youth Movement/Organisation or the Tour Provider in Israel decides that the Participant needs to return home (e.g. for disciplinary or medical reasons) then UJIA Israel Experience would purchase an El Al single ticket on the next available flight and the Parent/Guardian would be responsible for the full cost of the ticket. Please note that a single El Al ticket booked at short notice is significantly more expensive. (If the Parent/Guardian is able to secure a flight to return within the same time frame as UJIA Israel Experience, then the Parent/Guardian should submit a request to the Youth Movement/Organisation; UJIA Israel Experience will then review the request to confirm that it meets the time frame and is operationally practical.) If however,

the Parent/Guardian unilaterally wishes for the Participant to return home for whatever reason then it is the Parent/Guardian's responsibility to book this return flight.

6. Cancellation Policy

6.1 If an Applicant wishes to cancel their place on the Programme, the Applicant and/or their Parent/Guardian(s) must contact in writing the Youth Movement/Organisation.

6.2 An Applicant who cancels a place within 48 hours of submitting their initial application will be entitled to a full refund of the deposit. An applicant who cancels their place after 48 hours, but prior to the 26th January 2027 will be entitled to a full refund, less the administration fee (£150). If the Youth Movement/Organisation (on behalf of JAFI) informs an Applicant that their application has been unsuccessful or that their place has been withdrawn prior to the 26th January 2027, the Applicant will be entitled to a full refund, less the administration fee (£150). Full details of deposit and balance payment deadlines can be found in the Youth Movement/Organisation brochure.

6.3 Any Applicant who cancels after the 26th January 2027, or if their place has been withdrawn for breaches of the Israel Tour Code of Conduct after the 26th January 2027, will be entitled to a refund or liable for an outstanding balance according to the following schedule:

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.

If an Applicant cancels their application or place on Israel Tour, a re-application will only be accepted by JAFI as advised by the Youth Movement/Organisation at its sole discretion, although application via a different Youth Movement/Organisation is permitted.

6.4 If an application is rejected by JAFI as advised by the Youth Movement/Organisation for reasons relating to medical, welfare, operational and/or suitability for the programme then the Applicant 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 Youth Movement/Organisation. 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 by JAFI and/or the Organisers and/or fails to pay the balance as required, JAFI 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 at the sole discretion of the Organisers, and provided that the Participant provides JAFI and/or the Youth Movement/Organisation with a valid medical or death certificate or independent verification of the exceptional circumstance (if requested) then JAFI via the Youth Movement/Organisation shall refund the monies paid less the Administration Fee and any third party cancellation costs or charges incurred by 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 JAFI or the Organisers to explain why circumstances have delayed the Participant's outbound travel and to obtain approval for a change of date for outbound travel, then JAFI retains the right to cancel any other arrangements booked with JAFI; 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.

6.9 If the Organisers choose to cancel the programme for programmatic reasons (for example, if insufficient numbers of participants apply), you will receive a full refund of any costs you have paid to the Youth Movement.

6.10 If the Organisers have to cancel the programme, or feels it is prudent to cancel the programme in the interests of the Organisers (including in the interests of the health and safety of the participants attending the programme), as a result of an event outside of its control (for example, changes to (or uncertainty as to the status of) official travel advice or guidance, acts of God, war, riot, civil commotion, compliance with any law or governmental order, rule, regulation, guidance or direction (including that of a local authority), accident, fire, flood, storm, pandemic or epidemic of any disease, terrorist attack, chemical or biological contamination), you will receive a refund of the costs you have paid to the Youth Movement for the programme only to the extent that the Youth Movement has been able to recover such costs from its third party suppliers or insurers.

7. Data, General Clarification of Liability and Complaints Procedure

7.1 In Accordance with the UK GDPR all personal data is stored on secure servers, and we maintain a strict access policy on a needs-only basis. Under the UK GDPR, JAFI and the other Organisers are joint Data Controllers of the data submitted for the Programme. Please refer to the Data Protection Policy of your Youth Movement for additional information regarding how your data is stored.

7.2 You have the right to request information we hold about you. If you wish to make an enquiry, please contact the Data Controller at either UJIA Israel Experience or the Youth Movement/Organisation.

7.3 By submitting the Application Documents, the Applicant consents to and agrees that the Applicant's personal data including special category data (such as medical data) may be processed and shared in accordance with the UK GDPR for the following purposes:

7.3.1 in the case of emergencies, disclosed to third parties (including emergency services, aircraft assistants, medical teams and governmental or regulatory bodies in the UK, Europe and/or Israel (e.g. UK Foreign Office or equivalent body));

7.3.2 for dealing with any legal matters which may occur (e.g. sharing information with lawyers and insurance companies);

7.3.3 for the provision of insurance cover in respect of the Programme to the insurance company either in the UK, Europe or Israel;

7.3.4 to assess the Applicant's suitability for the Programme and the activities it entails;

7.3.5 by JAFI and the Organisers in relation to medical or welfare support if required;

7.3.6 for general administration of the Programme including flights and billing for example;

7.3.7 to conduct anonymised statistical research using elements of the Applicant's data such as demographic data for the purposes of research and improving the programmes for the future;

7.3.8 in assisting the UJIA Israel Experience crisis management team that are on standby to deal with any issues that may arise whilst the Participant is participating in the Programme; and

7.3.9 for any other safeguarding, medical or legal issue that JAFI and/or the Organisers deem to be reasonable.

7.3.10 As part of the data sharing agreement between UJIA Israel Experience and UJIA for the express purposes of administering the programme

7.3.11 As part of the data sharing agreement between UJIA Israel Experience and UJIA in regard to images, videos, and media content for the purpose of marketing and fundraising. The parent/guardian has the right to request this data not be shared and will be able to withdraw this consent as part of the application process.

7.4 With specific regard to religious information, JAFI and/or the Organisers may process and share the religious information provided by the Applicant in the Application Form for the purposes of:

7.4.1 placing the Applicant in suitable accommodation;

7.4.2 catering to the Applicant's dietary requirements;

7.4.3 anonymised statistical research; and

7.4.4 any other social or welfare issues that JAFI and/or the Organisers deem to be reasonable.

7.4.5 Nothing in this agreement limits or excludes the Organiser's liability for death or personal injury caused by its negligence, fraud or fraudulent misrepresentation and any liability which cannot lawfully be limited or excluded under applicable law

7.5 Without prejudice to the foregoing, JAFI's liability to the Participant:

7.5.1 International Conventions in respect of international air travel include the Warsaw Convention 1929 (including as amended by the Hague Protocol 1955 and by any additional Montreal Protocols of 1975 and 1999 or otherwise) or the Montreal Convention 1999 (for international travel by air and/ or for airlines with an operating licence granted by an EU country, which the EC Regulation on Air Carrier Liability No 889/ 2002 for national and international travel by air has given effect to). Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any flight arrangements (including the process of getting on and/or off the aircraft concerned) provided by any air carrier where JAFI has arranged the flight as part of JAFI's contract, the maximum amount of compensation JAFI will have to pay the Participant will be limited as follows. The most JAFI will have to pay you for that claim or that part of a claim if JAFI are found liable to the Applicant on any basis is limited to the most the carrier concerned would have to pay under the International Convention or Regulation which applies to the flight in question. Please note: for all such claims (including those involving death or personal injury) where the carrier is not obliged to make any payment to the Participant under the applicable International Convention or Regulation (including where any claim is not notified or issued in accordance with the time limits stipulated in the applicable Convention or Regulation), JAFI are similarly not obliged to make a payment to the Participant for that claim or part of the claim. When making any payment, JAFI are entitled to deduct any money which the Participant has received or is entitled to receive from the airline for the complaint or claim in question. Please also note that strict time limits apply for notifying loss, damage or delay of luggage to the airline. Any proceedings in respect of any claim (including one for personal injury or death) must be brought within 2 years of the date stipulated in the applicable Convention or Regulation.

7.5.2 The Participant is obliged to assist JAFI in recovering from any third party any sum which may compensate JAFI for any sums JAFI pay the Participant. The Participant is obliged to assign to JAFI any rights the Participant may have against

any person whose acts or omissions caused or contributed to JAFI's legal liability to pay the Participant compensation. The Participant must provide JAFI with all assistance JAFI may reasonably require. The Participant must follow the procedures for the notification of complaints set out in these terms and conditions.

7.5.3 Other than as set out above, and as detailed elsewhere in the Booklet, JAFI have no legal liability whatsoever to the Participant for any loss or damage suffered by the Participant arising directly or indirectly from any aspect of the Participant's Israel Tour that was not reasonably foreseeable to both the Applicant/Participant and/or their Parent/Guardian (if they are under the age of 18) and JAFI the time of this agreement.

7.5.4 The Applicant acknowledges that UJIA Israel Experience is a non-profit, educational organisation and therefore its limitation of liability must reflect this status. In no circumstances will the liability of UJIA Israel Experience (excluding liability for personal injury, illness or death) exceed the cost of the Programme.

7.6 JAFI does not accept any liability for any alteration or cancellation owing to any event beyond its control and compensation are not available in such an event. Examples of such events include but are not limited to actual or expected terrorist activity, riots, civil strike, government action or restraint, industrial dispute, natural disasters, pandemic, epidemic, volcanic smoke emissions, fire, the unexpected incapacity of the Programme guide or leader, storms, floods, perils of the seas, damages or accidents from machinery or engines, closure of air or sea ports, airline decisions on flight arrangements, technical or maintenance transport problems, or traffic delays.

7.7 If any provision of this contract is found by any court, tribunal or administrative body of competent jurisdiction to be wholly or partly illegal, invalid, void, voidable, unenforceable or unreasonable, then such illegality, invalidity, voidness, voidability, unenforceability or unreasonableness shall not affect the remaining provisions of this contract which shall continue in full force and effect.

7.8 Any failure or delay by JAFI in enforcing or partially enforcing any provision of this contract shall not be construed as a waiver of any of its rights under this contract.

7.9 These terms and conditions may only be varied in writing between the parties when there is full agreement between the parties as to the variations.

7.10 These terms and conditions do not affect the statutory rights of an Applicant.

7.11 Complaints: If a Participant has a complaint regarding any aspect of the Programme then the Participant should, in the first instance, report the complaint in writing promptly to the Youth Movement/Organisation representative accompanying them as soon as is practicable or in writing to the Youth Movement/Organisation.

7.12 If the complaint is not resolved to the satisfaction of the Participant, then the Participant should notify JAFI in writing setting out all the issues.

7.13 If JAFI is unable to resolve the complaint the Participant may make use of the arbitration scheme devised for the travel industry by the Chartered Institute of Arbitrators. JAFI shall supply the Participant with contact details and information regarding the Chartered Institute of Arbitrators upon written request. These Terms & Conditions are governed by English law

8. ADDITIONAL CLAUSES RELATING TO VIRAL PANDEMICS

8.1 The Participant must comply with any travel regulations set by both the UK and Israeli governments. These terms are based on current guidance, but we reserve the right to refuse a participant to join the tour if they do not comply with the guidance as set out 14 days before the first day of the Programme.

8.2 In the event of a WHO proscribed Pandemic in the country of departure, or Israel, the Participant may be required to carry out a Lateral Flow Test, or similar diagnostic test, before the first day of the Programme, at the discretion of the Youth Movement/Organisation. Any Participant who tests positive may not be able to attend Israel Tour. In such an event the Viral Pandemic Cancellation Policy as set out below will apply.

8.3 If a Participant is required by health officials in their country of origin to complete a period of isolation on the date of departure, the Participant will not be able to depart for Israel Tour with the group. At the sole discretion of the Youth Movement/Organisation, a Participant may be able to join Israel Tour at a later date and should JAFI be able to re-schedule the outbound flight and arrange for relevant supervision of the Participant. The Participant agrees that the Participant will be responsible for any surcharges in respect of the change of the outbound flight and the cost of any supervision of the Participant.

8.4 If Israeli government policy requires that non-Israeli citizens who test positive for a viral or infectious disease during their stay in Israel should enter a period of isolation, JAFI and/or the Organisers will procure that there will be a minimum of two Madrichim on call for the Participant 24 hours a day 7 days a week and that there will be access to medical professionals. If the specific group in which the Participant is included is changing accommodation, the Participant will not be able to accompany them to the next accommodation until the period of isolation has expired in accordance with the regulations as set out in Israel at that time. The additional costs for the isolation and subsequent transport will be the responsibility of the Participant but may be reimbursable via insurance. Please read the insurance documents provided by the Youth Movement/Organisers to check the policies in place.

8.5 The Organisers may require written agreement that Parents/Guardians will accompany the Participant for required isolation if the Organisers deem it necessary on welfare grounds (physical or mental). The organisers reserve the right to refuse the Applicant's application if this is not provided.

8.6 Participants may be required to test for viral or infectious diseases at regular intervals throughout Israel Tour. The cost of these tests will be included within the Programme Cost. Should a Participant test positive for a viral or infectious disease whilst on Israel Tour the Participant will be required to follow the isolation guidance as set out by the government of Israel at the time of the positive test.

8.7 Should a Participant not fall within the Israeli categories of vaccinated or recovered and entry rules at the time require additional isolation measures, JAFI and the Organisers will still welcome the Participant to be part of Israel Tour. However, it will be the responsibility of the Participant to liaise with JAFI in respect of obtaining a different flight (the cost of any change of flight to be met by the Participant) and to cover the cost of accommodation and all other expenses in respect of any required isolation period in Israel, including the cost of tests in Israel. The Participant will also be responsible for the cost of liaising with and meeting with their specific group. JAFI and the Organisers will bear no responsibility for the Participant during isolation period and the Participant will be the responsibility of their Parent/Guardian. JAFI and the Organisers will become responsible for the Participant once they have joined up with Israel Tour and specifically with their assigned group.

Viral Pandemic Cancellation Policy:

8.8 If Israel Tour is cancelled due to changed travel regulations (UK or Israel) including vaccination requirements, then we will work to achieve as high a refund as possible based on our contracts and the cost of the administration of Israel Tour incurred by the Youth Movement/Organisation and/or JAFI. We will only provide a refund for the maximum amount we can recoup less the Cancellation Administration Fee.

8.9 If a Participant (or a close family member in same house) contracts a viral or infectious disease and this causes cancellation before Israel Tour, then cancellation is covered under certain conditions within the Insurance Policy, and if within these conditions, only up to Aggregate limits may costs be reclaimable.

8.10 If a single Participant contracts a viral or infectious disease on Israel Tour, then all medical costs will be covered under the Insurance Policy. Accommodation Costs may not be covered by the Insurance Policy and will be the responsibility of the Participant, although JAFI and/or the Organisers will make payment for accommodation costs at the time should the Participant not have access to the funds to pay. It is the responsibility of the Participant to arrange any additional insurance cover not covered by the Insurance Policy.

8.11 If a Participant is required to be in isolation beyond the last day of the programme, JAFI and/or the Organisers will continue to procure that supervision and care is provided at the managed isolation facility until the Parent/Guardian of the Participant arrives to supervise and care for the Participant. It is expected that the Parent/Guardian will arrive within 48 hours of being notified by JAFI or the Organisers. A Parent/Guardian may provide consent to allow the participant to remain in isolation and travel home without Parent/Guardian supervision once the group departs Israel, in which case the participant will be supervised until they reach airport security. In circumstances where Parent/Guardian supervision for welfare or medical reasons is required, the Parent/Guardian will not be able to provide this consent. The additional costs for the isolation, supervision and subsequent transport will be the responsibility of the Participant but may be reimbursable via insurance. Please read the insurance documents provided by the Youth Movement/Organisers to check the policies in place.

8.12 If entry rules to Israel enforce a quarantine, the itinerary of the tour will be amended accordingly. Any Participant who is an Israeli citizen and is travelling on their Israeli passport will need to ensure they have updated the Israeli authorities of their up-to-date vaccination status prior to flying.

8.13 Whilst travel insurance is included through which there is limited cover for Covid and other viral or infectious diseases, you are entitled to take out your own insurance over and above the coverage included.