



CENTER FOR
HOLY LANDS STUDIES

CANCELLATION AND REFUND POLICY

GENERAL POLICY:

All cancellations forfeit the deposit fee; however, registrants may apply their deposit to another program within twelve months of their initial registration date. From 90 days until our scheduled departure date, all other charges per person imposed by all agents and suppliers will be forfeited as well. It is therefore recommended, though not required, that each participant purchase adequate travel insurance.

PROGRAM CANCELLATION BY CHLS:

In the event the Center for Holy Lands Studies (CHLS) cancels the program for any reason and at any time prior to departure, CHLS shall refund to each participant all program fees paid directly to CHLS, including any deposits. Airfare and other travel arrangements purchased separately or subject to the airline's Contract of Carriage are excluded and shall remain subject to the applicable airline's terms and conditions.

REGARDING AIR TRANSPORTATION:

If the Center for Holy Lands Studies (CHLS) has already purchased the participant's airfare (often required to be purchased from the airline 90 days prior to the trip departure date), the below applies to the air purchase only:

Upon issuance of airline tickets, the applicable airline's Passenger Contract of Carriage shall constitute the sole agreement between the airline and the traveler. ***Unless a flight is canceled by the airline, airfare funds will remain nonrefundable and is subject to the fare rules and conditions established by the airline.***

In many cases, tickets may be applied toward future travel within one (1) year of the original ticket issuance, subject to the airline's applicable fare rules, reissue fees, fare differences, and any restrictions associated with the group's airfare contract.

Travelers who desire the greatest flexibility for airfare refunds should consider purchasing individual airline tickets rather than participating in the group's airfare program. Refundability of individually purchased tickets is determined solely by the fare type selected and the airline's applicable terms and conditions.

NOTE TO GROUP LEADERS AND INDIVIDUAL REGISTRANTS:

All CHLS programs are considered unconfirmed (provisional) until 25 participants are registered 90 days prior to the scheduled date of departure. Considering the early unconfirmed status of CHLS programs, it is recommended and important that the following two items be considered:

- 1) Individuals and groups should make sure to register ASAP to be counted as part of the required minimum number of participants.
- 2) Participants are also advised not to make any personal travel plans until the program is considered confirmed at 90 days prior to departure.

Should a participant desire to purchase personal airline tickets, make additional hotel arrangements, or purchase any other travel arrangements not under the auspices of CHLS administration (prior to 90 days of the scheduled departure date), it is recommended that he/she consult CHLS prior to any such purchases.

CHLS cannot be held responsible for any personal flight or land arrangements made by a participant before, during, or after the program.

DISCLAIMER OF RESPONSIBILITY: CHLS is not a travel agency and is only acting as an intermediary for the suppliers identified on this, or any accompanying documents, in selling services, or in accepting reservations or bookings for services which are not directly supplied by itself (such as air carriage, hotel accommodations, ground transportation, meals, etc.) You will hold as harmless CHLS for breach of contract or any intentional or careless actions or omissions on the part of such suppliers, which may result in any loss, damage, delay, injury, or increase in program fees to any traveler. Unless the term "guaranteed" is specifically written on the ticket, invoice, or reservation itinerary, CHLS does not guarantee any supplier's rates, bookings or reservations. It shall not be responsible for any cancellations, injuries, damages, or losses caused to any traveler in connection with war, terrorist activities, social or labor unrest, mechanical or construction difficulties, diseases, local laws, climatic conditions, abnormal conditions or developments, or any other actions, omissions, or conditions outside its control. By embarking upon the trip,