



CENTER FOR
HOLY LANDS STUDIES

CHLS Response/Updated Policy | Covid-19

Updated: December 1, 2021

The Center for Holy Lands Studies has been and will continue to ensure that our groups and participants have what they need to make their trip to the lands of the Bible all they hope and expect it to be! With the continuous and often change of travel restrictions in and out of the U.S.; as well, border closures and reopening, requires the need to adjust our response and policy often.

The below policy will be in place regardless of the reason for the need to cancel.

Center for Holy Lands Studies Cancellation and Refund Policy | Dated: December 1, 2021

For those registering for a program that will take place January 1, 2022 through December 31, 2022:

1. All \$400 deposits will be refundable if the cancellation request comes in prior to your trips final payment date. Hopefully, this will give you peace to register worry free.
2. All funds paid prior to your trips final payment date will be refunded if your cancellation request comes in prior to that final payment date.
3. If CHLS needs to cancel your program within the 90-day window, land costs will be refunded. Funds for airline tickets purchased on your behalf will be refunded only if the airline refunds the cost of the tickets.

Beginning January 1, 2023, the Center for Holy Lands Studies will revert back to our standard cancellation policy (see below). Participants registering for trips taking place in January 2023 and beyond will need to agree to that policy prior to registration.



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HOLY LANDS STUDIES

CANCELLATION 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 any and all agents and suppliers will be forfeited as well. It is therefore recommended, though not required, that each participant purchase adequate travel insurance.

REGARDING AIR TRANSPORTATION:

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

The passage contract in use by the airlines when the tickets are issued shall constitute the sole contract between the airlines and the passenger. **Unless the airlines cancel the flights, the tickets are nonrefundable.** The participant can use his or her ticket for future air travel within the duration of one year (not necessarily to Israel), but the airline will charge a reissuance fee to exchange his or her existing ticket to do so. The cost to exchange an existing ticket depends on the terms of the pending group contract.

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. In light of 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, the traveler voluntarily assumes all personal and financial risks involved with such travel, whether expected or unexpected. Travelers are hereby warned of such risks, and are advised to obtain appropriate insurance coverage against such risks.