



Cancellation Penalty Policy

Frequently asked questions

1. Will I receive my money back should I become afraid to travel to the Holy Land because of tensions there or elsewhere?

Corporate Travel Service has a fair cancellation penalty on all pilgrimages and for the Holy Land the cancellation penalty is as follows:

All cancellations must be received in writing. Cancellations received from date of deposit to 125 days prior to departure will forfeit \$200 per person. Forfeit entire deposit of \$350.00 for cancellations received between 75 and 125 days before departure. After 75 days prior to departure, no refund.

We have to apply the cancellation penalty in all cases. Therefore, pilgrims should sign up understanding that the terms of the cancellation penalty will be binding regardless of the political climate in the Holy Land.

For instance during the rise in tensions between Israel and Lebanon last summer the airlines would not refund any amount of the fare should passengers have wanted to cancel. In that case Corporate Travel Service or any other tour operator would not be in a position, or have the ability, to make any refunds because we are subject to the terms and cancellation penalties of the airlines and the ground handlers (hotels, buses, guides, etc.)

2. Can I obtain insurance that will cover cancellation should tensions rise in the Holy Land or the destination to which I am traveling?

You can and should purchase travel insurance for the medical and loss coverage offered, however, it will not cover most cancellations resulting from acts of terrorism. The circumstances under which travel insurance covers conflict or terrorism are very narrowly drawn. For instance, last summer when there was a rise in tension between Israel and Lebanon, the insurance companies would not provide recompense for passengers who wanted to cancel with their insurance because of the conflict between Lebanon and Israel. This was a pre-existing conflict in the world. We do not suggest buying travel insurance for the purpose of hoping to use it in case you are later fearful of traveling to that destination.

3. Is there anything I can do to cover my investment in case I later become fearful?

It is very difficult for any one company, tour operator or insurance company to insure the risk that someone may be fearful. People have different levels of comfort and one person may be afraid to travel while another would not. For that reason insurance companies as mentioned earlier do not cover most cancellations that are fear or terror related.

Additionally the vast majority of tour operators are not able to cover or self-insure. A number of tour operators did self insure, meaning you could pay \$200 or \$300 to insure your travel experience and you could cancel for any reason. Many of those companies went out of business after September 11th because there was no possibility to refund everybody who “changed their mind.” So even folks who purchased insurance through the travel companies who were “self insured” were not truly covered.

Please contact Travel Guard or your preferred travel insurance provider for specific questions you may have about coverage.

Travel Guard’s phone number is 800-549-9037. To connect your insurance to Corporate Travel Service, give them this ID number when you purchase your insurance: 23611545.