

Frequently Asked Questions

- Is airfare included? If not, are we still expected to meet at Ben Gurion Airport at 12 PM as the itinerary indicates? [Airfare is not included. One bus transfer from the airport to the hotel is included and will be at a time when most of the participants are arriving. Those who arrive earlier or later, are welcome to contact us to arrange private transfers.](#)
- If we do not meet at the airport, how do we verify our participation as a member of the tour group when we arrive at the hotel? [Shatour will make sure the hotel welcomes all members of the group. The first activity of the group will be a welcome dinner.](#)
- Please comment on the use of Israeli currency versus American dollars? [We recommend exchanging the minimum amount as most shops and restaurants accept American dollars.](#)
- Will there be a fee when using our credit cards while in Israel? [Depends on your credit card, and we recommend checking in advance and notifying your credit card company and you will use it outside of the USA. Paying with a credit card is very common, and most cards are accepted.](#)
- For those wishing to participate in the three day extension, how do we indicate this and will our invoice reflect this addition? [*the invoice should indicate if the participants are doing the Eilat extension tour.](#)
- For the extension, when arriving at the Jordanian border, must we pay in Israeli currency? [No, this can be paid to Shatour in American dollars.](#)
- The maximum number of participants for the trip is 45. Is there a minimum number of participants required for the trip to proceed? [The maximum number of participants is 45 as we do not recommend more than that in one bus \(if we have more, we can add a second bus\). We can do the trip for any number of participants \(no minimum\) but the price per person will be a bit higher if we have less than 45, especially below 25, when group rates at the hotels do not apply.](#)

Number of participants	25	30	35	40	45
Per person sharing a double	\$3,577	\$3,467	\$3,335	\$3,178	\$3,088
3rd person sharing	\$3,285	\$3,175	\$3,043	\$2,886	\$2,796
Single supplement					\$1,612

- If COVID issues force cancellation of the trip, will a full refund be provided after full payment is due on June 30? [90 days prior to the group's arrival, we will have to forward a %15 deposit to the hotels and will not be able to refund that amount, only to keep it as credit for a future trip. If, however, the cancellation will be due to COVID issues, we will do our best to get the deposit back from the hotels and refund it.](#)