1. Cancellation Policy

1.1 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.

1.2 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(on behalf of JAFI) informs an Applicant that their application has been unsuccessful or that their place has been withdrawn prior to the 26th January 2027, the Applicant will be entitled to a full refund, less the administration fee (£150).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.

1.3 Any Applicant who cancels after the 26th January 2027, or if their place has been withdrawn for breaches of the Israel Tour Code of Conduct after the 26th January 2027, will be entitled to a refund or liable for an outstanding balance according to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

1.3.1 61 days or longer prior to departure date: 100% of amount paid (or payable) less deposit and the Administration Fee;

1.3.2 From 31-60 days prior to departure date: 50% of amount paid (or payable) less deposit and the Administration Fee;

1.3.3 From 15-30 days prior to departure date: 20% of amount paid (or payable) less deposit and the Administration Fee;

1.3.4 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.

1.4 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.

1.5 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.

1.6 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.

1.7 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.

1.8 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.

1.9 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.

1.10 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. Any alternative programme offered after the cancellation of the Israel Tour, that is not in Israel, will be deemed a separate programme and fall under its own terms and conditions.