

## HADASSAH



What day should I arrive in Italy? Tour participants should plan to arrive in Rome on June 23, 2020. For those coming from North America, this generally means flights departing on June 22, 2020.

If I book my own flights, what time do I have to arrive in Rome to use the group transfer? We will be providing a transfer from the Rome International Airport (FCO) and train station (Roma Termini) for participants arriving on the correct day (namely June 23 arrival). For arrival transfers on different dates, please email [grace@ayelet.com](mailto:grace@ayelet.com) and send us your transportation details and we can arrange for a private transfer at a separate cost.

What time is the transfer to Venice Airport on July 2, 2020? The tour ends in Venice on the morning of July 2nd. There will be transfers all day to Venice International Airport (VCE) or train station (Venezia Santa Lucia) for July 2, 2020 departures only. If you instead need to get to Rome for your return flight, the tour package does NOT include transportation to get you there. Please be sure we have your flight details on file. Departures on different dates are on own, or email [grace@ayelet.com](mailto:grace@ayelet.com) to arrange for a private transfer at a separate cost.

How long does it take to travel between the cities visited? From Rome to Florence it takes about 1 hour and 35 minutes by train. Florence to Ferrara takes approximately 2 hours by bus and Ferrara to Venice takes approximately 90 minutes by bus.

When will the group flights be available to book? Flight options are being finalized now and should be publicized by early August.

From which city will the group flights originate? Likely group flight cities include New York, Boston, Washington DC, Toronto and Los Angeles. We will be able to help anyone connect with these flights from their hometown.

Can I stay in a different level of hotel than my Congregation/Cantor has chosen? This can be done – email [grace@ayelet.com](mailto:grace@ayelet.com) if you wish to do so. You would be responsible to get to and from the group hotel. Most importantly, you must arrive to the group hotel on time for departure in the mornings or the group may leave without you.

If I fly into Rome a few days early can you help me book a room at the group hotel? Will I need to move my room when the group arrives? We would be happy to help with those reservations. Please send email to [grace@ayelet.com](mailto:grace@ayelet.com) for pre-stay rates and availability. You will not need to change rooms once the group arrives.



What meals are included? Breakfast buffet is included daily at the hotels. It is NOT under kosher supervision. There will be a kosher Shabbat dinner in Rome, kosher Kiddush on Saturday, kosher lunch in Ferrara and cocktail receptions will be included.

Can I get a kosher lunch if needed on Shabbat? We will be offering an option where people can buy a kosher Shabbat lunch in advance. More information will be sent out as we get closer to departure.

Are there kosher restaurants in all 3 main cities? Below are links to Vegetarian/Vegan Restaurants and Kosher restaurants in Rome, Florence and Venice:

Kosher restaurants in Rome:

<https://theromanfoodie.com/rome-food-blog/restaurant-guide/best-kosher-restaurants-rome/>

Kosher restaurants in Florence:

[https://www.tripadvisor.com/Restaurants-g187895-zfz10768-Florence\\_Tuscany.html](https://www.tripadvisor.com/Restaurants-g187895-zfz10768-Florence_Tuscany.html)

Kosher restaurants in Venice:

[https://www.tripadvisor.com/Restaurants-g187870-zfz10768-Venice\\_Veneto.html](https://www.tripadvisor.com/Restaurants-g187870-zfz10768-Venice_Veneto.html)

For vegetarian restaurants in all tour cities:

<https://www.happycow.net/>

When will Prof. Stephen Berk and other speakers be speaking? They will be joining us at various points along the tour. The final speaking schedule will not be determined until much closer to departure.

How will security be handled? We take security very seriously on all our trips. While we do not anticipate any issues, we are in touch with the Italian authorities and will take whatever steps are deemed appropriate to maintain the security of the group.

Can I register for the tour even if my passport is in the process of being renewed? Yes you can. When you receive your new passport we will need a copy of the picture page prior to final confirmation.

When is final payment due? Final payment is due March 22, 2020.

What are the cancellation penalties once I book? \$100 per person charged if cancelled once booked, plus any applicable airline penalties. \$250 per person charged if cancelled 364 to 90 days before departure, plus any applicable airline penalties. \$500 per person charged if cancelled 89 – 30 days prior to departure, plus any applicable airline penalties. 100% per person charged if cancelled 30 days or less before departure, plus any applicable airline penalties.

Can I get travel insurance? Yes, we are offering a group travel insurance policy through Travelex. See the tour website for details.

If I pay my deposit with a credit card can I still get the check discount if I make my final payment by check? Yes. You would need to contact us so we can update your reservation to list the discounted check price prior to final invoicing.

Are there bathrooms on the bus? No there are not; but the tour will make stops throughout the day for breaks as needed.



How many people will be on the bus? This will vary by bus, but should be between 30 – 40 participants as a general rule.

Will we have headsets while touring? Yes, each participant will have a headset unit to better hear the guides, escorts and speakers, who will have appropriate amplification when addressing the group.

Will our congregation be together on the bus? Yes. Depending on the size of your congregation's group, you may be combined with other congregations as well.

What if I want to change the bus that I'm on? For security and logistical reasons, this may not be possible. Please speak to an Ayelet Tours representative; there will be a hostess desk at the hotels throughout.

Will we have time to go back to our hotel in the afternoon? This will depend on the day. While a full touring day usually ends around 5pm, we may be modifying some scheduled days to account for the heat of the afternoon.

Will I get points for room nights if I have a Bonvoy/Marriott number? The hotels are booked as a group reservation and officially these special rates do not offer points. However individual hotels may be willing to award points if requested directly at the front desk when you check in.

Will there be water to drink? Yes, your bus driver will maintain bottles of cold water on the bus available for purchase at your convenience.

Should I bring snacks? Yes, it is always good to travel with snacks. Sometimes on a tour, your lunch break may be later than you are used to at home. Having healthy snacks available (nuts, peeled fruits, energy or fruit bars etc.) is helpful, especially if you have a restricted diet.

Do the hotels have WiFi? All hotels have WiFi in their rooms and public spaces.

Can I rent a wheelchair or scooter in Italy? Many of the tourist sites we will visit are not accessible to wheelchairs and walkers. Please contact [seffie@ayelet.com](mailto:seffie@ayelet.com) to discuss.

