

Ayelet Tours, Ltd.

THE AYELET DIFFERENCE

A GROUP LEADER GUIDE TO
PLANNING YOUR NEXT ADVENTURE
WITH AYELET TOURS



PLAN YOUR TRIP WITH AYELET IN SIX SIMPLE STEPS

1. CONTACT OUR OFFICE

So your community is ready to plan a group tour. Where to begin? The responsibility of planning a tour can be daunting and stressful. Ayelet Tours has established a system that makes the planning process clear and smooth.

During your initial conversation with an Ayelet Tours travel expert, you will be asked a number of important questions that will help us understand your priorities in planning this tour.

- ✎ What is your preferred trip length and what are your preferred dates of travel?
- ✎ What cities and sites would you like to visit during the tour? How many nights would you like to spend in each city or region?
- ✎ Are there any special cultural, social, environmental or educational programs or speakers you would like us to arrange for your group? This may include a bar/bat mitzvah ceremony or other religious celebration.
- ✎ Are there specific activities you would like to include in your tour? For an Israel trip, some of the most popular “extras” include home hospitality visits, archaeological digs, tree planting opportunities, Bedouin/Druze hospitality, lunch or evening cruises, kayaking, jeep tours or volunteering with social action organizations.



- Would you like to offer a group flight option? Do you prefer a certain airline? Is there a particular time of day you prefer to fly? We will also provide you with “land only” pricing.
- What is your accommodation preference? You can choose the hotels you and your group members will be staying in based on class, location, etc.
- Do you and your group have particular meal requirements? Would you like to include a welcome dinner, Shabbat dinners and/or lunches, and a farewell dinner? Would you like to enjoy your meals at your hotel or would you prefer home hospitality? Your travel expert will go over all of the available options.
- How many people are you anticipating will join you on the tour? This assists us in providing you with accurate price quotes.
- Will group leaders travel for free? If so, how many?

This initial conversation is also a time for you to raise any questions you might have about the tour planning process.



2. THE PROPOSAL

After your initial conversation, you will be presented with an itinerary and pricing proposal. The custom itinerary will include the sites, overnights and meals based on your conversation.

Proposals will usually include:

- ✈ Pricing options
- ✈ Accommodations per your itinerary
- ✈ Meals per your itinerary
- ✈ Transportation to/from sites per your itinerary in an air-conditioned motor coach or other vehicle large enough to comfortably accommodate your group
- ✈ An expert English-speaking guide
- ✈ Entrance fees to included sites
- ✈ Transfers to/from the airport and assistance at the airport
- ✈ Porterage for one or more pieces of luggage

Based on your preferences, the proposal might also include:

- ✈ International and/or domestic flights
- ✈ Tips to drivers, guide and dining wait staff (usually listed separately)

Proposals will usually NOT include:

- ✈ Visa and passport fees
- ✈ Departure taxes, fuel surcharges and excess baggage fees
- ✈ Travel insurance
- ✈ Meals other than those indicated in the itinerary
- ✈ Optional site-seeing and excursions
- ✈ Items of a personal nature

IMPORTANT: Group insurance is available. Travel insurance is recommended to help protect you and your trip investment against the unexpected. Travel insurance is offered on behalf of and under the direction of Travelex Insurance Services.



3. GROUP DEPOSIT

Once the itinerary has been created and the proposal has been approved, we request that you submit an initial good-faith deposit on behalf of the group in order to confirm the arrangements.

4. PROMOTION

Once Ayelet Tours has received your group deposit, we will generate a custom tour website, a lobby banner and a PDF promotional flyer for you to print and distribute to potential participants. The website will include tour highlights, the tour itinerary and the ability to register online. Participants will also submit a copy of their current and valid passport (passport must be valid for at least 6 months after the planned dates of travel).

It is also useful to host promotional sessions providing information to those interested in joining your tour. An Ayelet Tours travel expert will join you either in person or via Zoom video to help answer participants' questions and generate positive "buzz" about your trip. We can send you links to travel tips, recommended restaurants and other information participants will find useful.

5. INDIVIDUAL REGISTRATIONS

Participants will be able to register online through our secure website or via a paper (PDF) form. Once registered, participants will receive a confirmation/invoice letter including the balance due, along with a letter welcoming them to the group via email. The full balance for tour participants is due 90 days prior to departure.



6. KEEPING YOU UPDATED

Your Ayelet Tours agent knows how important it is to keep you updated. You will receive a special log-in showing you who and how many participants have registered for your tour. We are also available to update and adjust your itinerary based upon opportunities as they arise.

As your departure date nears, you and your tour participants will receive tour packets to help you prepare for your tour. A packet typically includes:

- 📄 A letter confirming flight reservations and hotel accommodations
- 📄 Name tags
- 📄 Luggage tags
- 📄 An e-ticket flight confirmation (when reserved)
- 📄 Travel tips to assist you in packing for your tour
- 📄 A 24-hour number for Ayelet Tours, to be used in case of emergency (including our local representative contact information), and other key contact info



7. TRAVEL APP

Our travel app will give you and your participants access to your up to date itinerary, in-app communication, site photos and description, emergency contact info and more!

8. DEPARTURE!

Please plan to arrive at the airport at least three hours before scheduled departure. This will allow enough time for you and your tour participants to go through the security checkpoints. Your tour participants will have luggage tags and nametags that make identifying your group members easier.

Once you have landed at your destination, your group will be met and assisted by an Ayelet Tours representative. They will make certain that you and your tour participants are safely transferred to your awaiting guide and driver to begin your unforgettable tour together.



WHAT IS THE AYELET DIFFERENCE?

It is our goal to provide you and your group with professional and attentive service from the moment you first call us until the moment you return from your group tour. Our customized service ensures that you and your group participants will have a deeply meaningful and satisfying experience that will live in your memories forever!

Here are just a few reasons why planning your travel with Ayelet Tours is the smartest choice you can make as a group leader:

- 📍 **Don't go it alone:** Planning a group tour is a major endeavor and can be frustrating if you try to do everything yourself. Working with Ayelet Tours, you will be provided with your own personal travel expert who will work with you from the very beginning of the planning stages. Together, you will sculpt the perfect itinerary, finalizing all of your air and land touring options. Your Ayelet expert will be there to assist you and your group members with any questions or special arrangements that need to be made.
- 📍 **Leave it to the experts:** Our ongoing relationships and familiarity with local community leaders, airlines, hotels, restaurants, sites and others allows us to analyze and advise as to what the best arrangements are for your group.
- 📍 **We will exceed your expectations:** Our experts will work with you to make certain that your itinerary is customized and designed to exceed your expectations. It is our goal to provide you and your participants with a tour that is engaging and memorable while also financially and logistically feasible.



- 📍 **We believe in team work:** Our staff will provide you with marketing and promotional materials that will make advertising your tour incredibly easy! We can provide you with flyers, videos and any other supplemental information you'll need to promote your tour.
- 📍 **Always there for you:** Should any challenges arise during the course of your travel experience, Ayelet will be there to assist you and work towards a solution!
- 📍 **GROUP LEADERS TRAVEL FREE!** Our proposals provide pricing inclusive of free travel for the group leadership.

You are never alone. From your guide and driver to the network of people working behind the scenes to ensure your satisfaction, you will rest easy knowing that your group is in the hands of professionals dedicated to providing you with an unparalleled and deeply meaningful experience.

THE MEMORIES LAST FOREVER!

LET US KNOW: Since 1986, Ayelet Tours has provided its clients with outstanding service, end-to-end. The hotels, guides, drivers and restaurants we use are chosen from the personal experience of our expert staff, as well as feedback from clients like you. We look forward to welcoming you at your destination and hearing afterward about your experience!



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