

MAGNOLIA
CRAFTING UNFORGETTABLE MEMORIES

Who, what, where?
FREQUENTLY ASKED QUESTIONS



Have a question? We've got you covered!

Below you will find answers to the questions that we get asked the most about our trips.

Q: How can I purchase insurance for my trip?

A: Travel insurance helps you book your vacation with one less worry. Check to see if your credit card provider offers this service. We recommend booking your insurance through Travelex Insurance Services, a leader in providing quality travel insurance with over 55 years of protecting travelers. We advise purchasing travel insurance at the same time that you book your trip, since most travel insurances have time-sensitive coverage.

P: 1-800-228-9792

E: CustomerSolutions@travelexinsurance.com

W: <https://www.travelexinsurance.com/>

Please note that Magnolia Israel is not liable for any losses or expenses which you or your members of your party may incur as a result of failure to secure adequate coverage.

Q: I am a solo traveler, what can you offer me?

A: To encourage solo travelers, Magnolia Israel offers to match you with a fellow traveler of the same sex for no extra charge [upon availability]. If you would like to guarantee a room all to yourself, the price supplement appears on your price proposal.

Q: I am vegetarian, require Mehadrin Kashrut or have other dietary needs. Can you accommodate this?

A: YES! We can accommodate most dietary requests, so please provides us any special information, requests or requirements you may have. We will share the information with our guides, restaurants and hotels and make sure you have a worry-free trip. If you have any specific concerns, please give us a call at + 1 347-674-1923 or send us an email at mayan@magnoliaisrael.com

Q: Can I opt out of certain activities?

A: Sure thing! If there are included or optional activities that you don't wish to participate in, you can do your own thing instead. The exception to this is when we are travelling from one destination to the next. Please note that if you choose to opt out of an included activity, no reimbursement can be made by Magnolia Israel.

Q: How do I exchange currency?

A: Currency can be exchanged at the airport or local banks. International debit and credit cards are accepted at most bank machines (ATMs) throughout Israel. It is a good idea to check with your bank prior to your departure, to be sure that your cards operate in Israel.

Q: Where can I do laundry?

A: Most hotels offer a laundry service, and some cities even have laundromats available. However, it is a good idea to try and pack enough clothing to avoid having to do laundry, as it can sometimes be costly or inconvenient.

Q: What is the best way to book airfare for my trip?

A: Some of our trips include land and air packages. Other trips allow more flexibility by booking your own flights. Based on feedback from our guests and our own travel experiences, we've found the following online search engines to be very helpful for booking flights independently. Each company has a toll-free 24/7 number that you can call to speak with a real person if you prefer.

- Expedia: www.Expedia.com, 1-800-397-3342 or 1-404-728-8787
- Orbitz: www.Orbitz.com, 1-888-656-4546 or 1-312-416-0018
- Travelocity: www.travelocity.com, 1-888-872-8356

Q: I have more questions, who do I contact?

A: If you have any questions that we haven't been able to answer, we would love to hear from you. Please give us a call at +1 (347) 674-1923 or send us an email at mayan@magnoliaisrael.com