

QUESTIONS:

1. PRICE

1. Is the price negotiable for families, children and the elderly?
2. What is included in the price?
3. How much is the price of the flights?
4. I don't have money right now can I pay in instalments and what are the selection criteria?
5. I paid, but I can't come can I get a refund?
6. I can't pay the full £200 deposit before the 31st of December can I still attend?
7. I'm booking internationally; I need your IBAN number and other bank details?

2. DATES

1. Can I come for another specified amount of time e.g just two days?
2. Can I stay longer after the retreat?
3. What dates will the scholars arrive?

3. LOCATION / COACH

1. Is the location far from the airport?
2. I'm coming from outside London or internationally. My plane comes after the group leaves Tel Aviv airport, what should I do?
3. My planes delayed, how will you know?
4. What is the best airport to fly to and from?
5. I arrive before the coach departs but it's a short time, how big is the airport ?

4. ROOMS / CAMPING

1. Can my extra friend stay in my double room, can she sleep on the floor / bring a sleeping mat?
2. Can I change rooms?
3. My parents are elderly do you have any flexible spaces that can deal with their mobility?
4. Are the rooms safe?
5. What toiletries should I bring? Does the retreat provide towels?

5. BOOKING FORM / PAYMENT FORM

1. I'm booking as a group, how should I fill in the booking form?
2. I'm listed as a group on the booking form. How do I pay for my part of the room?
3. I have filled in the form, but haven't heard anything has my application been accepted?

6. FOOD

1. I'm allergic / can't eat certain foods, who do I tell?
2. I'm a Vegetarian / Vegan, who do I tell?
3. Is tea, coffee, and snacks free?
4. Can I keep snacks in my room?

7. CLASSES, ITINERARY & ACTIVITIES

1. Can I miss the classes / do I have to attend all of the lectures?
2. Can I record the lectures?
3. Are activities compulsory?
4. I don't see the itinerary, what is the structure like?
5. Are the timings strict for the itinerary?

8. COMMON QUESTIONS

1. Can I bring my children?
2. Is there a crèche service / activities for children?
3. Can I speak to the Sheikh privately or schedule a time?

ANSWERS

1. PRICE

1. Is the price negotiable for families, children and the elderly? The price is fixed and is not negotiable unfortunately. Children under the age of 5 are free, please bring appropriate travel and sleeping gear for the child as the Hotel will not provide this.

2. What is included in the price? Included is 7 nights worth of accommodation and iftar and suhoor. The hotel will not be responsible for meals outside of these times. If you are not fasting or have children then please food is arranged in your hotels from the hotel, this will be charged to you or you can keep food in the room. Each room will have a Fridge but no cooking facilities. Also included in the price is transportation to and from the airport for the selected dates (to be provided to registrants) as well transportation to the scheduled excursions. If fundraisers arrive in Jerusalem at a different time than that specified by ALL 4 AOSA then it will be their own responsibility to source transportation to the hotel, the same applies to those wishing to leave at a different time than the group.

3. How much is the price of the flights? Flights are up to the individual to find, a coach will be provided at Tel Aviv airport. However if you shop around early you can get some decent deals. Prices vary with different airline providers the earlier you book the cheaper it is. It ranges from £250 to £350 pounds. (U.K prices.)

Websites that might be of interest to book tickets with:

<http://www.easyjet.com>

www.monach.co.uk

www.skyscanner.net

Here is our suggestion of flights for those we are attending the full duration that fits in with the coach timings. Taken from easyjet.com

3rd – 11th of June 2017 . London Tel Aviv.

The first coach leaves when there is enough of all those registered with ALL 4 AOSA for the specified flights get through immigration to fill the coach.

Flight details to be inserted here

4. I don't have money right now can I pay in instalments and what are the selection criteria?

As long as you pay all the £200 deposit money before the deadline that's o.k. However **each time** you make a part payment you will have to fill in the payment form so we aware of all the transactions. Any part instalment payments will not be refunded. So please make sure you can come! **Full £200 deposit amount due 31st Decembert 2016 (no refunds).**

If there are more than 100 applicants that have paid their deposits then ALL4AOSA reserve the right to select candidates based on fundraising experience and other criteria for the trip. Those not selected and have paid their deposit will be given a full refund. You are advised to not book your flights until you have been given written confirmation of your place on this trip. The quicker you pay your deposit the quicker you will be awarded a place on this trip and the quicker you can book a cheap ticket to Jerusalem.

5. I paid, but I can't come can I get a refund? Sorry we have a no refund policy once you have paid your desti and you have been confirmed. So please don't rush into booking if your situation seems easily changeable.

6. I can't pay the full £200 deposit before the 31st of December can I still attend? We have a cut off date because we have to pay the Hotels and tour guides/ Coaches etc. So we can't accept people after this date. However, if you are certin of achieivenn gythe £3,000 target then please speak to us.

7. I'm booking internationally; I need your IBAN number and other bank details?

Please email us and we will send you the necessary details.

2. DATES

1. Can I come for 2 days, or another specified amount of time? Yes this is very possible. But please be aware our coach will leave Tel Aviv at when the registered persons of the recommended flights are through immigration on the 3rd. So if you can't make the coach time please arrange for alternative use of transport. E.g. a mini bus or taxi from Tel Aviv which will cost you roughly £20 per person but it will take you roughly 2 hours or a Taxi that will cost you roughly £80.

2. Can I stay longer after the retreat? You are free to do so, the hotel accommodation is roughly £80 a night and this does not include iftar. Direct payment will need to be made to the hotel, as we will only cover you for the duration of your stay. Contact details of hotel will be provided to the registered fundraisers.

3. What dates will the scholars arrive? They will be there for the full duration

3. LOCATION & COACH

1. Is the location far from the airport? The hotel is roughly 2 hours from Tel Aviv airport.

2. I'm coming from outside London or internationally. My plane comes after the group leaves Tel Aviv airport, what should I do? The coach will not wait around however for international travellers and those traveling from outside of London that will not be at immigration at the same time as the majority of the group should get in touch with ALL 4 AQSA with your travel details to try and arrange a taxi/ minibus for the group. This will make your travel cheaper and easier.

3. My planes delayed, how will you know? Usually we always have someone situated at Tel Aviv Airport to receive and register the guests. So we will be aware if there are any delays to any flights. In this case the coach will wait.

4. What is the best airport to fly to and from? The nearest airport to the retreat is Tel Aviv. This is where our coach will be departing from, so unless you seek alternative means of traveling to the hotel we recommend Tel Aviv. ALL4AQSA does not recommend travelling from Jordan as there will not be a coach service however; if you wish to travel from Jordan then you are responsible for making your way to the hotel.

5. I arrive before the coach departs but it's a short time, how big is the airport and how long does it take to collect baggage? The airport is small but you will most likely be kept behind by Israeli officials where the group will also most likely be requested to stay when they arrive if by chance you are given permission to travel through immigration without being held back then please stay in the vicinity of the airport terminal for the group. We will provide contact details of ALL4 AQSA team leaders who will be at the arrival lounge for your and the groups arrivals.

4. ROOMS

1. Can my extra friend stay in my double room; can they sleep on the floor / bring a sleeping mat? No, nobody outside of the programme is allowed to be at the Hotel/ Meal times or ALL 4 AQSA events. Failure to comply with this will lead to termination of your stay with no refund.

2. Can I change rooms? Room change will not be facilitated by ALL 4 AQSA but informally you can try and change rooms as long as all parties agree and nobody is coerced. Any coercion taking place will lead to disciplinary action.

3. My parents are elderly do you have any flexible spaces that can deal with their mobility?

We have rooms situated on the ground floor that are ideal for some of our older guests. These are roomy and comfortable to get around. Please just state so in your booking form.

4. Are the rooms safe? Every room has its own key and a safety deposit box. ALL 4 AQSA will not be responsible for any loss or theft. Please see the hotels terms and conditions for using their safety deposit box.

5. What toiletries should I bring? Does the retreat provide towels? The hotel is of a very high standard and comes with towels and toiletries. Please bring any extra/ specific toiletries for your use.

5. BOOKING FORM (ONLINE)

1. I'm booking as a group, how should I fill in the booking form? Please elect one person in your group to fill it in for everyone. In the booking form we have a text box that states enter the names of all those who are in your group. So we will be aware of who everyone is attending. Even if they don't fill in the form. Please write names as written on their passports. Each group member will have to sign the declaration form and email this to ALL 4 AQSA.

2. I'm listed as a group on the booking form? How do I pay for £200 deposit? All participants must complete the payment form regardless if you are in a group. However if you are paying on behalf of someone or collectively that is fine just state everybody's name in the payment form. When you name your transaction simply list your **FULL NAME**. So we can associate it with you.

3. I have filled in the form, but haven't heard anything has my application been accepted? ALL 4 AQSA will be in touch with confirmation.

6. FOOD

1. I'm allergic / can't eat certain foods, who do I tell? Please inform us if you have any allergies (**in the booking form only please**) so that we can cater the meals in accordance.

2. I'm a Vegetarian / Vegan, who do I tell? That's fine, please just let us know (**in the booking form only please**) and we will let the the hotel know.

3. Is tea, coffee, and snacks free? All refreshments need to be paid by individuals to the Hotel itself, and will not be covered by us.

4. Can I keep snacks in my room? Snacks are perfectly fine; you can buy snacks from the local town.

7. CLASSES, ITINERARY & ACTIVITIES

1. Can I miss the classes / do I have to attend all of the lectures? We encourage all guests to attend all the lectures by our Shaykhs, we ask you to respect and honour them and turn up on time or not to walk in half way through the class. If you have young children that is fine however if your children become restless we kindly ask that you take them outside of the lecture hall until they settle down so that they do not disrupt other attendees.

2. Can I record the lectures? You are free to record the lectures.

3. Are the excursions compulsory? No, you can choose to attend varying activities or have it as free time.

4. I don't see the itinerary, what is the structure like? The itinerary will be sent to you a few weeks before departure. Our retreats are not designed to be intensive and we usually have seminars in the morning, activities in the afternoon or free time, and evening reflections.

5. Are the timings strict for the itinerary? The retreat is aimed to rejuvenate the mind, body and soul. Due to amount of time - we ask everyone to kindly adhere to the time's set to make the most of the days and activities we have planned for everyone out there.

8. COMMON QUESTIONS

1. Can I bring my children? Yes children are encouraged to come to the retreat. Anyone above the age of 5 will have to pay full price and they will have to also raise the £3,000 funds.

2. Is there a crèche service /activities for children? Sorry it is up to the parents to look after their children.

3. Can I speak to the Shaykhs privately? You can go up to the Shaykhs directly, or approach one of the hosts to arrange a private session if you need advice.