

IMPORTANT INFORMATION

Dear Hillsong Israel Worship Tour Participant,

WELCOME TO ISRAEL!

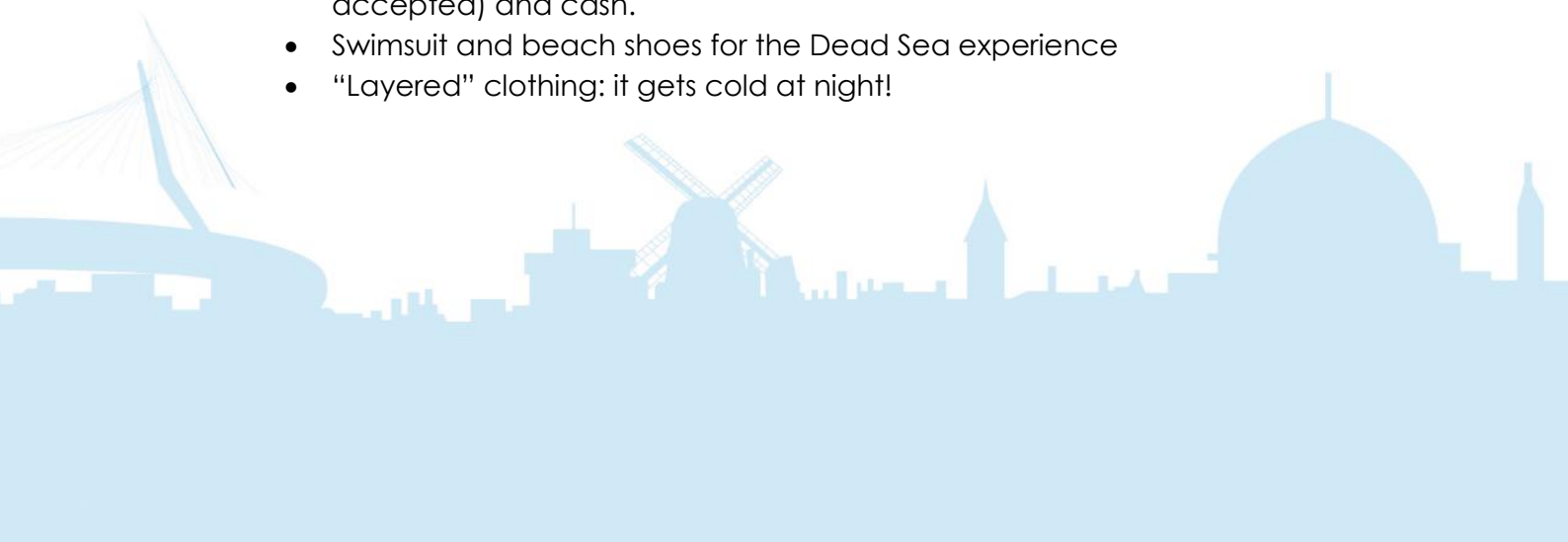
You are about to embark on an incredible journey, encountering the people, sites, culture and history of this country from a whole new perspective.

HILSONG ISRAEL WORSHIP TOUR - BEFORE LEAVING HOME

PACKING LIST FOR HILSONG ISRAEL WORSHIP TOUR 2017

A little simple back pack will be provided for your personal needs

- Bible
- A passport that is valid for at least six months from the date you return from Israel.
- Empty refillable water bottle – tap water in Israel is safe to drink. Bottled mineral water can be purchased from your bus driver. We will be providing you with a bottle of water upon arrival.
- Comfortable light-weight walking shoes
- Modest clothing for religious site visitations (knees and shoulders should be covered.) We suggest bringing a scarf or cardigan to quickly cover yourself when necessary.
- We will provide a hat, you provide the sunscreen - April can be very hot and sunny!
- Power adapters/converters for any electronics (Israel's electricity is 220V A/C, single phase 50 –cycles; 110V-220V transformers can be used. Israeli outlets have three prongs.
- Credit card (American Express, Master Card and Visa cards are widely accepted) and cash.
- Swimsuit and beach shoes for the Dead Sea experience
- “Layered” clothing: it gets cold at night!



- Medication: If you are on medication it is advisable to have a photo copy of your prescription just in case. If you need to bring any medical supplies ex: syringes, vials of medicine – bring a note from you doctor attesting to your special needs.

LUGGAGE IDENTIFICATION

Please make sure all your pieces of luggage are equipped with identification tags, containing your full name, country of origin and contact details. The “Hillsong Israel Worship Tour” will be providing its own special luggage tags at the airport as well. Both tags should be visible on your luggage once in Israel.

SECURITY INTERVIEW AT THE AIRPORT(S)

Security measures in Israel are similar to those in the United States. Be prepared for questioning at your airport of departure or stop-over. Questioning may be more intense if:

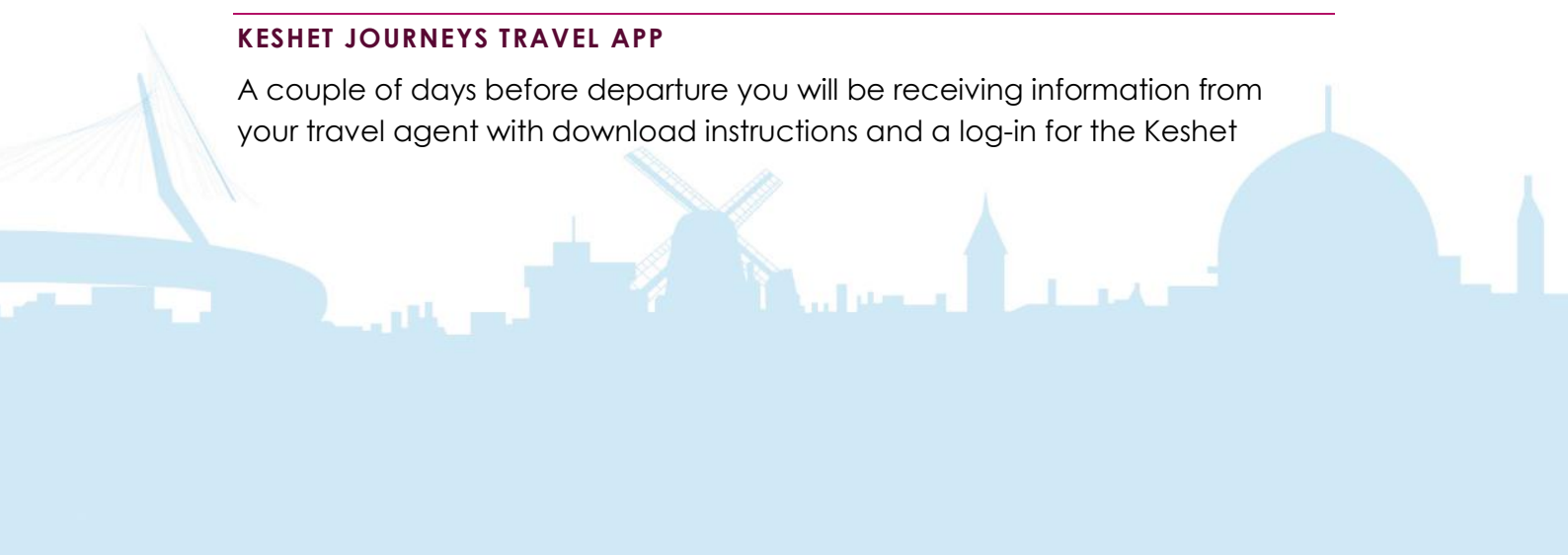
1. You are flying El Al Israel Airlines – especially for those departing Bangkok.
2. You are travelling as a single person
3. Your passport contains the stamp of a country where the majority of its citizens are Muslim
4. Your name sounds Middle Eastern
5. Your passport requires a Visa to enter Israel. Click here to find a list of countries with that requirement:

<http://mfa.gov.il/MFA/ConsularServices/Documents/VisaRequirements-Tourists.pdf>

Security questioning ensures safety. Please be patient and understanding if questions seem personal. It would be advisable to carry the tour information provided by your agent, including the name of the hotels where you are staying, in case you are asked for any details. Keshet Educational Journey is the ground operator for the Hillsong Israel Worship Tour. You may be questioned again upon arrival in Israel passing Passport Control. In an emergency call us +972 052 485 7069.

KESHET JOURNEYS TRAVEL APP

A couple of days before departure you will be receiving information from your travel agent with download instructions and a log-in for the Keshet



Journeys Travel App. In this app you will find your individual itinerary, contact details and additional general information about Israel. A hard copy of the Source Book with the same content will be given to you upon arrival. In order to enjoy this app to its fullest we recommend ordering a local Israeli SIM card with a data roaming plan through <http://www.dealsim.co.il/copy-of-hillsong-global-team>. Upon arrival you will receive the SIM card. WIFI will be available on our busses and in hotels. Downloading this app allows you to use it in the offline mode.

HILLSONG ISRAEL WORSHIP TOUR: ARRIVAL APRIL 20TH

CHECK YOUR E-TICKET TO DETERMINE YOUR ARRIVAL TERMINAL

Terminal 1: For those arriving at Terminal 1 please take the Airport Shuttle to Terminal 3 Arrivals Hall. When you enter the main hall opposite you and on the left hand side there are shops. There you will find Hillsong Israel Worship Tour hostess in front of the Steimatzky Book Shop (look for large green letters spelling out the name Steimatzky). They will have your name and luggage tags, water and other pertinent information. The tags you receive are **very important**. (Please skip the next paragraph "Terminal 3" as it pertains to those who arrive at Terminal 3 for further instructions.)

Terminal 3: Upon arrival at Ben Gurion Airport, right after passport control and before going to get your luggage off the luggage carousel, you will be directed to our Hillsong Israel Worship Tour Hospitality booth. There, you will be given your name and luggage tags, water and other pertinent information. The tags you receive are **very important**.

HILLSONG NAME TAGS

You must wear your name tag at all times. This helps us identify your group, informs us of your bus number and gets us into events at a faster pace. There are several emergency phone numbers on the back of your name tag: (Police, Fire, Guide, Hostess, Hotels)

HILLSONG LUGGAGE TAGS

Hillsong Luggage tags are **extremely important**. They are to be placed on your luggage along with your personal luggage tag before leaving the airport to insure that no luggage gets lost during transfers.



DIFFERENT CATEGORIES OF ARRIVALS

For participants with land and air packages

Hillsong tour participants will be escorted out of the Arrivals terminal as a group to the bus depot where your luggage will be handled by our luggage controllers.

For those participants who have a land package only

We have arranged four transfers from the airport on **April 20th only**: 9:00am; 12:00noon; 3:00pm and 6:00pm. When you enter the Arrivals Hall, there are shops. You will find the Hillsong Israel Worship Tour hostesses in front of the Steimatzky Book Shop (look for large green letters spelling out the name Steimatzky). The hostesses will provide your name and luggage tags, water and other pertinent information. Please review Name Tag and Luggage Tag paragraphs above.

For those participants who have a land package only and make their own way to the hotel

Please look for a Hillsong Worship Tour Hostess in the lobby of your hotel to receive your name and luggage tags.

MONEY

Currency Exchange – Israeli currency is the New Israeli Shekel. Shekel bill denominations are: 200, 100, 50 and 20 shekels. Shekel coin denominations are: 10, 5, 2, 1, ½ and 10 agorot. There are 100 agorot in 1 shekel. As a service to you we will provide people available to change currency on the busses at Ben Gurion Airport on April 20th. They will exchange: American Dollars, Euros, Australian Dollars, Swiss Francs and British Pounds into shekels. All exchanges will only be in donation of multiples of 100 units of those currencies listed above.

Most restaurants, museums and stores accept major credit cards. Money can be exchanged at the airport, post offices, banks and at licensed money changing shops found in most downtown areas and malls. Hotels will offer to exchange money, but at a less advantageous rate. ATM cards or credit cards may not work at every ATM machine.



TRANSFER AND CHECK-IN PROCESS

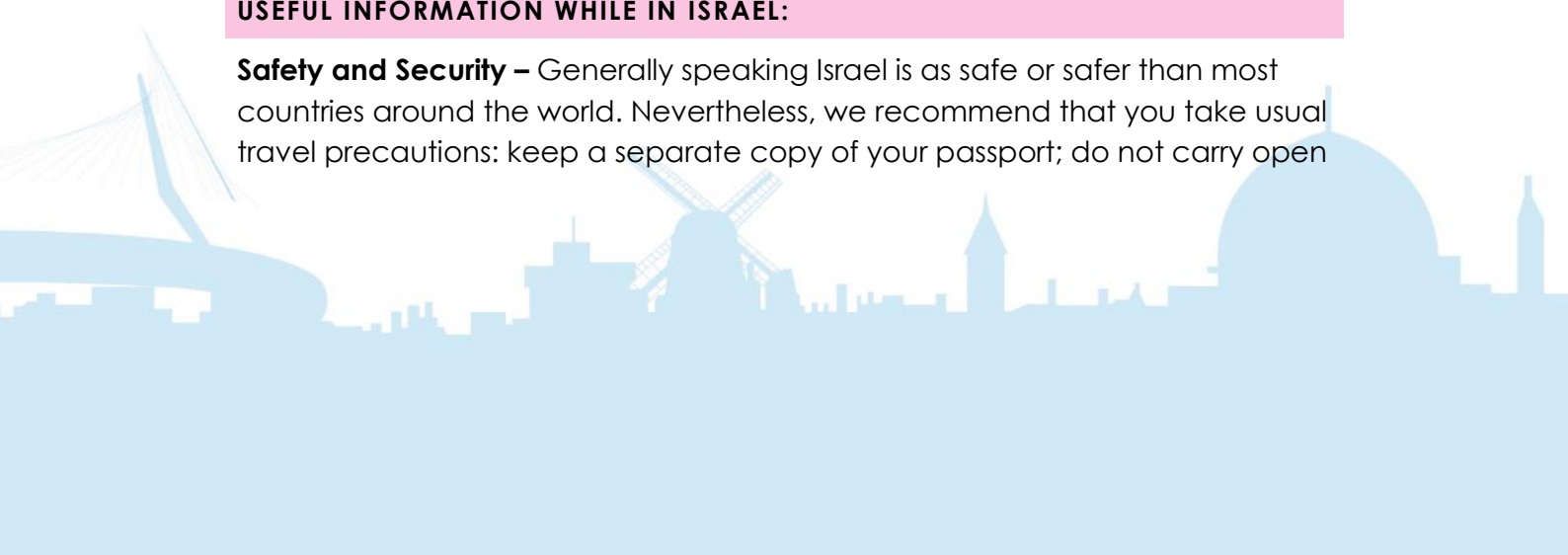
From the airport our busses will take you to the North of Israel for hotel check-in. For your convenience there will be a Hillsong hostess at every hotel to assist you. From the moment you have checked-in, your entire Hillsong Israel Worship Tour experience will revolve around your **individual bus number** (check your name tag - the bus number is the last two digits on the code under your name). Dinner, breakfast and departure times will be announced in the lobby upon arrival according to your bus number.

GENERAL INSTRUCTIONS

- Your guide will organize wake up calls for the group each day. Please allow yourself time to eat and use the facilities before departure time. Your guide will be waiting in the hotel lobby. He will be holding a sign indicating a bus number. Your bus number is to be found on your name tag. It is the last two numbers on the right. Your guide will tell you in advance when to be on the bus each morning. We will be leaving **ON TIME** every day. Participants who are late become responsible for joining the group at the group's next destination at their own expense. Make sure you take everything you need for the day with you (money, camera, medicine, water, sun screen, glasses, sweater or jacket, hat etc.)
- Every participant will be given a hearing device (a so called "whisper") to be able to hear the information and instructions your guide is giving at all times.
- Check-out on the last day of the trip (27th of April): Hotel check-out time is 11:00am. You need to vacate your room at that time. Make sure you take all of your belongings. For those whose flights are departing later in the day and who want to do more sight-seeing or shopping, the hotel provides a locked storage room where you can put your luggage until you need to depart for the airport.
- For your convenience please print this important information and bring it with you to Israel.

USEFUL INFORMATION WHILE IN ISRAEL:

Safety and Security – Generally speaking Israel is as safe or safer than most countries around the world. Nevertheless, we recommend that you take usual travel precautions: keep a separate copy of your passport; do not carry open



bags which are a temptation to pickpockets; do not leave property lying around; do not leave knapsacks or baggage unattended in public places.

Weather – Israel has a Mediterranean climate. April can be warm during the day and cooler at night. It is advisable to pack a waterproof jacket and plan to layer what you wear. Remember that we will be visiting religious sites and must dress modestly. Ladies, on the days we visit holy sites no halter tops or shorts; gentlemen, no shorts!

Water – The arid climate in most of Israel means that your body can require you to drink without feeling thirsty. Water in Israel is generally safe to drink. Bottled water is widely available. We will be providing an initial bottle of water for each participant upon arrival. There will be water for purchase on every bus.

Electrical Appliances – The electrical current in Israel is the European standard 220 volts rather than the US standard 110 volts. Please make sure that whatever electrical appliances you plan to plug-in in Israel (camera, laptop, computers) can accept 220 volts electricity. **IMPORTANT** – To charge your phone or any appliance you will need a plug adapter to match the Israeli electrical outlets.

Tippling – It is customary to tip 12% to waiters in restaurants where “service” is not included in the bill. Tips cannot usually be added to a credit card payment, so even when you use your credit card to pay for the meal, the tip should be in cash. Standard tips for the tour guide, bus driver, hostess, bell staff and waiters at included meals have been included (feel free to supplement).

VAT (Value Added Tax) Refund at the Airport - Upon arrival in Israel, you will receive a printed tourist entry visa instead of having your passport stamped. You must keep this visa in order to receive any VAT refund when departing from Israel at the end of your stay. Only purchases made of 400.00 Israeli shekel or more at shops registered with the Ministry of Tourism are entitled to a VAT refund.

TRAVEL INSURANCE – It is strongly suggested that one purchases travel insurance.

SHABBAT – Shabbat is the seventh day of the Jewish week and a day of rest in Judaism. Shabbat is observed from sunset Friday until the appearance of three stars in the sky on Saturday night. In Israel many hotels change one or



two of their elevators to “Shabbat Elevators” which automatically stop at every floor. There are always non “Shabbat Elevators” to use.

Kosher – Many of the hotels and restaurants in Israel are kosher. Traditional Jews observe the Kosher laws, eating only foods that God has designated “kosher.” Among non-kosher, or prohibited foods are pork, any meat that has not been ritually slaughtered, shellfish and any meal that combines dairy with meat. Therefore, in Kosher Hotels, breakfasts are dairy and dinners are meat.

