

The Israel Parks and Nature Authority

Procedure Name:

Cancellation of Overnight Order at Campground

Revision date: September 2020

Page 1 of 4

Short Explanation of Charges in Case of a Cancellation

- Cancellation more than 3 business days prior to arrival - no charge.
- Cancellation 3 business days prior to arrival - 25% charge.
- Cancellation 2 business days prior to arrival - 50% charge.
- Cancellation 1 business day prior to arrival - 100% charge.
- Non-arrival without cancellation - 100% charge

For changes or cancellation of order without charge (more than 3 business days prior to date of arrival) - [press here](#).

For submission of an application for exemption/reduction in charges (cancellation 3 days or less, prior to date of arrival) - [press here](#).

The full cancellation procedure is set forth below in this document.

The Israel Parks and Nature Authority

Procedure Name:

Cancellation of Overnight Order at Campground

Revision date: September 2020

Page 2 of 4

General

1. The Israel Nature and Parks Authority (hereinafter: "**the Authority**") is responsible, amongst other things, for the promotion and encouragement of educational, explanatory, and instructional activity in the field of preservation of nature and natural and heritage sites, including activity for the increase of awareness in the aforementioned fields among the general public.
2. In the framework of such activity, the Authority provides paid overnight campsites for the general public.
3. The purpose of this procedure is to regulate the terms of cancellation for the orders of overnights at campsites of the Authority after an order has been received and approved by the Authority.

4. Definitions

"**Bedouin Tent**" - A tent erected by employees of the Authority.

"**Accommodation Unit**" - Accommodations which are not a Field Accommodation.

"**Rest Days**" - The rest days determined by the State of Israel under Article 18(a) of the Law and Order Procedural Ordinance - 1948, with respect to Jews: Saturday and Jewish holidays, two days for Rosh Hashanah, Yom Kippur, first and eighth day of Sukkot, first and seventh day of Passover, and Shavuot.

"**Business Day**" - A day which is not a Rest Day.

"**Field Accommodation**" - Accommodation which is not in an Accommodation Unit of the Authority, including a bungalow, tukul, hut, room, Bedouin Tent or caravan station.

"**Transaction Document**" - A document setting forth the terms of the transaction - confirmation of the order. The transaction document will be delivered to the orderer directly by electronic communications.

The Israel Parks and Nature Authority

Procedure Name:

Cancellation of Overnight Order at Campground

Revision date: September 2020

Page 3 of 4

Manner of Handling the Cancellation

5. Cancellation of the order by the orderer of the stay will be by means of dispatch of a cancel notice in an online form appearing on Page 1 of this document or in [the website of the Nature and Parks Authority](#). In the event that the cancellation is unsuccessful by means of confirmation of the transaction, it is possible to cancel by email, to the address published at the Authority official website camping@npa.org.il. The date of cancellation will be deemed the date of receipt of the cancellation notice by the Authority.
6. The terms of cancellation are a function of the number of persons ordering and the type of accommodations ordered, as specified below.
 - 6.1 The following are the terms of cancellation of an order for a stay at a campground, for orders through the ordering system:
 - 6.1.1 Cancellation of the order more than 3 business days prior to the date of arrival - without charge for the order.
 - 6.1.2 Cancellation of the order 3 business days prior to the date of arrival - a charge of 25% of the total value of the order.
 - 6.1.3 Cancellation of the order 2 business days prior to the date of arrival - a charge of 50% of the total value of the order.
 - 6.1.4 Cancellation of the order 1 business day prior to the date of arrival or non-arrival without a cancellation notice - a charge of 100% of the total value of the order.

The Israel Parks and Nature Authority

Procedure Name:

Cancellation of Overnight Order at Campground

Revision date: September 2020

Page 4 of 4

Request for Exemption and/or Discount from Payment in the Event of Cancellation

7. An orderer may submit, within 30 days from the date of the charge, "a special request for exemption and/or a discount from payment in the event of cancellation" (hereinafter: "**Request for Exemption or Discount**"). The special request will be submitted to the Overnight Campground Division at the Authority by means of the [online form](#).
8. The Guests Division Administrator and/or the Overnight Campground Division Administrator may, at their discretion, decide upon an exemption or a discount, for considerations which shall be specified in writing and delivered for the notification and confirmation of the Accounts Division.
The criteria for an exemption or a discount:
 - 8.1 Cancellation due to extreme weather.
 - 8.2 Cancellation due to extraordinary security situation.
9. No decision shall be rendered concerning an exemption and/or a discount from payment as stated, by parties who may have a conflict of interests with the applicant for the exemption. In such instance, the request for the exemption or discount will be transferred for the Public and Community Division Administrator at the Authority.

Publication

10. Every order of an individual or a group will end with the production of a transaction document and its delivery to the orderer by electronic communication.
11. The principle instructions of this procedure will be published at the Authority's website.