

TailoRoutes Travel Service Terms and Conditions for Travel Itinerary Planning

General

Dear clients, our mission at TailoRoutes is to provide you with the perfect travel experience.

We are committed to tailoring an accurate itinerary that meets all your needs, while significantly saving you time and financial resources.

1. Services

a. Consultation call:

- Consultation Call (by phone / Zoom / in-person meeting, according to the client's preference and geographic constraints), lasting up to one and a half hours, providing professional advice regarding your trip — destinations, sites, optimal itinerary, transportation options, or any other related topics.
- Within 24 hours after the consultation call, you will receive a summary email outlining the points discussed and recommendations given during the meeting.
- Payment must be made in advance (via Bit, PayBox, or bank transfer) according to the website's current pricing list, which is updated periodically.
- After payment, the consultation call may be cancelled up to 24 hours before the scheduled appointment for a full refund. Cancellations after that time are non-refundable.
- In case of upgrading to the itinerary planning service, the full cost of the consultation call will be credited toward the initial planning fee.

b. Travel itinerary planning:

Step 1 – Commitment and Payment

- Completion of a service order form and the preparation questionnaire.
- Advance payment is required for the outline planning stage only, as a condition to begin work.
- Cancellation is possible up to 24 hours before the scheduled introductory meeting with a full refund.
- For cancellations made from the appointment time up to 24 hours afterward, a 50% refund will be issued.
- No refunds will be given for cancellations after that period.

Step 2 – Introductory meeting

- Phone/Zoom meeting to deepen understanding of your preferences, complete the questionnaire, and collect all essential information.
- A summary will be sent to you by email for your approval afterwards.

Step 3 – Formulation of the outline itinerary plan

- The outline plan will be sent by email within 5 business days after the introductory meeting.
- At this stage, you may request corrections and adjustments until the final outline plan is finalized.
- Upon receiving written approval, work will commence on the detailed itinerary, if ordered.
- Any changes after approval will incur an additional fee, according to the website's pricing list.

Step 4 – Detailed itinerary creation

- Preparation of the full itinerary within 10–15 business days (depending on the trip's duration and complexity).
- Cancellation of the detailed planning stage is allowed only up to 24 hours after giving approval to proceed. After that, no refund will be given.
- Any change or substitution of destinations after receiving the itinerary will incur the full cost and require a new planning process.

Step 5 – Delivery of the detailed itinerary documents

- A detailed travel file will be sent to you in a PDF format, including: schedules, routes, attractions, and recommendations.
- You are entitled to one additional one-hour Zoom call for clarifications, followed by availability for specific questions via email.
- Requests for extended changes or ongoing support will incur additional fees according to the website's pricing list.

Step 6 – Trip Advisory service during the trip (optional)

- Advisory service is provided via email or WhatsApp during the working hours specified on the website, according to Israel time.
- The advisory service is limited to advice on up to three different topics.
- Advance payment is required as a condition for providing the service.
- Responses will be provided within 4 hours of receiving the inquiry (except for inquiries sent less than 4 hours before the end of the workday, which will be answered the next business morning).

c. Expedited itinerary preparation for urgent cases:

If urgent planning is required, two options are offered:

- Receive a relatively detailed outline travel plan (but less comprehensive than a full itinerary) by email within a short timeframe. Includes a recommended list of destinations, without maps.
- Consultation call only (charged at the consultation rate).

2. Purchase of pre-made itineraries:

- You can purchase pre-made itineraries thru the website - modular digital files (PDF) that can be combined to create a comprehensive trip.
- Delivery: the itineraries purchased thru the website will be sent as PDF files to the email address specified at the time of purchase, no later than the end of the next business day.
- No refunds: all sales of pre-made itineraries are final and non-refundable, in accordance with the Consumer Protection Law (Digital Goods).

3. Payment and cancellation policy:

- All payments must be made in advance and only through the specified methods.
- Cancellations and refunds will be handled according to the sections detailed above and in accordance with the Consumer Protection Regulations (Transaction Cancellation) [Regulation 14g(d)(3), 2010] for customized services.
- Any request for changes to the itinerary after approval will incur additional charges.

4. Copyrights:

- All digital deliverables sent to the client are for personal use only and may not be shared with any third party, except for participants of the same trip.
- Any violation will be considered an infringement of copyright and may result in legal action.

5. Confidentiality and information security:

- All personal, planning, or medical information provided for the purpose of the service will be kept strictly confidential and will not be shared with third parties, except as required by law.
- TailoRoutes commits to implementing reasonable security measures to protect the privacy of the information.

6. Limitation of liability:

- TailoRoutes provides advice and recommendations but is not responsible for external bookings (flights, accommodations, car rentals, attractions).
- It is the client's responsibility to verify site availability / opening & closing etc. as change may occur.
- No responsibility is assumed for the quality of service of any external party recommended.

- TailoRoutes is not liable for any damage, loss, or delay resulting from the use of the planning services.
- TailoRoutes is not a travel agency and does not commit to any actual bookings.
- Limitation of liability:
TailoRoutes shall not be liable for any indirect, consequential, or special damages. TailoRoutes' maximum liability is limited to an amount equal to the actual payment made for the service, and in any case shall not exceed 5,000 ILS. This limitation of liability applies to any claim, cause of action, or damage, whether arising from contract, tort, or otherwise.
- Age Limitation:
The purchaser of services from TailoRoutes must be 18 years old or older.

7. Terms update:

- TailoRoutes reserves the right to update these terms at any time. The binding version is the one posted on the website at the time of the transaction.
- It is the client's responsibility to review the updated terms before completing the transaction.

TailoRoutes considers the person who placed the order as having approved the terms and agreeing to all their conditions.

8. Business address and phone number:

- Address: Bavli St 37, Tel Aviv. Zip code: 6291778.
- Phone: 052-2343770.