

General

The Internet site <http://www.enzivan.co.il> is the official site of Ein Zivan Tourism, a private limited company, number 570060483 , and operator of the Ein Zivan Tourism (hereinafter, "the hotel").

Room reservations can be made directly to the hotel phone number:+972-4-6993610 or through this Internet site.

Reservations through this site can be made with specific conditions. Users must declare that they have read the "Rules and Regulations" form and agree to the conditions in full. Users must also agree that they, or any third party acting on their behalf, will not lodge any complaint and / or demand and / or lawsuit directly and / or indirectly against the Internet site and / or against the hotel and / or anyone operating on their behalf. Users making reservations through this Internet site are required to fill in their personal details, including passport number and credit card details. Filling any incorrect personal details will result in taking legal action against the customer for any damages that may be caused to the Internet site and / or to the hotel and / or to a third part on their behalf.

The credit card details forwarded through the Internet site are for the purpose of securing the reservation only. The actual full credit card debit will only be executed upon arrival at the hotel. At the end of the online reservation process, the customer will receive an automatic Email message confirming the reservation. The customer is required to print the contents of this message and present it upon arrival at the hotel reception.

Conditions and limitations

- 1.The prices quoted in the Internet site, are in New Israeli Shekels, including VAT.
foreign citizens, who do not hold an Israeli citizenship will be exempt of paying VAT
2. The hotel is free to change the conditions and rates at any time.
3. The number of available rooms at the hotel is limited. Therefore, a confirmation of a reservation is subject to availability only.
4. Arrival at the hotel is allowed starting 3:00 pm and departure no later than 11:00 am. Arrival and / or departure on different hours require the hotel's approval and might involve an additional fee.
5. Baby – under 2 years of age. Child – between 2-12 years of age.
6. Hotel reservations are to be made by adults above the age of 18. The accommodation of children and youth under the age of 18 is available only if accompanied by an adult over the age of 21.
7. The pictures on this website are for illustration purposes only and do not oblige the hotel.

8. Errors and omissions expected.

9. No pets allowed in the hotel grounds, rooms and public facilities. Service animals (dogs for the blind etc...) allowed only after showing documentation regarding vaccination and blind guidance.

Reservation cancelation terms

1. Cancellation must be done in one of the following ways:

A. Through the hotel reservation department-

Sunday to Thursday from 8 am to 6 pm,

Friday & holidays eve from 8 am to 12 am.

i. Telephone +97246993610

ii. Email- res1@ein-zivan.co.il - Email received after office hours will only be taking into account the following business day.

B. Hotel website- Client will enter his account on the site in order to cancel.

To enter the account: One will provide the same email address at the time of booking as well as the password given to him in the confirmation email (username and password are located at the bottom of the confirmation page).

Hotels cancellation policy

A. Cancellation made **14 days** before the arrival day: The customer will be charged **50%** of the total reservation value.

B. Cancellation made **3 days** before the arrival day: The customer will be charged **100%** of the total reservation value

C. No – Show: Guests, who do not arrive at the hotel without cancellation notice, will be charged 75% of the total reservation value.

Overbooking

The vacation village reserves the right, in the event of overbooking, to move the customer to another resort village near the resort, up to 20 km away and at the same level as the reservation standard.

The customer is entitled to cancel the reservation at no cost, up to 24 hours from the date of notification of the vacation resort.