

COVID-19 UPDATE - 16 March 2020

In recent days, we have entered a new reality about restrictions on travel that would have been unimaginable even a week ago. For Lightline, as for all travel companies, this has a major impact on our operations, and leaves us in a situation that is unprecedented. We are monitoring medical and governmental advice both here in the USA, and in Palestine, Israel and the United Kingdom (the countries where we operate pilgrimages).

At this point it is impossible to guess how long it will be before it is safe and appropriate for us to operate pilgrimages either in Britain or in Palestine/Israel. All of us hope that our trips this summer will go ahead, but clearly, there is no guarantee of that at this point. We ask all of our customers to note the following points:

If you have a booking on a pilgrimage taking place in 2020:

A decision about whether or not to operate each specific pilgrimage will be taken *approximately* one month before its scheduled departure. This decision will be based around the advice of the US authorities and the government of the country being visited, in conjunction with our agents in that country and the relevant airline.

If we are not able to operate a pilgrimage, you will be contacted, and appropriate refunds issued. If you have travel insurance in place, you may be able to ask the insurance company to refund the premium you have paid in such circumstances - but that will be between you and the insurer.

If you choose to cancel your participation in a pilgrimage *before* Lightline has announced that the pilgrimage will not operate, this is a decision you make as an individual, and any refunds will only be issued in accordance with our standard Terms & Conditions. These state that at 90 days before travel 75% of the tour cost is forfeit and that at 45 days before travel, this rises to 100%. *Once you have cancelled a place on a pilgrimage, you will not be eligible to receive a refund if the trip does not operate.*

If you hope to book on a pilgrimage in the latter part of 2020 or 2021

Everyone hopes that in a few months' time (if not before) travel will become possible again, but at this point it is impossible to predict when this will be the case. We encourage you strongly not to rule out plans for travel in the latter part of this year or beyond, and to make this feel a more realistic prospect, from today's date until further notice (as announced on this website), all deposits we receive will be regarded as fully refundable until 90 days before the date of travel.