

BBYO Trek Europe FAQs (as asked by parents/guardians)

If the trip is cancelled for any reason by BBYO, do you lose the deposit and any other payments?

A refund would be applicable of at least 80% but the exact amount would depend on the reason for the cancellation. If the trip is cancelled because Happy Tours (our tour provider) ceases to exist Happy Tours is not a UK company, so they are not ATOL protected, however, they do have equivalent cover to protect consumers if they cease to exist. This would mean a refund would be applicable. If the tour is cancelled due to problems with transport travel insurance applies, which would involve an excess. Under these circumstances, at least an 80% refund would apply. BBYO has no intention of cancelling the programme.

Is it ATOL-protected?

As above.

If you get a place but your friend/s don't do you get a refund on deposit?

We will inform all applicants of places by 12th March, 12 noon. If you want to cancel because your teen's friend(s) do not get a place you have until 15th March to cancel and request a refund. A refund of £450 out of the £500 would apply.

Will you know if your friend has received a place?

Only by friends communicating with one another, we cannot share this information as it would be in breach of GDPR compliance.

Will you be on the same bus as your friend?

You can request two friends to be on a bus with you, but as is standard procedure with Israel Tour, we cannot make guarantees and bus groups will not be announced until May.

Do they fly to the first destination?

Yes, the first flight is to Northern Italy.

Will both coaches travel together?

They won't be together the entire trip but there will be some cross-over.

Is there a Friday Shabbat service?

Yes, there will be services on Shabbat.

Will kosher food be available?

Unfortunately, the challenge of running tours outside of Israel, where there is significant infrastructure for Jewish tours, makes it very challenging to run tours to the same standard. There will be some kosher meals during the tour, but the majority of meals will be vegetarian.

Will you have more specific details of the itinerary before 15th March?

As is the case when we run Israel Tour the final itinerary is worked on and developed over the course of months and isn't available until closer to the tour departure date. Whilst we recognise frustrations that we can't specifically state what is happening on specific dates, we are determined to give teens an incredible summer and this might mean that the itinerary is consistently changing up until departure.

How many teens will be in a room together?

This is a real mix and fluctuates throughout the tour, but most of the time it's between 2-4 to a room.

Are the 2 friends they put on the form those friends they want to be on a coach with or in a room with?

The two friends you put down on the form are to share a bus, not a room. While there will be times during the tour when room sharing is to your teen's preference, the rooming is rotated throughout the tour to discourage cliques and allow teens to build new friendships.

Do the adults look after the passports, or will it be the teens?

Adults will look after passports.

When will we find out which dates apply to our child if they get a place?

This will be released in May, so we kindly ask that you keep the dates free (3rd July – 17th July).

What is the dress code for participants?

We don't dictate what teens should or shouldn't wear and we pride ourselves in being an inclusive movement. We will only ever ask teens to change if we have a safety concern or we are in a place of worship where we need to be respectful.

Why the tour is only 2 weeks as opposed to the 3 weeks like Israel Tour?

We would love to run a Europe Tour for 3 weeks, but there are several reasons why we have limited the trip to 2 weeks. The main reasons are the distance that will be covered in Europe, which compared to the small size of Israel is considerable, and the cost of running a 3-week Europe Tour would make the programme inaccessible to more families.

Do u think they will cross paths with other tours like RSY?

Organising this tour has been a significant challenge compared to an Israel Tour and this challenge has been shared across all movements. Our priority has been ensuring that we get flights and accommodation in place, however, if we can mix with other Jewish groups we will, including Global BBYO groups!

If I apply for financial assistance and pay the £250.00 deposit, but the offer we receive isn't enough can we get our £250.00 back?

In this circumstance, we would treat each situation as a case-by-case matter. We work hard to ensure nobody misses out because of finances and we have very rarely been in this situation. If this does occur, we will ensure a fair outcome is reached.