

Jordan Association of Tourism and Travel Agents
Mr. Suhail Halasa, Chairman of the Board of Directors
Email: info@jsta.org.jo

October 19, 2023.

Re: Waiver of cancellation fees for tourist reservations due to the security situation

Dear Mr. Suhail Halasa, Secretary

It is evident to all of us that the current situation has unfortunately led to the widespread cancellation of flights and tourists' reservations to Israel, including those of tour groups intending to visit Jordan. The tour to Jordan is promoted by the members of our Association as an extension of a tour to Israel.

Members of the Israel Incoming Tour Operators Association have informed us that the agents and hotels and suppliers in Jordan, are requesting cancellation fees or demanding full payment, thereby refusing to refund the initial deposits and payments that were made for tours scheduled in Jordan.

These cancellations are a result of force majeure, circumstances entirely beyond our control and certainly beyond the control of the clients who had to cancel, as well as the tour organizers in Israel who were acting on their behalf, in partnership with various tourism entities in Jordan.

Thus, the request for a refund is not just reasonable but fair and expected. I have no doubt that you understand that not meeting this request may jeopardize the cooperation that has flourished between the members of our association and our partners, suppliers and hoteliers in Jordan.

We believe that failing to address this matter and provide refunds to our customers abroad could undermine the future efforts of our members in marketing Jordan as a component of tours to Israel & Jordan.

We request that the refund policy be reconsidered, as it is a practice in the tourism industry around the world when unfortunate events of the kind occur and affect the tourism sector.

We would appreciate your input and reply, and look forward to your response as soon as possible.

With sincere appreciation and respect,
Mr. Yossi Fatael, CEO

