

Privacy Policy

General

- 1.1. The web site www.carlton.co.il is the official web site of A.M.S Tourism and Assets LTD, Private Company License # 51051053, Carlton Tel Aviv operator (Hereinafter: The Company)
- 1.2. Anyone using this site asserts to have read the content of these regulations and to unequivocally accept all its terms and conditions, and that neither him nor anyone acting on his behalf shall not raise any claim and/or demand and/or plea, either directly or indirectly, against the site and/or any of its owners and/or any of its managers and/or anyone acting on his behalf and/or the company.
- 1.3. Some of the contents of this site are phrased in masculine form for comfort purposes, yet it is intended for men and women alike.
- 1.4. The user asserts that the information presented in the site and/or any part of it, is the company's exclusive property, that the company owns the copyrights for the information and/or any part of it, that he commits to use the information in the site for personal use only, and not to copy, photocopy, duplicate, transmit, print or advertise the information from the site, whether it is owned by the company or by any third party, and/or part of it to any person and/or entity without written approval from the company beforehand, excluding strict personal non-commercial use of the information.
- 1.5. The user undertakes not to falsify the information or make any modifications to it, or any other action that might compromise the information's truthfulness and its reliability or the honor or reputation of the company as its copyrights' owner, or of any other agent.

2. Risks and liabilities

- 2.1. The user hereby declares to know that the use of the website involves many risks, both due to the technology involved and the human factors operating via the internet.
- 2.2. The user is exclusively and fully responsible for what he does and/or will do with any information that he uses.
- 2.3. The information is only for the user's personal use, and its use, including any reliance on it, is on the user's exclusive responsibility. Inter alia, the user declares to be aware of the fact that the photos presented in the site are for illustration purposes only, and that there may be differences between their appearance onscreen and in real life.
- 2.4. The information is presented in the site "as is" and the company is not responsible for adapting the information to the needs of the user, nor is it responsible toward the user due to his inability to make use of the information for any reason whatsoever. The user alone will bear the responsibility for the way the information is used by him.
- 2.5. The company does everything possible to make sure the information is as correct and accurate as possible, yet the information does not presume to form a complete, full or specified analysis of the various issues specified in it. The information is merely general, partial and established. The company will bear no responsibility for any errors in the information presented in the site, both by the company and by third parties.
- 2.6. The company will not be responsible for any damage, discomfort, loss, expense or anguish, which might be caused to the user or his property (Inter alia, to the user's hardware and/or software) or to any third party, either directly or indirectly, as a result of entering the site and using its contents.
- 2.7. The company will bear no responsibility for any illegal activity committed by any site user or any other agent beyond its control.

2.8. The company will take no responsibility for any modifications done to the information by the user or by any other third party.

3. Accommodation order

3.1. General

3.1.1. The user may use this site solely for ordering and acquiring services and/or obtaining information. The site may not be used for any other purpose.

3.1.2. Room/Accommodation reservation at the Carlton Tel Aviv Hotel can be made via telephone application to the hotel call center at [972-3-5201845](tel:972-3-5201845), or via this site.

3.1.3. Any person reserving a room through this site must provide his personal details, including his ID [or passport](#) No. and credit card No.

3.2. Service purchaser details

3.2.1. Upon purchasing the services through the site and making reservations as specified below, the user must provide the system with his personal details.

3.2.2. The owners of the site and/or any of its operators and/or any of its owners and/or any of its managers and/or anyone acting in their name are not responsible for any errors made by the user [or anyone acting in his name](#) upon typing the purchase details, including an error in the selection of the vacation package, date, number of beds, or any other service ordered by the purchaser through the site, and/or bear any direct or indirect responsibility for any case where the purchase details are not accepted by the system and/or any technical problem and/or other problem which might prevent the purchaser from acquiring services via the site.

3.2.3. Submitting false purchase details constitutes a criminal offense and legal action will be taken against anyone submitting false details, including claims for compensatory damages for damages that might be caused to the company and/or to the site and/or to its operators and/or any of its owners and/or any of its managers and/or anyone acting in their name.

3.2.4. The user declares to be aware of the fact that upon submitting the purchase details he will be included in the company's databank. The company may use the purchase details to improve the services it offers the user through the site and for contacting the user via mail, email, or any other communication means and to adapt the site to his personal needs and preferences.

3.3. Method of reservation

3.3.1. The user will make reservations through the site using a credit card.

3.3.2. After submitting the credit card details the user will be sent a message confirming his reservation to his personal email address.

3.3.3. This message should be printed and presented to the hotel's reception desk to confirm the reservation. It should be stressed that the credit card details submitted through the site are taken for security reasons only and the credit card will only be charged upon the actual arrival at the hotel.

4. Terms and conditions

4.1. The prices at the site are in shekels, VAT included and are intended for Israeli citizens only.

4.2. Customers may reserve a room/vacation through the site in [American](#) dollar as per the current pricing list during the reservation date, and the payment will be calculated as per the representative rate published on the payment date by the Bank of Israel.

4.3. The hotel may alter the room reservation conditions and package price at any given time.

4.4. The company may modify the site's regulations from time to time without any advance notice to the user. The company will publish the new conditions in the site, which will become valid upon their publication.

- 4.5. The company may close the site and periodically modify its structure, contents, appearance, the scope and availability of the services and contents offered by it, and any other aspect related with the site and its operation, all with no advance notice to the user. The user declares to have no claim and/or demand and/or plea against the company in this respect.
- 4.6. Accommodation at the hotel is limited and any reservation is on a stand-by basis only.
- 4.7. There will be no dual special offers.
- 4.8. The customer's stay at the hotel will begin upon arriving to the hotel at 14:00 and until 12:00 (A.M.) on the departure date. Arrival and/or departure before and/or after the aforesaid times are subject to advanced approval of the hotel management and will entail extra charges.
- 4.9. Infant : anyone under the age of two years. Child : anyone between the ages of 2 and 12 years.
- 4.10. Room/Accommodation reservation at the hotel can only be made by an adult over the age of 18.
- 4.11. Booking rooms and staying at the hotel is for adults over 18 years old only. Accommodating children and youth under the age of 18 will be possible only if accompanied by an adult over the age of 18.
- 4.12. The photos presented in the site are for illustration only and are by no means binding the hotel.
- 4.14. This agreement is only subject to the laws of the State of Israel. The only jurisdiction venue applicable for any matter related to this agreement and the use of the site is the Tel-Aviv-Jaffa formal courts.
- 4.15. Pets are not allowed

5. **Reservation cancellation**

5.1. [Except for the months of July-August, and the Jewish and Christian holidays](#)

- 5.1.1. Any room reservation may be cancelled with no extra charges up to 48 hours in advance.
This does not refer to special offer conditions/restrictions if existing.

- 5.1.2. Any cancellation made during the 48 hours prior to arrival will be charged at the price of one night per every reserved room, according to the type of board ordered.

5.2. Cancellation charges during Jewish and Christian holidays and during July and August

- 5.2.1. During July and August and during Jewish and Christian holidays, any reservation may be canceled with no extra charges up to 7 days in advance.

- 5.2.2. Any cancellation made during the seven days prior to arrival will be charged by the full price, subject exclusively to the hotel management's judgment.

- 5.2.3. In case of non-arrival after reservations are made, Carlton Tel Aviv reserves the right to charge the purchaser for the full and/or partial cost, subject exclusively to the hotel management's judgment.

1. **6.GTD/Deposit Policy**

Credit card required at booking time.

Please note that any change in your reservation may change the rate and/or require payment of cancellation fees.

For reservations guaranteed with a form of payment at time of booking, rooms are held until hotel check-out time the day following arrival. For reservations not guaranteed with a form of payment at time of booking, rooms are held until set cancellation time per the rules of the reservation. In the event more guests arrive than can be accommodated due to hotel overbooking or an unforeseen circumstance, and hotel is unable to hold rooms consistent with this room hold policy, hotel will attempt to accommodate guests, at its expense, at a

comparable hotel in the area for the oversold night(s), and will pay for transportation to that hotel.