



Booking & Hosting Policy

Payments

1. Clicking "Confirm Reservation" constitutes approval to charge the credit card provided for all charges related to the booking, including cancellation or no-show fees.
2. Tishrei reserves the right to charge the credit card starting 5 days prior to the check-in date.

Changes & Requests

Any changes, updates, or special requests must be approved in writing and in advance. Please include the guest's name and reservation number in all communications. Requests are subject to availability and may incur additional charges.

Cancellations

For cancellations made 5 days or less before arrival – or in case of no-show – the full reservation amount will be charged.

Tishrei is not responsible for booking errors made by the guest (e.g., wrong dates or apartment selection). It is the guest's responsibility to ensure they receive a confirmation email with accurate details.

Privacy

The guest acknowledges that their personal information will be stored in the company's database and may be used for communication via email, WhatsApp, or other means.

Terms Updates

The company reserves the right to update the terms and conditions listed on the website from time to time. The effective date of any update is the date it is published on the site.

Images

All images on the website are for illustrative purposes only and do not constitute a binding representation. Apartment features and layouts may change without prior notice.

Check-In & Check-Out

- * Standard Check-In: From 15:00
- * Standard Check-Out: By 11:00

Please note: On Shabbat and Jewish holidays, check-in times may differ:

- * November–February: Check-in available after 21:00
- * March–October: Check-in available after 23:00

Early check-in during Saturday may be possible in rare cases. Please contact us in advance to check availability.

Check-In Process

Check-in is self-service using a provided entry code. You may arrive any time after your designated check-in time and check out any time before 11:00.

For early check-in or late check-out requests, please contact us in advance. We'll do our best to accommodate when possible.

Required Documents

Tourists:

A copy of the passport and entry permit (the small slip received at border control) must be provided for each guest. Groups that do not provide a tourist entry permit qualifying for VAT exemption (usually a B2 permit) for all guests staying in the apartment may be charged VAT.

Israeli Citizens:

A copy of an Israeli ID card or passport must be provided. Israeli guests who booked as tourists (meaning VAT is not included in the price breakdown) will be charged VAT separately.

Cleaning

The cleaning fee covers a one-time cleaning before your arrival.

Additional cleaning or linen change services are available upon request, with at least 24 hours' notice and for an extra fee.

For stays longer than 10 nights, complimentary cleaning may be offered — subject to prior approval.

Shared Facilities

If the building includes shared amenities (such as a pool, gym, etc.), please note: these areas are managed by the building management or residents' committee. The company is not responsible for their availability or maintenance. Access or usage hours may be limited based on building rules or decisions made by the management.

Availability on Shabbat & Jewish Holidays

From Friday afternoon until Saturday night, as well as on Jewish holidays, we are unavailable by phone and cannot provide real-time service.

Please contact us in advance for any requests. We'll be available again approximately 30 minutes after Shabbat end.