

Info Sheet
on
Medical Climatotherapy
in the Dead Sea Region, Israel

Ladies and Gentlemen, dear Patients,

in order to make your journey, your medical treatment and your stay in the Dead Sea region as pleasant and successful as possible, we have assembled important information for you. We wish you a pleasant flight and a successful stay and are readily at your disposal should you have questions or require further information.

Kind Regards,

Your Häckel Reisen and DMZ Medical Center Team

Important Information To Begin With

Entry Requirements / Personal Identification

Every German citizen needs a valid passport which expires at the earliest six months after conclusion of the journey. Single travellers under 18 require a legally attested letter of agreement from a parent or legal guardian. German citizens born before 01.01.1928 also require a visa. The visa is issued by the visa department of the Israeli Embassy – Schinkelstr. 10, 14193 Berlin, Phone: +49 (0)30 89 04 55 00 (query duration 10 days). The visa is valid for three months. We are happy to help you with the application.

RECOMMENDED TRAVEL TIMES

Disease Duration	Recommended Treatment Period	Recommended
Skin Psoriasis	Mid-March to Mid-November	2 – 4 weeks
Joint Psoriasis	April to Mid-November	3 – 4 weeks
Neurodermatitis	March – May and Sept-Oct	3 – 4 weeks
Vitiligo	March to October	3 – 4 weeks
Rheumatic Diseases	February to December	3 – 4 weeks
Pulmonary Diseases	October to March	3 – 4 weeks
Uveitis	April to October	4 weeks

In case of complicated and / or unclear disease patterns the team of Häckel Reisen offers to send your medical results to the specialist doctors in the Dead Sea region in advance. These doctors can then offer counsel if and during which season a therapy in the Dead Sea region makes sense. This procedure is a prerequisite for the scheduled treatment of Asthma and Uveitis.

DMZ Medical Center at the Dead Sea

During your stay in the Dead Sea region / Israel you will be treated by a team of therapists from Deutsches Medizinisches Zentrum. The clinic is located in the souterrain of the DMZ contract hotel Lot. All doctors, therapists and administrative staff speak German and / or English.

Medical Records

In your own best interest it is essential that you bring an up to date process report of your disease issued by your physician. Besides your personal patient data this report must contain the following:

- Up to date results
- Vital parameters and BMI
- Rehab diagnosis (Code system ICD 10)
- Accompanying diagnoses
- Allergies (Allergie Passport)
- Food intolerances
- Previous treatments (local, systemic, symptomatic)
- Current medication and dosage
- Personal risks

Contraindications

Please pay close attention to possible contraindications for a treatment in the Dead Sea region and consult your family doctor.

Medication and Care Products

We recommend to stop or at least significantly reduce the treatment with cortisone ointments in consultation with your dermatologist four weeks before beginning the course of treatment in the Dead Sea region. A possible treatment with cortisone pills should be continued until the initial examination in the Dead Sea region. Please bring sufficient amounts of your regular medication because some medication is scarcely or not at all available in Israel. Please show all of your cremes and ointments to the spa doctor at the initial examination. Also bring sufficient amounts of your regular care products (sunscreen, cosmetic creams etc.).

Information on Psoriasis Treatment

Removing the scales from your skin at home enables the immediate beginning of climatotherapy. Please consult your dermatologist! In case of a psoriasis infestation of the scalp we recommend to cut your hair as short as possible.

Information on the Treatment of Neurodermatitis

Please inform the clinic about possible food allergies / intolerances prior to your departure. If you suffer from house-dust allergy please reserve a room without a carpeted floor. If you have an allergy passport please show it to the spa physician at the initial examination.

Sun Bathing

The sun's radiation (UVA, UVB) is filtered through the haze dome of the Dead Sea region. This slightly reduces the danger of sunburn. You should still pay attention to all necessary precautions in order to avoid sunburn. Please keep the medically prescribed sun times. Sunburn exacerbates your skin condition and necessitates an interruption of climatotherapy of several days which significantly delays the success of the treatment.

Natural solarium for skin patients: Located on the hotel roof.

Dead Sea Baths

The Water of the Dead Sea is highly concentrated and therefore not entirely harmless. Initially only go into the shallow waters, lay down carefully and find balance. Please move gently in the water without dabbling or splashing. Be careful not to get water into eyes, nose, mouth or ears while bathing. Should this happen, immediately wash the affected body parts with fresh water! Always shower immediately after bathing! Do not drink Dead Sea water!

Extended Stay

Medically prescribed extensions of your stay due to urgent medical reasons are immediately forwarded by the clinic to the office of Häckel Reisen. The main office in Germany is notified and immediately contacts the cost bearer to obtain the necessary permit. Additional flight costs might arise in case of an extension of your stay. These costs can be caused by a handling and a rebooking fee or by the price of a new ticket because in some cases the right of transport expire without refund. You can inquire the exact costs for extending your stay as a private patient (hotel, rebooking flights etc.) from the tour operator and pay them on the spot.

Day Trips in the Dead Sea Region

For patients who have been admitted via a social insurance carrier (health insurance, pension insurance) it is possible to embark on a day trip and a half-day trip during the course of their treatment. The permission of the spa physician must be obtained under all circumstances. Sleeping outside the spa hotel is generally not allowed. Private payers can of course plan trips at their own discretion.

Increase Drinking Volume

Due to the low humidity it is essential to drink a lot – even if the patient is not in the direct sunlight and / or does not feel thirsty. The daily drinking volume (water, tea, juices etc.) should be four to five liters. You can obtain drinking water free of charge at „freshwater stations“ in hotels and the natural solariums. We recommend to bring sherbet powder from Germany to improve the taste. Please avoid alcoholic beverages!

Travel Insurance and Cancellation Insurance

In our experience it is important for every traveller who visits non-European foreign countries to obtain the following insurances:

1. Cancellation Insurance: This insurance is in effect prior to the departure. In case of illness this insures you against high cancellation costs.
2. Travel Insurance: This insurance is in effect during your stay. It includes baggage, accident, liability and health insurance. The health insurance is of particular importance since Israel does not accept any kind of Auslandskrankenschein. In case of therapy in the Dead Sea region that is paid for by health or pension insurance both health and cancellation insurance are already part of the service package.

Money and Currencies

German citizens may bring unlimited amounts of both the Israeli Currency and foreign currencies (Euro, USD). We recommend to buy only a small amount of Shekels in Germany. The exchange is much cheaper in Israel. USD and traveller cheques are exchanged at real exchange rates in hotels and exchange offices in the Dead Sea region or at post offices and banks in Arad. Credit cards are also accepted. You will find ATMs in both Ein Bokek and Arad.

The Israeli currency is called New Israeli Shekel (NIS); 1 NIS = 100 Agorot

German Embassy in Israel

The German Embassy is located in Tel Aviv, Daniel-Frisch-St. 3, 19th Floor, Phone: 03 6931 313

Language

The official languages in Israel are Hebrew and Arabic. English, German, Russian, French and Spanish are widely spread as well as most Slavic languages. All staff of DMZ and general patient care speak German very well. The DMZ contract hotel Lot has partly German speaking staff.

Security Checks

Israel's security precautions are exemplary and are implemented for the safety of all travellers. Please understand that your luggage is subject to close but respectful scrutiny.

Voltage

220 V alternating current. We recommend to bring a three-pin connector / adapter.

Clothing

You should bring primarily summer clothing yet in the evenings and for trips to the inner country we recommend warmer clothes. Covering clothing is mandatory for trips to religious sites.

Warning! All vehicles and rooms are fitted with air conditionings.

Do Not Forget The Following Items!

Sun hat, sun glasses, bathing shoes for bathing in the Dead Sea (sharp salt crystals), swim goggles, bathing cap, sunscreen for body and lips, protection against insects (mostly mosquitos). Since the water of the Dead Sea attacks the tissue of swimsuits we recommend to bring „older“ swimwear. You can obtain towels at the hotel free of charge.

Tour Operator and Patient Care

Upon entry in Tel Aviv and passport check at the airport our guests are greeted by our tour operator with the sign „HÄCKEL REISEN“ and brought to the transports to the Dead Sea. Depending on the number of participants a car, minibus or bus is used.

In the first days of your stay our tour operator / patient care invites you to an extensive informational talk and familiarises you with the local conditions. Our Häckel Reisen office is located on the 4th floor of the Lot Spa Hotel.

Shabbat and Holidays

Shabbat is the day of rest in Israel. All holidays begin with sunset on the previous day and end with sunset on the holiday. All Jewish shops, institutions, businesses and public entertainment facilities (with the exception of some restaurants and clubs) are closed. Public transport offers limited service only.

Kosher Food

„Kosher“ food is prepared in accordance with Jewish food laws. For the most parts this means that certain animals and fish are not allowed as comestibles. Dairy products may not be consumed together with meat. These laws are kept in most hotels and restaurants, but nowadays some restaurants also serve non-kosher food.

Information about your DMZ Contract Hotel

Hotel Lot, Dead Sea - Ein Bokek, Israel

Telefon - Nr.: (Direktdurchwahl von Deutschland und Österreich) Tel.Nr.: 00972 – 8 – 66 89 200

Fax Nr.: 00972 – 8 – 65 84 662

Tel.Nr.: innerhalb Israels 08 – 66 89 200

E-mail: office@lothotel.co.il

Hoteldirektor: Herr Nechemia H. Ben-Porat

All hotel rooms are fitted with a balcony!

Mail: Letterbox in the reception, emptied daily with the exception of Saturday (Shabbat) and holidays.

TV: Cable-TV in the rooms (German channels: RTL, Sat 1, 3-Sat)

Laundry room with washing machine, dryer and clothing iron: Available at hotel Lot. Coins can be bought at the reception.

Hair dryer: Every bathroom is equipped with a hair dryer.

Bathrobes (standart size) can be obtained at the spa of hotel Lot.

Towels for beach, pool and spa are provided by the hotel free of charge. Towels in the rooms are changed daily.

Meals: Breakfast 07:00 – 10:00 and dinner 18:30 – 20:30.

Fridge / Minibar in each room.

Phone: Calling Germany and Austria directly from the hotel room is approximately 20 % cheaper than using a phone card at a public phone (Approx. 0.30 Euro / minute)

Valuables: We recommend to deposit your valuables in the safe. Every room in the Lot Hotel is equipped with a safe. In addition to that the reception offers a free safe service.

Bathing Opportunities at Hotel Lot

- Big Swimming Pool: Fresh Water
- Children's Pool: Fresh Water with a protective roof against the sun
- Dead Sea Water Pool in the Spa: Water temperature 37°C. Do not swim (see „Dead Sea“)! Do not stay in the water for a duration longer than 20 minutes!
- Dead Sea: Private Hotel Beach

Lot Health Center / Spa

Includes a heated pool with Dead Sea water, sulphur baths, applications for mud, massages, sauna and jacuzzi (whirlpool) as well as a state of the art gym. Admission is free for our guests / patients. Massages, mud packs and sulphur baths are charged sperately.

Shopping Opportunities

There are two shopping centers with various shops, restaurants etc. at the Dead Sea. These are opened Sunday to Thursday from 9:00 to 21:00 and on Fridays from 9:00 to 15:30 (beginning of Shabbat) and on Saturday from 10:00 to 19:00.

Spiritual Welfare

Usually both a catholic and a protestant service are held at the Dead Sea. Please inquire at the tour operator for current information. Adressen wie im Original.

Customs Regulations

Travel necessities for personal use are duty free. These include: Provisions, 250 cigarettes or 250 g tobacco in another form, 2 liters of wine or 1 liter of spirits, 0,25 liters of perfume, presents and comestibles (a maximum of 3 kilos, no mor that one kilo per type). The overall value may not exceed 125 USD.

Import / Export

Isreali customs issues a list of items that may be imported by visitors free of tax. The import and export of weapons, drugs, plants and fresh meat is strictly forbidden.

Bus Connection

Arad – Ein Bokek (for the exact stops please check the schedule at Ein Bokek). Duration of a single trip: Approx. 35 Minutes. The exact schedule can be inquired from the Häckel Reisen office on the 4th floor of the Lot Hotel.

Taking Fotos

Aerial photos and photos of military installations are not allowed. Please exercise appropriate restraint when photographinc worshippers at holy grounds.

This information has been carefully assembled. We do not take responsibility for completeness, correctness or later changes.