



Our Lady of Lourdes Hospitality
North American Volunteers, LTD.

Terms & Conditions

RESERVATION & PAYMENT INFORMATION:

- For those with flight reservations: a \$1,000 per person deposit is required at the time of registration. Full payment is due 90 calendar days before the scheduled departure date unless otherwise stated. If registration is made less than 90 calendar days from departure, full payment is required and a late fee of \$100 will be charged. For those joining without flight reservations: deposit and final payment are due as stated on pilgrimage brochures.
- Checks should be made payable to Our Lady of Lourdes Hospitality. Visa, MC, Amex and Discover are accepted. By providing your credit card information, you are authorizing Lourdes Volunteers to charge your credit card the specified amount.
- Additional fees may result from the following: name corrections or changes to issued tickets (\$150), flight itinerary changes (\$100 imposed by Lourdes Volunteers plus any additional fees imposed by Delta/Air France), and single supplement packages (varies per pilgrimage and subject to availability).

CANCELLATIONS & REFUNDS:

- All cancellations must be in writing by the person who made the original reservation. Cancellations made before 90 days prior to departure will result in a \$500 cancellation fee. All payments are non-refundable after 90 days prior to departure. No refunds are given for cancellations made after Day 90. Additionally, at Day 90 you are obligated to pay the full pilgrimage price.

PRICE & PARTICIPATION GUARANTEE:

- We can only guarantee prices when the trip is paid in full. Rates shown on website are based on shared occupancy and are as per each program's inclusions. All prices are shown in U.S. dollars and are calculated on currency rates and fares in existence at the beginning of the pilgrimage year.
- Lourdes Volunteers reserves the right to refuse to accept or retain or dismiss any person whose behavior or health is deemed to affect the operations of pilgrimage or adversely affect the safety or comfort of other passengers. Lourdes Volunteers shall be under no obligation or liability to any such person for any refund, compensation, repatriation or any other costs or expenses.
- North American Lourdes Volunteers reserves the right to change the itinerary of any pilgrimage at any time.
- If a minimum number of participants do not register, a pilgrimage can be cancelled. We will make reasonable effort to transfer your payment to another pilgrimage, or a full refund will be issued.
- Booked or purchased items outside of Lourdes Volunteers are the sole responsibility of participant.

NOT INCLUDED:

Items of a personal nature, such as uniforms for volunteers, phone calls, laundry, beverages (other than water and coffee/tea at breakfast), alcoholic beverages, excess baggage fees, passport/visa fees, and any additional fees incurred such as single supplement, flight itinerary changes, and connecting airfare are not included in the pilgrimage price.

PASSPORTS & VISAS:

All passengers must have a valid passport with an expiration date of more than six months after the date of your return. Some countries require visas. North American Lourdes Volunteers assumes no responsibility or liability for passport and visa procurement. Foreign Nationals must have a valid Passport and their green Alien Registration Card. Foreign nationals must also check with their Embassies and with the destination countries as to all visa requirements to foreign countries, U.S.A. requirements for re-entry, and with the Internal Revenue Service for any tax liabilities.

INSURANCE INFORMATION:

A travel/medical insurance policy is required for each participant. This mandatory insurance is not included in the pilgrimage cost. Travel Guard Preferred or Protect Assist (for NY residents) policies are recommended. A link to purchase will be provided. It is the responsibility of the travel to purchase this policy within 15 days of deposit to ensure pre-existing condition coverage.

SEAT ASSIGNMENT:

Seats are assigned by Delta/Air France for groups at check-in on the day of travel. After boarding, we may negotiate changes within our group. Lourdes Volunteers can not guarantee seat requests.

LAND ONLY:

Land Only participants must make arrangements for air travel and ground transfers. When arranging your flights independently, be advised that Lourdes Volunteers is not responsible for connections or transfers of any kind.

MEALS:

Three meals are provided each day unless otherwise noted. Beverages, other than water and tea/coffee at breakfast, are not included and are the responsibility of individuals. We try to accommodate special meal requests for Accueil stays. In cafeterias, individuals make selections for dietary preference.



ROOMS:

Accommodations are based on shared occupancy. Volunteers are housed in retreat style dormitories managed by the Sanctuary. Private bathrooms and individual shower rooms are provided on each floor. House rules must be obeyed. Roommate requests are encouraged, but not guaranteed. Requests for single supplements are limited, subject to need, but not guaranteed.

Additional charges will be incurred for single rooms.

GROUP DEVIATIONS:

Requests to change your scheduled flight itinerary are required in writing, in advance, handled on a first come, first served basis, after deposit is received. Delta/Air France limits the number of requests permitted on each contract. North American Lourdes Volunteers will impose a \$100 fee for the change in travel arrangements. Additionally, you are responsible for any fees imposed by Delta/Air France, any change in airfare and any change in travel insurance premium.

TRANSFERS & TIPS:

Pilgrimages that include airfare also include round-trip transfers from airport to Lourdes and return, as well as all tips for drivers.

SPECIAL MEDICAL CONDITIONS:

- Medical conditions/disabilities requiring medication, awareness or special attention must be reported at the time of application on the health information form provided. Lourdes Volunteers, in its sole discretion, reserves the right to deny any person to accompany its pilgrimages to Lourdes for any reason, including failure to disclose a known significant medical condition.
- We make reasonable effort to accommodate pilgrims who are disabled, handicapped or needing assistance during group travel and group stay in Lourdes. We cannot guarantee and are not responsible for any denial of services by carriers or other independent suppliers.
- Please be aware that all our pilgrimages are operated outside the U.S. where the Americans with Disabilities Act is not applicable and facilities for disabled individuals are limited. Lourdes Volunteers is not responsible for any medical condition that occurs prior, during or after the pilgrimage.
- It is the responsibility of each pilgrim to notify Lourdes Volunteers of any changes to the information submitted on the Health Information Form due to changes in health/medication prior to departure.

FINAL DOCUMENTS:

Travel documents are delivered one week prior to travel. Documents are not guaranteed if final payment is not received. Upon receipt of documents, the pilgrim is responsible to check itinerary, spelling of name, dates and times to ensure validity. In the event that your documents have errors, it is the pilgrim's responsibility to **contact the Lourdes Volunteers office immediately.**

PHOTOGRAPHY & VIDEO:

During the pilgrimage, Lourdes Volunteers will be taking photographs and recording video of our volunteers and special needs pilgrims. Some of these photos and videos may be used in promotion and marketing for our association. If you do not wish to have any images of you, either in photographs or on a video recording, you must advise our office in writing. If you do not contact our office, you are agreeing to these terms and conditions.

RESPONSIBILITY CLAUSE

- The suppliers providing transportation, and volunteer and pilgrim accommodations are independent contractors and are not agents or employees of Lourdes Volunteers. All reservations, receipts and tickets issued are subject to the terms and conditions specified by suppliers and the laws of the countries in which services are supplied.
- By utilizing the service of the suppliers, you agree that Lourdes Volunteers will not be liable for any change in flight or itinerary schedule, strikes, delay, acts of governments, fire, riots, theft, pilferage, epidemic, quarantine, medical or customs regulations, accident, loss, injury, or damage to you or to those traveling with you in connection with any accommodations, transportation or any other services or resulting directly or indirectly from any occurrence or conditions beyond its control, including defects in vehicles, breakdown in equipment, thefts, delay or cancellation of or changes in itinerary for any act, omission, or event during the time you are on pilgrimage.
- Neither Lourdes Volunteers and/or agents of airlines concerned are to be held responsible for the late arrival of passengers at airports due to inclement weather, nor are they to be held liable for payment or any refund for transfers or unused accommodations or meals occasioned by such late arrivals. Pilgrims must bear all such losses or expenses. Lourdes Volunteers is not responsible for circumstances beyond its control.
- In circumstances where trip cancellations resulting from the inability for pilgrimage to depart as scheduled, such as cancellations due to acts of war and/or terrorism, war, God or nature takes place, Lourdes Volunteers is not liable for restitution.

PRIVACY STATEMENT

North American Lourdes Volunteers does not sell or divulge the names, addresses or any other personal information gathered by the Lourdes Volunteers website or mailing list to any third party or company.

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