

2025 TERMS & CONDITIONS

RESERVATION & PAYMENT INFORMATION:

For those with flight reservations: a \$1,000 per person deposit is required after placement. Full payment is due 100 calendar days before the scheduled departure date unless otherwise stated which may apply to pre-formed youth groups or University students. If application is submitted less than 100 calendar days from departure, full payment is required and a late fee of \$100 will be charged.

For those joining without flight reservations (Land Only) : deposit of \$500 is required to reserve accommodations, meals, and service assignment. Final payment is due 100 calendar days before departure unless otherwise stated which may apply to pre-formed youth groups or University students.

Checks should be made payable to Our Lady of Lourdes Hospitality. Visa, MC, Amex and Discover are accepted. By providing your credit card information when prompted in your registration process, you are authorizing Lourdes Volunteers to charge your credit card the specified amount. Please know the link for payment we provide is through our data base and is secure. A payment link through our database is generally considered more secure than calling your credit card number in over the phone, as payment links typically utilize encrypted gateways to process transactions, while phone payments can be more vulnerable to potential human error or eavesdropping when providing card details verbally from anyone in your area, our office, or anyone able to listen in. We do not keep or save any credit card information on file. A member of our team can process your payment by phone during business hours. Please do not send your credit card information by email or text.

Additional fees may result from the following: flight itinerary changes (\$100 imposed by Lourdes Volunteers plus any flight fare increase 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. If cancelling, please send an email to info@LourdesVolunteers.org stating your name and pilgrimage date and a brief description of why you are cancelling. Please send this email even if you call our office and speak with someone over the phone or notify our Pilgrimage Leadership or Medical Team. An email provides the travel insurance companies with a time stamp and accountability when you first learned you cannot travel for a potential claim. Cancellations will result in a \$500 cancellation fee if you have made your deposit or final payment prior to 100 days before departure. All payments are non-refundable after 100 days prior to departure. No refunds are given for cancellations made after Day 100 before departure. Additionally, at Day 100 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. It is the responsibility of the traveler to purchase a policy and print to carry on person in Lourdes in the event a situation or emergency arises. Recommended coverage for international travel includes:

Pre-Existing Medical Condition Exclusion Waiver – this is a must if you have any pre-existing medical conditions that could prevent you from travelling or cause illness while in travel. BE AWARE - Most insurance companies require a policy be purchased within 15 days of the initial trip deposit to receive the pre-existing condition waiver.

Travel Medical Expense - \$25,000 +.

Emergency Evacuation and Repatriation of Remains - \$200,000.

SEAT ASSIGNMENT:

Seats are assigned by Delta/Air France for groups prior to date of departure. We ask all supportive care departures including all volunteers and pilgrims to refrain unless otherwise directed by our office and communications to select your seats. We work hard prior to departure to accommodate everyone's needs. After boarding, we may negotiate changes within our group. Lourdes Volunteers can not guarantee seat requests, ever.

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:

While in Lourdes, three meals are provided each day. On travel days, meals are only provided by the airlines while in flight and any other expenses in the airports are incurred by the traveler. 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. In cafeterias, individuals make selections for dietary preferences. Please be sure to indicate medically necessary meals in the health information section and ask when working with a team member what to expect and if supplemental items should be purchased and brought to Lourdes with you for during travel on ground in Lourdes. It is important if you have a medically necessary diet to disclose not only on the application with health information form but when working with our Medical and Pilgrimage team, so we can assist in requesting meals during flight in enough time that the airlines require and for meals on the ground in Lourdes.

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. We can never guarantee a single room.

We do understand and will work within our rooming configurations to do our best for those requesting a single room. We are only provided so many per floor at our accommodations.

GROUP DEVIATIONS:

Requests to change your scheduled flight itinerary are required in writing, in advance, handled on a first come, first served basis, only 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 bus transfers from arrival airport in France to Lourdes and return, as well as all tips for drivers. We also tip those in the airport working and helping us transfer terminals with our wheelchair transfers.

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:

Your flight confirmation will be provided to you prior to pilgrimage via email. Your e (electronic)-ticket from the airlines will not be provided until final payment is received. All travelers are responsible to check dates, departure cities, spelling of name exactly as it appears on your passport to ensure validity. In the event that your e-ticket has errors, it is the traveler's responsibility to **contact the Lourdes Volunteers office immediately**. We can correct your name or departure date or city if there is an error on your ticket prior to travel much easier through the group desk than at the airport the day of departure or return. Reviewing and finding any errors prior to departure or return will also help mitigate any cost that could incur from having to change itineraries the day of travel. We ask you the traveller to become familiar with your departure and itinerary. We ask each traveler to double check your e-ticket and reach out immediately. We rely on you to help as we are managing large group sizes. If you are unsure about dates, times, or how your name should appear, please call or email our office.

PHOTOGRAPHY & VIDEO & SOCIAL MEDIA:

During the pilgrimage, Lourdes Volunteers will be taking photographs and recording video of all of our volunteers and supportive care need pilgrims. Some of these photos and videos may be used in promotion and marketing for our association with the intent to inform and evangelize to continue in sharing the Message of Lourdes with all those we can. We do understand and respect how personal and private pilgrimage is for all. The primary purpose of social media and digital communication is to provide information related to our association only.

Note that social media/digital communication is not confidential and may be shared or reposted to others. Social media/digital communication includes but is not limited to texting, email, photos or images, recordings, video/films, software, and social media apps.

I understand and agree that if I do not want photographs or videos of myself or my minor to be used in communications, I must submit written notice to the office. If you do not contact our office, you are agreeing to these terms and conditions.

SAFE ENVIRONMENT

The Roman Catholic Diocese of Syracuse requires all *Our Lady of Lourdes Hospitality* volunteers to provide documentation that they have completed Safe Environment training and passed a criminal background check. Safe Environment training is a sexual abuse prevention training, teaching attendees to recognize predatory behavior, review proper boundaries, and explain how to report disclosures or suspicions of physical or sexual abuse/assault or neglect involving minors or vulnerable adults. Safe Environment training modules may include but are limited to VIRTUS, Praesidium, Safer Spaces, and CASE.

Please note there are **no** exceptions to this training mandate or criminal background check.

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:

In preparation for pilgrimage, contact information is shared with the pilgrimage team.

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 or for any solicitation.