Our Lady of Lourdes Hospitality
North American Volunteers

A Public Association of the Christian Faithful and the First American Lourdes Hospitality

2027 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 the application is submitted less than 100 calendar days before departure, full payment is required, and a $100 late fee will be charged.

For those who join without flight reservations (Land Only), a deposit is required to reserve accommodation, meals, and service assignment. The 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, Mastercard, American Express, and Discover are accepted. By providing your credit card information when prompted during your registration, you authorize Lourdes Volunteers to charge your credit card for the specified amount. Please note that the payment link we provide is through our database and is secure. A payment link in our database is generally considered more secure than entering your credit card number over the phone, as payment links typically use encrypted gateways to process transactions. In contrast, phone payments can be more vulnerable to human error or eavesdropping when you provide card details verbally to anyone in your area, our office, or anyone who can 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 ($250 imposed by Lourdes Volunteers plus any flight fare increase by Delta/Air France), and single supplement packages (vary per pilgrimage and are subject to availability). Flight deviations need to be in writing, 45 days before departure.

CANCELLATIONS & REFUNDS:

All cancellations must be in writing by the person who made the original reservation. If cancelling, please email info@LourdesVolunteers.org with your name, pilgrimage date, and a brief description of why you are cancelling. Please send this email even if you call our office, speak with someone over the phone, or notify our Pilgrimage Leadership or Medical Team. Email provides travel insurance companies with a timestamp and accountability when you first learned you cannot travel for a potential claim. Cancellations would incur a $500 cancellation fee if you made your deposit or final payment more than 100 days before departure. All payments are non-refundable 100 days before departure. No refunds are given for cancellations made after Day 100 before departure. Additionally, on 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 the 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 the 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 the minimum number of participants does not register, the pilgrimage may be cancelled. We will make a reasonable effort to transfer your payment to another pilgrimage or issue a full refund.

Booked or purchased items outside of Lourdes Volunteers are the sole responsibility of the 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 at least 6 months after their return. Some countries require visas. North American Lourdes Volunteers assumes no responsibility or liability for the procurement of passports and visas. 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 traveler's responsibility to purchase a policy and print it to carry on person in Lourdes in the event of a situation or emergency. 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 to 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:

Delta/Air France assigns seats to groups before departure. We ask all supportive care departures, including all volunteers and pilgrims, to refrain from selecting seats unless otherwise directed by our office and communications. We work hard before departure to accommodate everyone's needs. After boarding, we may negotiate changes within our group. Lourdes Volunteers cannot guarantee seat requests, ever.

LAND ONLY:

Land-Only participants must make their own air travel and ground transfer arrangements. 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 offered by the airlines while in flight, and the traveler incurs any other expenses in the airports. 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 whether supplemental items should be purchased and brought to Lourdes with you during travel on the ground in Lourdes. It is essential that if you have a medically necessary diet, you disclose not only on the application with the health information form, but also when working with our Medical and Pilgrimage team, so we can assist in requesting meals during flight in enough time that the airline requires for meals on the ground in Lourdes.

ROOMS:

Accommodation is 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 apply to 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 with so many per floor at our accommodations.

GROUP DEVIATIONS:

Requests to change your scheduled flight itinerary must be in writing and submitted no later than 45 days before departure, handled on a first-come, first-served basis, and only after the deposit is received. Delta/Air France limits the number of requests permitted on each contract. North American Lourdes Volunteers will impose a $250 fee for the change in travel arrangements. Additionally, you are responsible for any fees imposed by Delta/Air France, any shift in airfare, and any change in travel insurance premiums.

TRANSFERS & TIPS:

Pilgrimages that include airfare also include round-trip bus transfers from the arrival airport in France to Lourdes and return, as well as all tips for drivers. We also tip those in the airport who work and help 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 their pilgrimages to Lourdes for any reason, including failure to disclose a known significant medical condition.

We make a reasonable effort to accommodate pilgrims who are disabled, handicapped, or need assistance during group travel and during the group stay in Lourdes. We cannot guarantee or be responsible for any denial of service 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 does not apply, and facilities for individuals with disabilities are limited. Lourdes Volunteers is not responsible for any medical condition that occurs before, 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 before departure.

FINAL DOCUMENTS:

Your flight confirmation will be emailed to you before the pilgrimage. Your e-ticket from the airline will not be provided until the final payment is received. All travelers are responsible for checking dates, departure cities, and the spelling of their names exactly as they appear on their passports to ensure validity. If your e-ticket contains errors, it is the traveler's responsibility to **contact the Lourdes Volunteers office immediately.** We can correct your name, departure date, or city if there is an error on your ticket before travel, much more easily through the group desk than at the airport on the day of departure or return. Reviewing and identifying any mistakes before departure or return will also help mitigate costs incurred when changing itineraries on the day of travel. We ask the traveler to become familiar with their departure and itinerary. We ask each traveler to double-check their e-ticket and reach out immediately. We rely on you to help us manage 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 videos of all our volunteers and pilgrims with supportive care needs. Some of these photos and videos may be used for promotion and marketing of our association, with the intent to inform and evangelize, continuing to share 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 only about our association.

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 agree to these terms and conditions.

SAFE ENVIRONMENT (Volunteers over age 18 only)

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 not limited to, VIRTUS, Praesidium, Safer Spaces, and CASE.

Please note there are <u>no</u> exceptions to this training mandate or criminal background check.

RESPONSIBILITY CLAUSE:

The suppliers providing transportation, volunteer, and pilgrim accommodations are independent contractors and are not agents or employees of Lourdes Volunteers. All reservations, receipts, and tickets are issued 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/nor the 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 the 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.