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Terms & Conditions

You must accept the Terms and Conditions on behalf of all your party. Once a pilgrim has made a booking and paid the said deposit, we consider that you have read, understood and accepted the Terms & Conditions set out as follows:

Brochure & Website Accuracy

Tour prices on our publications are subject to change in the event of additional levies or substantial variation to exchange rates and fuel costs after publication.

The itineraries in this brochure are published as a guide and may vary. A detailed day-to-day itinerary will be sent with your travel documents two weeks before departure.

Published schedules or any other indication of timings are correct at the time of going to press but could be subject to variation, eg. Flight re-scheduling, change of airline.

We will arrange for you to attend Mass each day. This may be in the local language, as we cannot guarantee a priest leader on all departures. Opportunity of Mass on the first and last days of the pilgrimage is subject to your actual arrival and departure times.

Payments

The completed booking form must be sent to St. Peter's Pilgrimages along with a non-refundable deposit as stated on the pilgrimage itinerary. In the event of cancellation of the tour by the passenger for any reason whatsoever or failure to pay the entire cost by the deadline, the said deposit shall stand forfeited. All cheques must be made payable to *St. Peter's Pilgrimages Ltd.* On payment of the deposit amount, you will receive an official receipt from St Peter's Pilgrimages for the amount you paid.

Balance of your pilgrimage cost must be paid at least SIX weeks prior to your departure. If you make your booking within six weeks of your departure you must pay the full cost at the time of booking. If the balance is not paid in full and on time we reserve the right to treat the pilgrimage as cancelled by you.

Payment Receipt / Invoicing

Upon receiving your cheque(s) / BACS bank transfer / card payment, you will receive an official receipt/invoice within a week. If you made a bank transfer, do retain the receipt from the bank as your proof until you received an acknowledgement (receipt) from us.

Changes or Cancellation by Passenger

You may cancel your booking at any time provided that the cancellation is made by the person signing the booking form and is communicated to us in writing. As we incur costs from the date we confirm your booking, we will retain your deposit and in addition, apply cancellation charge.

Refund Policy

<i>Notice period prior to departure</i>	<i>Charges</i>
More than 42 days	Deposit only
41 – 28 days	50%
Less than 28 days	100%

The amount of cancellation charges shown as percentage of the total holiday price excluding insurance premium. The cancellation charges above apply to both coach and air pilgrimages.

If, after your confirmation has been issued you wish to change your holiday booking, we will do our best to help, provided written notification is received at our office from the person who signed the booking form, no later than the date on which the balance of the original holiday cost due for payment. This must be accompanied by a payment of £15 per person to cover administration costs. Any alteration request after this date will be treated as cancellation of the original booking and cancellation charges set out above will be applied.

Name Changes (name replacement)

Name changes can be made up to 7 days before departure. The charges are as follows:
Coach Pilgrimages : £50 per name Air Packages : 50% of the package price

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All special requests must be made to us in writing. Special requests you have made will be passed on by us to the relevant service providers (e.g airlines, hotels, restaurants). While we will do our utmost to ensure that requests are passed on, we cannot guarantee that the requests will be possible in all cases, and we will not be held responsible for requests which are not carried out, or not fulfilled to your satisfaction.

Wheelchair / special assistance

It is essential that we are informed if you are a wheelchair user before you make a booking. Wheelchair pilgrims must be accompanied by an able-bodied helper who will take total responsibility throughout the journey. Electric wheelchairs are not permitted due to the limited space on coach tours.

Medical

We also wish to point out that, as we do not have medically trained staff on our tours, our arrangements may be unsuitable for severely handicapped, ill or elderly people. It is a condition of acceptance that the applicant (or any member of the party) shall have made full disclosure of the facts with particular reference to adverse health. We may also require you to produce your doctor's recommendation prior to your travel.

Travel Insurance

None of the pilgrimage prices includes travel insurance premium. Pilgrims are required to prove that they have a sufficient cover for the entire duration of the pilgrimage. You may purchase travel insurance from your bank/building society, local post office or from Cover Wise. www.coverwise.co.uk or www.staysure.co.uk for over 70's.

Pilgrims are advised to have their European Health Insurance Card with them. However, the card is not to be regarded as travel insurance. It does not cover all aspects of the pilgrimage as travel insurance does.

Changes or Cancellation by Us

Pilgrimages can only be supplied at the advertised price, provided that a satisfactory number of bookings are made. If we are unable to provide the booked arrangements, you can either have a refund of all monies paid or accept an offer of alternative arrangements of comparable standard from us, if available. We will not refund any travel arrangements or hotels which have not been booked by St. Peter's Pilgrimages. We cannot accept liability or pay compensation if we are forced to cancel or in any way make changes to your holiday due to war, riot, civil strike, industrial dispute, terrorist activity, natural or nuclear-disaster, fire or adverse weather condition, or any other reason outside our control amounting to force majeure.

It is unlikely that we will have to make any changes to your holiday/itinerary. If there are any changes or amendments to your holiday/itinerary, we will try to advise you of these amendments prior to the start of the tour or en-route. Sometimes changes have to be made which we reserve the right to do at any time.

Late Arrival

Passengers must ensure that they arrive at pick up point at least 30 minutes prior to departure time for coach pilgrimages and 3 hours prior to your flight departure for air pilgrimages. If delayed and missed the coach or flight, no compensation will be given.

Passport and Travel Documents

It is your responsibility to be in possession of a valid passport/document and any necessary visa. We will accept no responsibility and are not liable for any form of compensation if any passenger is refused entry by the immigration authorities of any country for whatever reason.

Inappropriate Behaviour

We do not tolerate any kind of abuse to our staff (i.e courier, drivers, hotel staff and Spiritual Leader). If the behaviour of any member of any party is considered likely to cause offence, danger, damage or distress to others, we reserve the right at all times to cancel or terminate their holiday completely. If this situation arises, our responsibility will cease and the company will be under no obligation to cover expenses incurred and neither will we consider nor accept any claims for compensation or refund whatsoever.

Rights of Refusal

We reserve the unconditional right to refuse a booking or terminate a passenger's Pilgrimage in the event of unreasonable conduct which in our opinion is likely to cause distress, damage, danger to other customers or our employees. If you are prevented from travelling as a result of such termination, our responsibility for your Pilgrimage thereupon ceases.

Flight cancellation

The flight Pilgrimages in this brochure are offered in conjunction with budget airlines. In the event of a flight being cancelled we will do our utmost to transfer you to the next available flight. Any costs incurred

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- 4. you may not bring a pet or any other animal on our tours.
- 5. Drinking is prohibited on all our coaches.



Air Prices

The prices quoted for air pilgrimages are based on costs known at the time of printing. If there are any increases in these which are beyond our control, they will be included in our final invoice. However, we guarantee that any increase will be limited to a maximum of 10% of the total pilgrimage prices plus any increase in airport taxes or security charges. Any increase in excess of this amount will be borne by St. Peter's Pilgrimages. In exchange for this guarantee, and the risk thus, no refunds arising out of cost variation will be made.

Pilgrimage Prices

Pilgrimage prices include all air/coach travel, accommodation and meal as specified in the pilgrimage description. Unless specified in your pilgrimage itinerary or description contained in the brochure, entrance fees, guide fees, city sightseeing tours and optional excursions are not included in the cost. We do however reserve the right to increase or decrease brochure prices of any item.

Liability

We do our utmost to ensure that your pilgrimage arrangements are satisfactory. We do not, however, accept any liability for loss or damage caused by force majeure, injury, illness, industrial action, acts of terrorism or any other disruptions caused by third party contractors. St Peter's Pilgrimages's liability arising out of your pilgrimage or tour arrangements is limited to the actual amount you have paid for the tour.

Complaints Procedure

If you, or any member of your party, have any cause for dissatisfaction you must immediately inform the Company's local representative who may well be able to remedy matters on the spot. If this is not possible, or if you remain dissatisfied, you should send full particulars, in writing, to our offices within 28 days of the completion of your pilgrimage.

All bookings are accepted and confirmed subject to the above conditions.

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ABOUT US

We are an independent tour operator specializing in Catholic pilgrimages to Lourdes & Nevers, Fatima & Lisbon, Jerusalem & Bethlehem, Rome & Assisi,

HEAD OFFICE

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For Travel Advice : **Foreign & Commonwealth Office**

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