

# BOOKING TERMS & CONDITIONS

1 - The Pilgrimage Committee and La Maison du Pèlerin (hereinafter referred to as Agents) give notice that bookings are accepted by them in their capacity as agents only. Services are provided by independent organisations over which Agents have no direct control, and while they take reasonable steps to ensure that those organisations maintain high standards, they cannot accept any liability whatsoever which may occur through the negligence or fault of any organisation or person concerned in carrying out the arrangements.

## 2 - BOOKINGS

Separate Booking Forms must be completed for each pilgrim. It is advisable to book early as reservations will close when all available hotel accommodation is taken. Agents reserve the right to cancel, if necessary, and at any time, a booking which may have been made and also to refuse to carry any person whose presence they may consider to be undesirable. Bookings are not transferable.

## 3 - SINGLE ROOM SUPPLEMENT

An additional charge will be made for single room occupancy. These are limited in number and availability cannot be guaranteed.

## 4 - DEPOSIT

A minimum deposit of £100 (including insurance) per person must be sent with each booking. Deposits are not transferable.

## 5 - BALANCE OF FARE

The outstanding amount must be paid **NO LATER THAN 12 JUNE** without further notice. If the balance is not paid by the due date Agents reserve the right to cancel the reservation and levy the appropriate cancellation charge.

## 6 - PRICES

Prices are published in good faith and are based on current fares and tariffs. They are in all cases subject to any revision imposed by authorities and companies and fluctuation in the exchange rate. Whilst Agents undertake to maintain prices they do not hold themselves responsible for any alteration they may have to make and reserve the right to levy a surcharge in the event of adverse fluctuation in the exchange rate.

## 7 - TRAVEL

All travel arrangements are based on present timetables and are subject to change by the coach, ferry, train and aircraft operators.

The Air section of the pilgrimage is ATOL Protected by the Civil Aviation Authority. Our ATOL number is ATOL 6376.

Agents accept no responsibility for losses or additional expenses due to delay or change in travel services caused by political unrest, war, riots, civil commotion, weather or other circumstances held to be force majeure.

Agents reserve the right to abandon the pilgrimage should, in their opinions, circumstances deem it advisable to do so and in case the pilgrimage has not commenced any money paid, other than deposit, will be refunded in full.

All pilgrims must travel together throughout unless special arrangements have been made in advance.

## 8 - LUGGAGE

Pilgrims are responsible for the security and handling of their own luggage which must be clearly labelled. All separate pieces of wheelchairs and appliances must be individually labelled. Agents cannot accept responsibility for the loss in full or part of luggage and equipment.

## 9 - LOSSES

Agents are unable to accept extra charges which result from loss of tickets or items of property incurred by any pilgrim.

## 10 - UNDISCLOSED ILLNESS

Agents cannot accept responsibility or be held liable in any way whatsoever for consequences caused as a result of wilful non-declaration of a known illness.

## 11 - CANCELLATION

Should you or a member of your party be forced to cancel you must advise the Diocesan Pilgrimage Office in writing at the first opportunity. The letter must be signed by the person who signed the original Booking Form. A cancellation is not effective until receipt of the letter by the Pilgrimage Office. Agents reserve the right to impose the following cancellation charges:

Period before departure date within which cancellation is received	Percentage of price as cancellation charge
more than 42 days	deposit
29 to 42 days	30%
15 to 28 days	45%
8 to 14 days	60%
1 to 7 days	90%
less than 24 hours	100%

If the reason for cancellation falls within the terms of your Insurance Policy you should make a claim to the insurance company for recovery of the charges but remember that insurance premiums are not refundable.

## 12 - DEMANDS AND NEEDS STATEMENT

This travel insurance policy will suit the Demands and Needs of an individual, or group (where applicable) who have no excluded pre-existing medical conditions, are travelling to countries included within the policy terms and who wish to insure themselves against the financial impact of specified unforeseen circumstances/events relating to or occurring during the trip. Full details of these circumstances/events, levels of cover and terms and conditions can be found in the policy booklet.

**IMPORTANT** - You may already possess alternative insurance(s) for some or all of the features and benefits provided by this product; it is your responsibility to investigate this. We will not provide you with advice about the suitability of this product for your individual needs; we will however be happy to provide you with factual information to aid you in making your own informed buying decision.

The Diocese of Shrewsbury is an Appointed Representative of ITC Compliance Limited who are authorised and Regulated by the Financial Services Authority

## 13 - AUTHORITY

Organisations or representatives have no authority or power to remit any fees or money paid or to give authority or right to a ticket holder to claim a refund of money from Agents, or to promise any deviation from the printed regulations and timetables whatsoever. Agents will not and do not bind themselves to refund money paid for any pilgrimage or part pilgrimage which is not travelled, or for any hotel or any other accommodation not used.

# DIOCESE OF SHREWSBURY PILGRIMAGE TO LOURDES 2010

Under the leadership of Bishop Brian Noble

**With Bernadette let us make the Sign of the Cross**

**26 July - 3 August**  
overland

**27 July - 2 August**  
air



Diocesan Pilgrimage Office, St Peter's, 16 Green Lane, Hazel Grove, Stockport SK7 4EA

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Diocese of Shrewsbury - a Registered Charity No 234025

ATOL6376

# LOURDES 2010 INFORMATION

**TRAVEL - PROVISIONAL TIMETABLE** Coaches will leave from areas which will be shown on your travel documents on **Monday 26 July** at around 08.00 hours. The coaches board P & O/Stena ferry at Dover at around 16.00 hours and take us to Calais Ville Station from where our chartered overnight couchette pilgrimage train departs at about 20.00 hours. Arrival at Lourdes is expected to be 09.30 hours on **Tuesday 27 July**. Coaches will transfer us to our hotels which are reserved for 6 nights.

For the return journey the train leaves Lourdes early in the evening on **Monday 2 August** to arrive in Calais at 07.00 hours the following morning from where the coaches board a P & O/Stena ferry to Dover. We should arrive at the same place we departed from at around 16.00 hours on **Tuesday 3 August**.

For pilgrims travelling by air the chartered plane, Flight number BIE9010, departs **MANCHESTER International Airport** on **Tuesday 27 July** at 10.00 hours. For the return journey Flight number BIE9011 departs Lourdes Airport on **Monday 2 August** at 15.00 hours. Weight limit for baggage is 15 kilograms plus 5 kilograms for hand luggage. **Pilgrims are reminded that they are responsible for making their own arrangements to get to and from Manchester International Airport and must be able to board the aircraft unaided.**

**DETAILED TIMINGS AND LOCATIONS OF EMBARKATION/DISEMBARKATION POINTS WILL BE INCLUDED WITH YOUR TRAVEL DOCUMENTS.**

**HOTELS** All the hotels listed on the next page are within easy walking distance of the Domaine. On arrival the first meal will be lunch and on leaving the last meal will be lunch. On the return journey a packed meal will be provided for dinner for overland travellers.

**ASSISTANCE FROM HOTELS** Every effort will be made by helpers to assist handicapped and infirm pilgrims staying in hotels to attend the services, provided that such help has been requested on the Booking Form and Medical Form.

**PILGRIMAGE PROGRAMME** The Pilgrimage Programme will be published in full detail nearer the date of departure when the precise times and locations of the various services will be known. The programme will consist of daily Mass, including the International Mass, and on various days a Penitential Service, Stations of the Cross, visits to the Grotto and Baths, and Youth Liturgy. Shrewsbury will process as a diocese in the Blessed Sacrament and Torchlight Processions on dates to be specified, although pilgrims are invited to participate on other days. Daily notices giving times and places of events during the week will be posted in hotels.

**PILGRIMS WITH MEDICAL CONDITIONS** Any pilgrim currently receiving **ANY** medical treatment **MUST** complete the Preliminary Medical Information section on the reverse side of the Booking Form. At the discretion of the Pilgrimage Doctor a further form may be sent to you requesting more information from you and your own doctor. All information is treated in the strictest confidence. Failure to disclose a medical condition may invalidate your Travel Insurance.

**FOR PILGRIMS WITH HEARING DIFFICULTIES** An Induction system is fitted in most of the places where services will be held.

**PASSPORTS** **Passports are required.** Should you need to obtain or renew one, apply early to avoid delay. Non EU citizens may require a visa and should check with the French Embassy **at least three months before departure.** Passports should be valid for at least 3 months (6 months for non EU residents) after your return.

**WHEELCHAIRS** Wheelchairs will be provided if requested on the Booking Form. Should you need to take your own special chair you must insure it privately as it will not be covered by the pilgrimage insurance. Make sure all detachable parts are individually and clearly marked with your name, address and hotel. Wheelchairs will not be allowed on the aircraft.

**MEDICINES** Take an adequate supply of medicines, tablets and medical dressings to last the week. Keep enough of these for the journey, with cash, valuables and passport, in hand baggage.

**BAGGAGE** It is in your own interest to keep baggage to a minimum as there is limited space for luggage on the train. We recommend one normal size suitcase and, for travelling, a small bag for valuables, passport, medicine, food, drink and toilet articles. **Your baggage is your responsibility at all times.**

**INSURANCE** Insurance and Premium Taxes are included in the cost. It is a condition of the insurance that you should bring with you a European Health Insurance Card which has replaced the Form E111. You should apply at any Post Office for this card and **allow at least 6 weeks for delivery.**

**WHEN TRAVELLING** Packed meals will be provided on the homeward train journey. Food and drink can be purchased on the ferry but can be expensive. Brief comfort stops will be made on the motorway but we advise you to take sufficient food and non-alcoholic drink with you. Tea, coffee and biscuits will be served during flights.

Acknowledgement : Photographs on the front page of this brochure are courtesy of Service Photo des Sanctuaires Notre-Dame de Lourdes.

## Shrewsbury Diocesan Pilgrimage to Lourdes 2010

### Prices per person

Hotel	Train	Air	Single Room
Gallia Londres	£730	£860	£95
Padoue	£635	£765	£85
Jeanne d'Arc	£620	£750	£85
Mercure Imperial Roissy Ste Rose	£595	£725	£80
Christina	£580	£710	£80
Acadia Florida Irlande Roc de Massabielle Stella Matutina	£535	£665	£60
Sanctuaires Ste Marie Ste Suzanne	£530	£660	£60
Arriel Astoria Concorde Corona Estival Notre Dame de France St Jacques Compostelle	£515	£645	£60
Atrium Mondial	£505	£635	£60
Hospital	£495	£625	-

The availability of single rooms is limited. The earlier you book the more likely you will secure the hotel of your choice. The organisers will make every effort to meet your hotel requirements but cannot guarantee to do so. They reserve the right to allocate a similar class hotel if the volume of bookings in your chosen hotel deems it necessary.

### Train Travel prices include

- coach, ferry and train travel
- 6 nights full board
- transfers from/to Lourdes station
- insurance
- packed meal on return journey

### 1<sup>st</sup> Class Rail Travel

- Not available this year on the overnight couchette train

### Air Travel prices include

- Manchester Airport / Lourdes Airport & return
- 6 nights full board
- transfers from/to Lourdes Airport
- insurance

### Travel Insurance

Travel Insurance has been arranged with Master Travel Insurance. The premium is included in the cost of the pilgrimage. Full details of the insurance cover will be sent to pilgrims with the booking confirmation.

### Important

Pilgrims who have medical conditions or disabilities **MUST** complete the Preliminary Medical Information form on the reverse side of the Booking Form. At the discretion of the Pilgrimage Doctor a further form may be sent to you requesting more information from you and your doctor. **Failure to disclose a medical condition or travelling against your Doctor's advice may invalidate your insurance.**

### Hotel Only

The Pilgrimage Office will reserve rooms in hotels where Shrewsbury Diocese pilgrims are booked for those who wish to make their own travel arrangements. Prices are available on request and will include additional nights accommodation if required. **Prices do NOT include Travel Insurance.** This must be arranged by pilgrims themselves.

### Diocesan Sick Pilgrims Fund

The fund assists financially those sick pilgrims who cannot make the pilgrimage to Lourdes by their own resources. It continues only through the generosity of donors. You are invited to contribute by sending a donation to the Treasurer of **THE SHREWSBURY DIOCESAN SICK PILGRIMS FUND**, c/o The Diocesan Pilgrimage Office at the address below.

### Data Protection Act 1998

All information provided will be used solely for the purpose for which it was given. It will be held confidentially, updated when appropriate, and destroyed when no longer required.

### How to Book

Complete **all** sections of the Booking Form in **clear, block letters** and send with a cheque (minimum **£100** non-refundable deposit, including insurance) made payable to

**"SHREWSBURY DIOCESE PILGRIMAGE ACCOUNT"**  
to

**The Diocesan Pilgrimage Office**  
**St Peter's**  
**16 Green Lane,**  
**Hazel Grove,**  
**Stockport SK7 4EA**

One cheque may cover several bookings provided all names are written on the reverse. We regret we are unable to accept cash payments. Early booking and payment, in full or by instalments, will be welcome.