

Saintly Travel

Angeline Wilkes – Pilgrimage Coordinator

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Terms and Conditions

RESERVATION & PAYMENT

Your reservation is confirmed upon receipt of a \$500.00 AUS deposit per person and a completed registration form. Full payment is due 60 days prior to your departure date. Full payment is required for bookings made within 60 days of departure. A late fee of \$50.00 applies for reservations made within 3 weeks of the departure date. A written confirmation of the reservation will be mailed to you once the deposit has been processed.

NAME AS PER PASSPORT (IMPORTANT)

A valid passport is required for travel. Passport must be valid 6 months after return date. Citizens of other countries should consult with the corresponding embassy or consulate for visa requirements. Cancellations due to lack of appropriate travel documents will incur usual penalties. IT IS HIGHLY RECOMMENDED TO KEEP A COPY OF YOUR PASSPORT IN YOUR BAG in case your passport is lost during your trip.

CANCELLATIONS AND REFUNDS

All cancellations must be made in writing. Cancellation fees and penalties will be deducted from your refund. 90 days or more prior to departure: \$100.00 AUD per person. 60 to 89 days prior to departure: \$200.00 AUD per person. 46 to 60 days prior to departure: \$400.00 AUD 31 to 45 days prior to departure: 60% of package price. 15 to 30 days prior to departure: 80% of package price; 14 days prior to departure or no show: no refund. No refunds are made for forfeited sightseeing excursions, transfers, or accommodations. Refunds will be issued within 2 to 4 weeks after the cancellation notice is received.

The cancellation penalties outlined apply only to the pilgrimage package. Airfare cancellations are subject to the airline's terms and conditions, and any non-refundable costs will not be covered by Saintly Travel. This is why travel insurance is essential.

Any changes or amendments to your booking must be made in writing and are subject to availability and any additional costs incurred by Saintly Travel. No changes can be made within 30 days of departure.

MEDICAL CONDITIONS

We cannot guarantee special facilities or assistance for disabled pilgrims, and it is your responsibility to arrange for such assistance as required. Most of our pilgrimages require a lot of walking and moving around. Saintly Travel is not responsible for any medical conditions that may occur prior, during, or after the trip.

We strongly advise all pilgrims with pre-existing medical conditions to consult their doctors before traveling and ensure their travel insurance covers any potential issues related to their condition.

It is the responsibility of each traveller to ensure that they are physically fit and able to participate in the pilgrimage. Pilgrims are also responsible for bringing any necessary medications and informing Saintly Travel of any medical or dietary requirements at the time of booking.

ACCOMMODATION

All rooms are based on twin single beds, unless otherwise requested. Requests for double or queen beds are not guaranteed. The packaged price is based on double occupancy. Single rooms are available for \$500 AUD extra. If you do not have a roommate, you must pay the single room supplement, unless we can find a

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compatible roommate for you. A limited number of single rooms are available. No reductions are made for triple rooms. Accommodation may change during the pilgrimage. For example, the pilgrim may be accommodated at one place for two days and another place for 5 days. In this unlikely event, Saintly travel will coordinate taxis for any transfer of passengers and luggage as required.

NOT INCLUDED IN PACKAGE PRICE

Flights, lunches, items of a personal nature like taxis, telephone and laundry. Passport and visa fees.

BAGGAGE

The less the better and when in doubt, leave it at home. We recommend you bring one suitcase and a small carry-on bag. Saintly Travel is not responsible for the loss of, theft of, delay, or damage to belongings.

TRANSFERS

Our pilgrimages include group round-trip transfers at your destination point of Split Airport (Airport meeting place will be advised). Pilgrims must be ready to travel from Split Airport to Medjugorje at the designated meeting spot by no later than 12 PM on the start day of the pilgrimage. Any late arrivals will require a private transfer, which will incur an additional cost (250€ per car, max 4 people). If all pilgrims arrive earlier, departure for Medjugorje may be arranged earlier.

MEALS

Our pilgrimages include breakfast and dinner or lunch daily served at your hotel or guest house. There are no refunds for unused meals.

TIPPING

The minimum expected tip has been included in your package price. These will be paid on your behalf by Saintly Travel. If you are really impressed with the bus driver, tour guide, and host family, additional tips will be very much appreciated but not expected.

TRAVEL INSURANCE

Saintly Travel requires all pilgrims to obtain comprehensive travel insurance that covers trip cancellations, medical emergencies, personal belongings, and other unforeseen circumstances.

MINIMUM GROUP SIZE & CANCELLATIONS

Saintly Travel reserves the right to cancel a pilgrimage if the minimum number of participants (20 pilgrims) is not met. In the event of such a cancellation, a full refund of the pilgrimage cost will be provided. However, we cannot be held responsible for any non-refundable expenses related to airfare or other travel arrangements. We strongly recommend that all participants obtain comprehensive travel insurance that includes coverage for trip cancellations and travel disruptions.

PHOTOGRAPHY AND MEDIA CONSENT

By participating in the pilgrimage, you consent to the use of photographs or videos taken during the pilgrimage for promotional and marketing purposes by Saintly Travel. If you do not wish to be photographed or recorded, please notify us in writing before the start of the pilgrimage.

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**HEALTH & SAFETY REQUIREMENTS**

All participants must comply with the health and safety protocols in place at the time of travel, including but not limited to vaccinations, health screenings, and any government-mandated guidelines. Failure to comply with these requirements may result in denial of participation in the pilgrimage without a refund.

FORCE MAJEURE CLAUSE

Saintly Travel shall not be liable for any failure or delay in performing any of its obligations under this agreement if such failure or delay is caused by circumstances beyond its reasonable control, including but not limited to acts of God, war, terrorism, civil unrest, strikes, natural disasters, pandemics, or government regulations. In such cases, Saintly Travel will make reasonable efforts to reschedule or provide alternative arrangements, but refunds may not be possible.

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CURRENCY ADJUSTMENT FEE

Our pilgrimage prices are calculated based on the current exchange rate between the Australian Dollar (AUD) and the Euro (EUR). In the unlikely event of a significant and sustained change in this exchange rate, Saintly Travel reserves the right to apply an additional charge to cover increased costs. This adjustment, if required, will only be made to ensure we can continue to deliver the pilgrimage as planned, and we will always communicate openly and fairly with our pilgrims should this situation arise.

INTERNATIONAL PILGRIMS

If you are booking from outside Australia, it is your responsibility to ensure that you meet all entry requirements for the destination country, including visas, vaccinations, and any other travel documentation. Saintly Travel is not responsible for advising on or securing these requirements. Please check with the relevant embassy or consulate for the most up-to-date information.

RESPONSIBILITY AND LIABILITY

Saintly Travel acts only as an agent for the tour operators, in all matters pertaining to transportation, hotel accommodations, and sightseeing tours. The hotels, land operators, and other suppliers providing services are independent contractors and not agents, employees or associates of Saintly Travel.

Promoters are not agents, employees or authorised representatives of Saintly Travel. The pilgrim agrees that Saintly Travel shall not be liable for any changes in flight schedules, delays, weather conditions, damages, inconveniences, losses (including personal injuries, deaths, and property losses) or expenses caused by acts or omissions of any person, including suppliers providing services, or for any acts of war, insurrection, revolts and other civil uprisings, military actions, strikes or acts of God occurring in either the country of origin, through passage, or destination.

Saintly Travel reserves the right to decline or accept or retain any person as a pilgrim participant, to make

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changes in the itinerary whenever the company deems it necessary to the comfort, convenience and safety of the pilgrim participants, and to cancel a pilgrimage at any time. A minimum number of 20 pilgrims is required or the pilgrimage is subject to cancellation. If Saintly Travel cancels a pilgrimage, it shall have no responsibility beyond the refund of all money paid to the company by the pilgrim participant.

All published prices are based on exchange rates and all prices quoted at the time of publication are subject to change at any time.