



Shrewsbury Diocesan Pilgrimage Lourdes 2024

under the leadership of Bishop Mark Davies

"...tell the priests to come here in procession"

26 July—01 August
air

25 July—02 August
overland



Diocesan Pilgrimage Office, Curial Offices, 2 Park Road South, Prenton, Wirral CH43 4UX
phone 07773 324264

e-mail lourdes@dioceseofshrewsbury.org

www.shrewsburypilgrimage.co.uk

Diocese of Shrewsbury - a Registered Charity No 234025



Lourdes 2024 Information

TRAVEL - PROVISIONAL TIMETABLE

For pilgrims travelling by air, the flight is scheduled to depart **LIVERPOOL John Lennon Airport** on **Friday 26 July** and arrive back at **LIVERPOOL John Lennon Airport** on **Thursday 01 August**. Flight numbers and precise timings will be advised in your booking confirmation letter. Weight limit for baggage is 15 kilograms plus 5 kilograms for hand luggage. Pilgrims are responsible for making their own arrangements to get to and from Liverpool John Lennon Airport and must be able to board the aircraft unaided. If there are any changes to the times given in your letter they will be shown in your travel documents.

For pilgrims travelling overland, coaches will leave the diocese from areas which will be shown on your travel documents in the afternoon of **Thursday 25 July** to travel to Dover for the ferry. On arrival at Calais the coaches will proceed to Lourdes. Rest and refreshment stops will be made during the journey. Arrival at Lourdes is expected late afternoon on **Friday 26 July**.

For the return journey the coaches will leave Lourdes on **Thursday 01 August** to arrive in Calais to board the ferry to Dover. We should arrive at the same place we departed on **Friday 02 August**.

The Youth section of the pilgrimage has been restructured. All young volunteers between the ages of 16 and 22 years will travel together by coaches, leaving a day earlier than the main overland pilgrimage. Booking forms and details are available from the SYMT at youth@dioceseofshrewsbury.org.

DETAILED TIMINGS AND LOCATIONS OF DEPARTURE AND RETURN POINTS WILL BE INCLUDED WITH YOUR TRAVEL DOCUMENTS WHICH WILL BE SENT TO YOU TWO WEEKS BEFORE DEPARTURE.

HOTELS

All the hotels listed on the next page are within easy walking distance of the Domaine.

TRAVEL INSURANCE

All pilgrims travelling with the Shrewsbury Diocesan Pilgrimage to Lourdes must have valid Travel Insurance. You must also bring with you a European or Global Health Insurance Card. Current EHIC cards are valid until the expiry date shown on the card and will be replaced at renewal date by the UK Global Health Insurance Card. Apply online from www.ehic.org.uk or by phoning 0300 330 1350. Please allow sufficient time for delivery.

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 travel at least 6 months after your pilgrimage return date.

PILGRIMAGE PROGRAMME

The Pilgrimage Programme will be published in full 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 and visits to the Grotto and Baths. 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.

ASSISTANCE FROM HOTELS

Every effort will be made by helpers to assist disabled and infirm pilgrims staying in hotels to attend the services, provided that such help has been requested on the Booking Form. This service is dependent on the number of volunteers available each day so cannot be guaranteed.

FOR PILGRIMS WITH HEARING DIFFICULTIES

An Induction system is fitted in most of the places where services will be held.

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 standard travel insurance. Make sure all detachable parts are individually and clearly marked with your name, address and hotel.

BAGGAGE

Please keep baggage to a minimum as there is limited space for luggage on the coach. 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 and must be clearly labelled.

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.

WHEN TRAVELLING

Rest and refreshment stops will be made during the coach journeys but we advise you to take sufficient food and non-alcoholic drink with you. Catering facilities at Dover and Calais may be limited and also expensive. Buy on board light refreshments will be available on the flights.

HOTEL ONLY PILGRIMS

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. Pilgrims choosing this option must arrange their own travel insurance.

Shrewsbury Diocesan Pilgrimage to Lourdes 2024

Prices per person

<u>Hotel</u>	<u>Coach</u>	<u>Air</u>	<u>Single Room</u>
4* Gallia Londres	£790	£1,080	£260
4* Eliseo	£690	£980	£220
4* Panorama	£670	£960	£220
4* Roissy	£670	£960	£220
3* Stella	£550	£840	£160
3* Christina	£535	£825	£160
3* Florida	£535	£825	£160
3* Lys de Marie	£535	£825	£160
Accueil Notre Dame	--	£850	--

The Accueil Notre Dame is the accommodation for our Sick pilgrims. Carers are also welcome to stay with those they are looking after.

The pilgrimage management team is always striving to improve the care and safety of all pilgrims travelling to Lourdes. The pilgrimage care team have a collective experience of looking after people with different needs. If you require assistance at home with your mobility and/or daily activities from family members or carers, and you are planning to travel to Lourdes without these support mechanisms, you should stay in the Accueil. All pilgrims requiring assistance with medical, nursing and care needs who book to stay in the Accueil are assessed by the senior care team prior to the pilgrimage. The Pilgrimage Medical team is allowed under French law to treat only registered sick pilgrims staying in the Accueil. It is not possible therefore to provide medical and nursing care for those staying in hotels, who will need to use the services of French doctors.

For children between the ages of 2 and 10 years – deduct £75 from the above prices.

For babies under 2 years the cost is £40.

The availability of single rooms is very limited. 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.

Overland Travel prices include

- coach travel
- 6 nights full board
- Pilgrimage Handbook
- Name badge
- Sanctuary levy

Air Travel prices include

- Liverpool John Lennon Airport / Lourdes Airport & return
- 6 nights full board
- transfers from/to Lourdes Airport
- Pilgrimage Handbook
- Name badge
- Sanctuary levy

Travel Insurance

All pilgrims travelling with the Shrewsbury Diocesan Pilgrimage must have valid Travel Insurance. You will need to arrange your own insurance from any provider of your choice. It is your responsibility to ensure that the policy meets your needs, especially if you have pre-existing medical conditions.

In the event of medical treatment being required whilst in Lourdes you will be asked to produce your travel insurance and your European or Global Health Insurance Card. The Health Insurance Card must be carried and used if any medical treatment is required. No medical expenses claim will be paid by travel insurers if you cannot produce your Health Insurance card when receiving treatment. Please check the date of expiry on your card and, if necessary, apply for a new one as quickly as possible.

City Tax

Under French Government rules all tourists/pilgrims aged 18 years and over must pay this tax when staying in all hotels in France. The current rate per person per night is €2.30 in 3* hotels and €3.60 in 4* hotels. It will be charged directly by your hotel and must be paid at the hotel reception.

How to Book

Complete **all** sections of the Booking Form in **clear, block letters**. A minimum **£100** non-refundable deposit may be sent by bank transfer to

Sort code 30-15-52
Account number 54540368
Account name SRCDT Pilgrimage
(please quote your name as reference)

or by cheque payable to **SRCDT Pilgrimage** to the
Diocesan Pilgrimage Office
Curial Offices
2 Park Road South
Prenton
Wirral
CH43 4UX

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.

BALANCE TO BE PAID BY FRIDAY 28th June 2024

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 fund by bank transfer to

Sort code 30-15-52
Account Number 54546068
Account name SRCDT Sick Pilgrims

or by cheque payable to **SRCDT Sick Pilgrims** to the Pilgrimage Office address shown above.

BOOKING TERMS & CONDITIONS

The Pilgrimage Committee, La Maison du Pèlerin and Tangney Tours Ltd (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.

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.

TRAVEL INSURANCE All pilgrims are responsible for arranging their own Travel Insurance and must ensure that the policy meets their needs, especially in relation to pre-existing medical conditions,

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

DEPOSIT A minimum deposit of £100 is payable with your booking. Deposits are not transferable.

BALANCE OF FARE The outstanding amount must be paid **NO LATER THAN FRIDAY 28th June 2024** 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.

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.

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

FOR YOUR FINANCIAL PROTECTION (AIR PASSENGERS) Flights are organised by Tangney Tours Ltd and all monies paid for air travel are protected by ATOL Licence 1220 operated with Tangney Tours Ltd.

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.

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.

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

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.

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.

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.

PRIVACY NOTICE We comply with data protection and marketing legislation. We do not transfer your data to third parties to use for their own marketing or fundraising purposes. The personal information you provide about yourself on our Lourdes Pilgrimage forms and via other means as requested, has been collected for legal and legitimate reasons, to help us arrange your visit to Lourdes. The personal information about you will be stored securely and will be retained for no longer than is necessary, after which time it will be securely destroyed. You can read our full Privacy Notice at <http://www.dioceseofshrewsbury.org/about-us/privacy-notice>.