

Catholic Diocese of Fort Worth – Jubilee 2025 Pilgrimage to Rome

Booking Terms & Conditions

1. IMPORTANT NOTICE

These terms and conditions (“Terms”) form the basis of the agreement between You and the Catholic Diocese of Fort Worth (“Diocese”). Please carefully read the following terms and conditions before you complete the booking form. By making this booking, you acknowledge that you have read, understood your rights and obligations, and accepted the disclosed terms and conditions.

i. Definitions

- You, your, pilgrim, or passenger: Refers to the person who makes the booking and all participants included in the booking.
- Our, we, or us: Refers to the Diocese.
- Agreement: This document, which includes the terms and conditions.
- Itinerary: Refers to the agenda and schedule of events planned for your pilgrimage, subject to amendments made by us from time to time in accordance with the Agreement.
- Pilgrimage, trip: The schedule of events, itinerary, and travel arrangements included in the Jubilee 2025 Pilgrimage to Rome you are booking.
- Personal Information: Information about you and any other person for whom you make a booking, including your name, address, health, medical needs, dietary requirements, disability, or other special requirements.
- Service Providers: Any independent third-party provider, company, supplier, or vendor that provides services for or during the pilgrimage, including but not limited to the airline, transporters, ground operators, tour operators, hotels, and restaurants.

2. BOOKINGS

All new bookings must be accompanied by:

- A completed online booking.
- A photocopy of your current valid passport may be requested (details page only; see Section 13).
- Deposit: A non-refundable deposit of \$500 USD per person is required. These may be applied at any time prior to final payment to facilitate the issuance of air tickets or to pay additional deposits to Service Providers.
- If we do not receive your deposit by the due date listed on the payment schedule posted on the booking site, then we may, at our option, automatically cancel your booking without further notice to you.

3. PAYMENTS

- A non-refundable deposit of \$500 USD per person and subsequent payments are due according to the payment schedule posted on the booking site (<https://fwdioc.org/jubilee-2025-pilgrimage-to-rome>).
- Final payment: Pilgrims must make final payment in full no later than March 15, 2025.

4. LATE BOOKINGS

- In addition to the deposit, a non-refundable surcharge of \$100 USD per person may apply for any bookings made within 60 days of departure. As pilgrimage travel prices cannot be guaranteed with bookings made within 60 days, any additional travel costs will be applied.
- Full payment must be received within 48 hours of confirmation for new bookings made after March 15, 2025, but at least 15 days prior to departure. For bookings made within 14 days of departure, full payment is due immediately. The Diocese cannot guarantee that any travel arrangements made after March 15, 2025, will be on group flights; additional costs for airfare differences and transfers may be imposed.

5. CANCELLATION BY PILGRIM

Notice of cancellation must be submitted to the Diocese, in writing. It must be sent by Certified Mail–Return Receipt Requested to the Catholic Diocese of Fort Worth, ATTN: Anna Mudd, 820 W. Loop 820 S., Fort Worth, Texas 76108. The following cancellation penalties will apply:

- From the time of booking up to 90 days prior to the date of departure: Loss of full deposits paid, plus cancellation fees imposed on the Diocese by any Service Providers, if any.
- From 89 to 61 days prior to the date of departure: 50% of pilgrimage cost.
- From 60 days or less prior to the date of departure: 100% of pilgrimage cost.
- Post-departure/unutilized bookings: No refunds will be issued for any reason, including unused services.

6. TRAVEL INSURANCE

- Travel insurance is highly recommended for all pilgrims to cover trip interruption, personal injury, medical expenses, evacuation and repatriation coverage, etc.
- The Diocese will not be held liable for any costs incurred by pilgrims resulting from their failure to obtain adequate travel insurance and/or from costs, losses, or claims not covered by such travel insurance.
- The Diocese makes no representations or guarantees concerning reimbursements of funds paid by you under any insurance claim. You agree not to hold the Diocese responsible for any decision made by insurers or for any costs, losses, or claims not covered by such travel insurance.

7. ITINERARY BROCHURE / BOOKING SITE CONTENT DISCLAIMER

- Images and scenes shown in any material or communication regarding the pilgrimage are representative of those featured in the pilgrimage but are not necessarily supplied or visited. Maps are not necessarily to scale. Hotels are selected, subject to availability, by the Diocese with due consideration to the general needs of our pilgrims.
- In some circumstances beyond the Diocese's control, the pilgrimage itinerary may differ from that listed in any material or communication regarding the pilgrimage. There shall be no refund as a result of these amendments.

8. SELLING PRICES

- All costs are subject to change at any time due to alterations in taxes, charges or levies imposed by airlines, tour companies, service providers, governments, their agencies, principals and/or currency fluctuations. The Diocese reserves the right to amend the price of a pilgrimage due to such increases. If the total pilgrimage cost increases by more than 10%, pilgrims will have the right to cancel within 7 days of notice of the increase without penalty.
- A pilgrimage can only operate at the advertised price if a minimum number of bookings are achieved. The Diocese reserves the right to cancel or vary a pilgrimage prior to departure due to insufficient numbers. In the unlikely event of pilgrimage cancellation by the Diocese on this basis, pilgrims are offered a full refund without further liability to the Diocese.
- Overnight accommodation required to meet your pilgrimage and/or any flight connections are not included in the pilgrimage price and will be at your expense.
- Booking price is not inclusive of any costs or fees that are not explicitly listed as being included on the booking site (<https://fwdioc.org/jubilee-2025-pilgrimage-to-rome>).

9. CANCELLATION AND AMENDMENTS BY THE DIOCESE

The Diocese reserves the right to modify or cancel any trip (definite or not), accommodation, in-destination activity, tour, or arrangement at any time.

- Cancellation due to Failure to Pay: If full payment is not received by the due date, the Diocese has the right to cancel your pilgrimage booking, and cancellation penalties as shown in Section 5 above will apply. The Diocese will not be held responsible for lost bookings.

- Cancellation due to Force Majeure Events: If the Diocese cancels a trip as a result of a Force Majeure Event (see Section 16.7), a refund will be issued to you less any nonrefundable fees owed by the Diocese to any Service Providers. Where a pilgrimage is terminated mid-trip due to a Force Majeure Event and we provide you with alternative services or assistance (such as hotels or travel), you agree to pay for these costs.
- Early Return, Illness, or Absence: Early return expenses are the pilgrim's responsibility. There is no refund for absence or early departure from a pilgrimage, including but not limited to missed hotels, transfers, meals, or sightseeing. The Diocese recommends that you purchase travel insurance to cover such circumstances. The Diocese makes no representation or guarantees concerning reimbursement, scope of coverage, or other aspects of any travel insurance policy or claim. The Diocese is not responsible for other travel arrangements that you or your party have made outside of the Diocese and which are affected by our cancellations.
- The Diocese assumes no responsibility for costs or fees you incur for independent arrangements not booked through the Diocese, inclusive of, but not limited to, airline, hotel, food, and touring charges.

The Diocese will strive to adhere to the specifics shown in the itinerary; however, circumstances may necessitate changes. Such circumstances may require changes without advance notice during the tour. The Diocese reserves the right to change the itinerary at any time if deemed necessary or prudent in the sole discretion of the Diocese.

10. AIR TRAVEL

- Flights booked for pilgrimages will be in Economy Class on an airline of the Diocese's choosing. Flights booked as part of a pilgrimage will be via the most appropriate route, although this may not be on a direct flight. If pilgrims choose to travel on an alternative class of travel to the group, the additional costs or surcharges incurred are their sole responsibility. The scheduled flights used for departures are subject to the usual conditions of the carrying airline and relevant to international law. The Diocese accepts no responsibility for alterations to air schedules.
- If a flight reservation is made by the Diocese, full payment may be required for your airfare at the time of booking. You may be required, at the time of booking, to provide us the full name as detailed on the passport, passport number, nationality, and date and place of issuance for each pilgrim. All flight reservations are subject to the terms and conditions of the airline. Changes to flight itineraries and name changes and/or corrections may either not be allowed or may result in penalties charged by the airline. These are the pilgrim's responsibility along with the fees charged as described above.
- If airfare increases or fuel surcharges are applied by the airlines, we reserve the right to apply the same at any time prior to final ticketing.

11. HEALTH

- The Diocese endeavours to reasonably accommodate special access needs, but it cannot guarantee that it will be able to do so in all cases. It will make an effort to accommodate disabled passengers by reserving wheelchair assistance at airports and handicap accessible rooms where available; however, it cannot guarantee and is not responsible for any denial of services by carriers, hotels, restaurants, or other independent suppliers or Service Providers.
- This tour is operated outside the U.S. where the Americans with Disabilities Act is not applicable. Facilities for disabled individuals are limited and cannot be guaranteed.
- Any medical condition, disability or mobility difficulty that may affect the functioning of the group must be advised at the time of making your booking. Any pilgrim with a pre-existing medical condition or illness must declare the nature of such condition at the time of booking and make arrangements for the provision of medications or other course of treatment that may be required during the tour.
- Any relevant health or mobility conditions not adequately disclosed may result in your immediate and direct return to your point of departure at your expense and without availability of a refund. This is necessary to assure the health and safety of all group members and in particular those with whom you may be sharing a room. We recommend you consult your doctor in respect of your intended travel as this may also have some bearing on your application for travel insurance. Your doctor or the relevant government health authorities can advise on any vaccination requirements necessary.

- Pilgrims with a serious or ongoing medical condition or mobility constraint (subject to travel approval by the Diocese) must bring an accompanying able-bodied companion/carer. (refer to Section 12 – Minimum Mobility Requirements). All requests for health/medical clearance submitted by pilgrims are at the sole discretion of the operating carrier/travel insurance company. The Diocese cannot be held responsible for the outcome of these decisions.

12. MINIMUM MOBILITY REQUIREMENTS

- Many of the sites visited on our pilgrimages require a reasonable amount of walking. Pilgrims are required to at least be able to:
 - Walk for a minimum of 1 hour on uneven surfaces without the use of a walking aid, on any given day.
 - Walk up multiple flights of stairs and short, steep hills.
 - Stand for a minimum of 20 minutes without needing to sit down.
 - Carry their own luggage.
 - Get on and off various modes of transport without assistance.
- The Diocese must be advised, at the time of booking, of ANY physical condition that will affect your mobility. Your condition will be assessed and may require qualified medical consultation. While the Diocese will make reasonable attempts to accommodate any special needs, it is not responsible in the event that we are not able to do so, nor are we responsible for any denial of services by carriers, hotels, restaurants or any independent suppliers or Service Providers.
- Most transportation services, including touring coaches, are not equipped with wheelchair ramps. The Diocese regrets that it cannot provide individual assistance to a pilgrim for walking, dining, getting on or off coaches, or other personal needs.
- A qualified and physically able companion/carer must accompany travelers who need assistance and must be responsible for their wellbeing. Wheelchairs, walking aides, or any particular hotel room specification cannot be arranged once a pilgrimage has commenced. If a Pilgrim's mobility limitation affects the operation of the pilgrimage, that pilgrim will be immediately returned home, at their expense, and no refund for unused services will be applicable.

13. PASSPORTS & VISAS

- All passengers must have a valid passport with at least six-months validity beyond the return date of travel. It is the passenger's responsibility to ensure that they have the correct passport, visas, and any other required documents for their trip.
- Cancellation of a pilgrimage due to incomplete travel documentation will incur standard cancellation penalties.
- Each pilgrim is personally responsible for ensuring they possess valid travel documentation.

14. CHILDREN (UNDER 18 YEARS OF AGE)

Children (under 18 years of age) traveling with accompanying parents or legal guardians are most welcome; they must remain in the presence of, and under the supervision of, their parents/guardians at all times.

15. SPECIAL REQUESTS

Any special requests (such as airline seating or dietary requirements) made at the time of booking are on a request basis only. The Diocese cannot guarantee these can be met in all instances. Additional costs may apply to confirm such requests and are the sole responsibility of the Pilgrim.

16. RESPONSIBILITIES

16.1. You acknowledge and agree that the Diocese accepts no responsibility and will not be liable to you (or any third party) for any loss, liability, cost, expense, claim, or damage (including loss of enjoyment) suffered directly or indirectly in connection with:

- any Pilgrimage risks or other aspects of the Pilgrimage disclosed to You in these Terms and Conditions;

- any change to your Itinerary or delays in departure or arrival times of aircraft, vessels, or otherwise during the conduct of the Pilgrimage;
- any loss or damage to your baggage, belongings, or other property;
- any personal injury or death occurring from the Pilgrimage, including without limitation those resulting from the acts, omissions, or negligence of any third parties providing goods or services to you during the Pilgrimage (e.g., air carriers, hotels, ground operators, tour operators, restaurateurs, transportation providers, Service Providers, and medical personnel); or
- any disappointment or loss of enjoyment due to circumstances outlined in these terms and conditions or otherwise beyond our control.

By agreeing to these terms, you acknowledge that you are voluntarily relinquishing significant legal rights for yourself, your family, heirs, successors, and assigns. In consideration thereof, you assume full responsibility for all risks involved in participating in the Pilgrimage organized by the Diocese. You agree to indemnify and hold the Diocese, its bishop, successor bishops, priests, officers, directors, employees, agents, and volunteers (collectively, the “Releasees”) harmless against any and all losses, liabilities, claims, causes of actions, judgments, actions, demands, or expenses of any kind (including reasonable attorneys’ fees and costs of enforcing this Agreement) (collectively, “Claims”), that may arise from or in any way relate to this trip, including those resulting from your own actions or omissions. You agree to release the Releasees from any and all Claims, known or unknown, arising from or in any way related to your participation in the trip.

- 16.2.** Notwithstanding any other provision of these Terms and Conditions, and to the extent permitted by law, the Diocese’s maximum liability to You or any third party (including any claims of negligence by the Diocese) is limited to the price You have paid to the Diocese for the Pilgrimage.
- 16.3.** To the maximum extent permitted by law, You acknowledge and agree Diocese is not liable to you, under any circumstances, for any loss of enjoyment, opportunity, profit, savings, revenue, or interest or any other consequential or indirect, incidental, special, or punitive loss, damage, or expenses.
- 16.4.** You acknowledge and agree that the Diocese is not liable for any delay or failure by it or any Service Providers to perform Our obligations under these Terms and Conditions resulting from your acts or omissions or as a consequence of a Force Majeure Event.
- 16.5.** If a delay or failure occurs or is anticipated due to a Force Majeure Event, the Diocese’s obligations are suspended for the duration of the Force Majeure Event.
- 16.6.** The Diocese may immediately terminate the Agreement if the Force Majeure Event delays departure of the pilgrimage for a period of 1 day or more from the scheduled departure date.
- 16.7.** Force Majeure - In the event of a Force Majeure Event (as defined below), the Diocese shall be excused, discharged, and released from performance to the extent such performance is so limited or prevented, without liability of any kind. The Diocese assumes no liability for any loss, damage, or injury of any nature in whole or in part resulting from an “Act of God” or any other condition outside the Diocese’s reasonable control, including without limitation: fire; volcanic eruption; inclement weather; environmental pollution or contamination; earthquake; low or high water levels; flood; water or power shortages or failures; tropical storms or hurricanes; riots or civil commissions or disturbances or any other acts of similar nature; sabotage; strikes or labor disruptions; arrests; restraint of rulers or peoples; expropriations; acts of terrorism; war; insurrection; quarantine/pandemic restrictions; government health advisories or restrictions of any kind or nature; government seizures; refusal, cancellation, suspension, or delay of any government authority or any license, permit, or authorization; damages to its facilities or the travel supplier and its facilities; or any other unforeseen circumstances or any other factors unforeseen by the Diocese that adversely affect or hamper its ability to fulfill any of its contractual conditions (“Force Majeure Event”).

If the Diocese is unable to perform or deliver the trip due to a Force Majeure Event, the Diocese will give prompt notice to pilgrims, either by a telephone call or email. The Diocese will not be liable for any failure to perform or delay in performing its obligations where such failure or delay results from a force majeure event.

In the event of a Force Majeure Event, the Diocese may postpone the pilgrimage or a portion of it, as applicable and as determined in the Diocese's sole discretion.

If the pilgrim does not accept the postponement offered by the Diocese, they may cancel their pilgrimage and receive a full refund of all payments made. The Diocese is not responsible for any loss or expense caused by a Force Majeure Event.

To the extent permitted by law, You acknowledge and agree that the Diocese's services are provided on an "as is", "as available" basis, and the Diocese makes no warranties, representations, endorsements, or guarantees, whether express, implied or statutory, regarding or relating to services furnished or provided to You or any other pilgrim under this agreement or the results thereof. The Diocese specifically disclaims all implied warranties of merchantability and/or fitness for a particular purpose with respect to the services provided hereunder. Where the law implies any guarantee, condition, or warranty which cannot be excluded, the Diocese's liability to you for breach of such an implied guarantee, condition, or warranty is limited to supplying the services again or payment of the cost of supplying the services again.

16.8. You acknowledge and agree that where your pilgrimage, any part of your pilgrimage, accommodation, flights, or any other good or service are not directly provided by the Diocese but by a Service Provider, in the event of any dispute or claim including for loss, damage, breach of contract, or negligence arising from the conduct of the Service Provider, You must pursue Your claim directly against the relevant Service Provider.

17. DOCUMENTATION

It is the client's responsibility to carefully check all confirmation documentation, itineraries, air tickets, and vouchers immediately upon receipt (particularly in regard to the spelling of names and travel dates) and advise the Diocese of any discrepancies.

18. PHOTOS AND MARKETING

You consent to the Diocese using images of you taken during the Pilgrimage for advertising and promotional purposes in any medium the Diocese chooses. You grant the Diocese a perpetual, royalty-free, worldwide, irrevocable license to use such images for publicity and promotional purposes or any other purpose as the Diocese determines in its sole discretion.

19. CURRENCY

Costs listed are in USD as applicable.

20. PRIVACY STATEMENT

For us to process your booking we are required to obtain your Personal Information. We may also be required to release your Personal Information to Service providers, Customs, or Immigration authorities.

In some instances, we may be required to release your Personal Information to authorities outside of America that may not have the same level of protection as America. Personal Information may include name, date of birth, address, passport details, visa details, medical conditions, phone and/or email, and emergency contact details.

By making this booking, you consent for us to hold and release your Personal Information to third parties when necessary for the purposes of this trip.

21. JURISDICTION

This Agreement is governed by the laws of the state of Texas without regard to the place of execution or to any state's conflict of laws or choices of law provisions. Any disputes arising out of or related to this Agreement shall exclusively be resolved in the state or federal courts in (or nearest to) Tarrant County, Texas.

22. SEVERABILITY

The invalidity or unenforceability of any provision or portion of this Agreement shall not affect the validity or

enforceability of the other provisions or portions of this Agreement, which shall remain in full force and effect. If any of the provisions or portions of this Agreement shall be deemed to be unenforceable by reason of their extent, duration, scope, or otherwise, then the parties agree that the court making such determination shall enforce the remaining provisions or portions of this Agreement and shall reduce such extent, duration, scope, or other provision or portion and shall enforce them in their reduced form for all purposes contemplated by this Agreement.

23. UPDATES

The Diocese reserves the right to update or amend these Terms at any time prior to you making a booking.