

FRANCISCAN SPIRIT TOURS POLICIES & DISCLAIMERS –

PLEASE SIGN AND RETURN ALONG WITH A COPY OF THE INSIDE COVER OF YOUR PASSPORT

RESERVATIONS, REGISTRATION AND DEPOSITS A \$600 per person deposit is required at the time of booking to confirm your reservation. Every reservation must be accompanied by a signed Registration Form provided by Franciscan Spirit Tours. Registration Form must accurately provide passenger's full name (as it appears on passport), mailing address and telephone number(s). Changes to name(s) or other information required because of incomplete or inaccurate information on Registration Forms may incur fees charged by the airlines. Full payment is due 60 days before departure date. If a booking is made within 90 days of departure, full payment is required at the time of booking. If reservation is being made less than 90 days in advance of departure, please add \$100 for late processing.

PRICE GUARANTEE The passenger is responsible for increases due to exchange rate, published airfare changes, and taxes, we only guarantee prices when the trip is paid in full.

FORMS OF PAYMENT Checks (Personal / Bank / Certified / Travelers), Money Orders and Credit Cards (VISA / MasterCard / American Express / Discover) are all accepted. Balance is due 60 days prior to departure. For reservations made less than 60 days prior to departure, the full balance is due at the time of the reservation and personal checks must be received and have cleared no later than 3 weeks prior to departure. Credit Cards are subject to an additional 4% service charge. Returned checks will incur a \$25 service fee plus any fees assessed by our banking institution. In case of computer or human billing error, we reserve the right to re-invoice participants with corrected billing.

AIRLINE TICKETS are issued only after receipt of final payment and are often only released by the airline shortly before the departure date (two weeks). Most airlines issue tickets electronically rather than via "hard copy" tickets. Franciscan Spirit Tours will provide travelers with confirmation of the issuance of the traveler's electronic ticket within 48 hours of its issuance. In those cases where an airline does in fact issue a "hard copy" ticket, when appropriate the ticket will be mailed to the pilgrim. Upon receipt of confirmation of issuance of final documents Franciscan Spirit Tours will be responsible for checking itinerary, dates, times and other information, but the traveler is responsible for checking that the name on the ticket correctly matches the name on the traveler's passport.

GROUND TRANSPORTATION All transfers during the pilgrimage will be made by ground transport unless otherwise indicated, usually on air-conditioned, private chartered buses, but occasionally via smaller cars, taxis or vans. When appropriate railroad or and when indicated, via train. Transfers via connection flights will be clearly indicated in advance. Transfer services begin and end at the departing/returning airport. No smoking is allowed on motor coach.

HOTEL ACCOMMODATIONS Hotel accommodations are in better 2-3 star superior tourist class hotels. Franciscan Spirit Tours reserves the right to substitute similar quality/category hotels without prior notice. Base prices are based on double occupancy rooms with twin-beds. In some countries double beds are possible. No reductions are available for triple rooms.

SINGLE SUPPLEMENTS A limited number of single rooms are available at the supplement price listed for each tour. Single rooms provide privacy but are often smaller than twin bedrooms and sometimes less centrally located within the hotel.

MEALS Most of our tours include at least two meals per day, breakfast and dinners, which are served at your hotel. In case you choose not to have a meal, there is no refund for unused meals. Although we cannot guarantee, we will try and accommodate each special meal requests on flights as well as at hotels. Please advise of such a request at the time of booking. We cannot guarantee that special meal/diet requests can be met.

BAGGAGE While it is always a good idea when traveling to pack as lightly as possible, this is recommended even more so while on pilgrimage. The simplifying of luggage will be good for your soul as well as your back! Each pilgrim is advised to bring one suitcase and one small overnight bag (9" x 14" x 22"). Some longer tours permit you to bring two suitcases. The airlines' free baggage allowance is two checked pieces, the sum of whose dimensions (length + width + height) can't exceed 105 inches. Franciscan Spirit Tours is not responsible for the loss, theft, delay or damage to a participant's belongings.

TOUR INCLUSIONS Base Price includes round trip airfare from NYC, hotel accommodations, ground transportation, 2 meals a day, entrance fees to all included events or sites, daily Mass and spiritual direction with a Franciscan Priest.

VARIATIONS TO ITINERARY/SPIRITUAL DIRECTOR Please be aware certain aspects of your tour, such as Papal Audiences, the Papal Blessings, meetings with individuals such as Fr. Jozo, and or visionaries, etc., are contingent upon their schedule and availability. Also, because of our relationships with various airlines, hotels, and tourism agencies we are, on occasion, offered special arrangements which can enhance our pilgrimages in various ways including providing upgraded accommodations or preferential pricing which allows us to provide premium services at a significant discount. In order to avail ourselves of these opportunities some modifications to itineraries may occasionally occur. Also, while every effort is made to ensure a spiritual director on each pilgrimage, Franciscan Spirit Tours reserves the right to proceed without a spiritual director for groups of less than 15 people. In such instances, every effort will be made to provide daily mass and spiritual direction with the assistance of local priests, sisters and brothers.

NOT INCLUDED IN BASE PRICE are items of a personal nature such as room service, laundry, telephone alcoholic beverages, activities listed as "optional" airline tax/fees charges, tips, travel insurance, passport and visa fees, additional donations to the Priests.

AIRLINE TAXES AND FUEL CHARGES These fees are assessed by the airlines and government agencies, fluctuate on a daily basis and can range from \$175 - \$450 or more. Franciscan Spirit Tours estimates taxes and fuel charges when we announce our pilgrimages and will indicate that estimate on your invoice. If the actual fees vary from the estimate by more than 10% higher or lower we will issue an adjustment to be honored by both parties.

TIPS Gratuities to guides, drivers, wait staff, hotel staff and others service personnel is customary but not obligatory. Customs vary from one culture to another. In order to make tipping simple for our pilgrims Franciscan Spirit Tours provides a place on your invoice to indicate if you would like us to handle tipping for you. We suggest \$5.00 per day, which we will distribute proportionately to all appropriate service staff.

TRAVEL INSURANCE Travel insurance is completely optional but it is strongly recommended. Franciscan Spirit Tours will be glad to recommend several resources for individual travel insurance policies but will also, whenever possible, make available a group travelers insurance plan that is often more comprehensive, provides greater benefits and is usually lower in cost than individual policies. Franciscan Spirit Tours is not liable for the policies, decisions, procedures, etc. of any insurance company. It is the sole responsibility of the passenger to request and review the insurance brochure. Policies and restrictions imposed by the insurance company are not limited to that which is stated in the brochure. Traveler's insurance purchased through Franciscan Spirit Tours' agent, Bove Travel, will only cover the services, expenses and arrangements arranged by Franciscan Spirit Tours or Bove Travel. For additional clarifications, restrictions, regulations, etc. please contact the insurance company.

ADDITIONAL DONATIONS TO THE FRANCISCANS. Proceeds of the pilgrimages help the friars in their mission to feed the hungry, shelter the homeless, clothe the naked and spread God's love to all. Additional donations are welcome and appreciated.

PASSPORTS AND VISA A valid US passport is required for travel. Passports must be valid for 3 months (6 months for Israel) after return date. For US citizens, no visas will be necessary for any of our pilgrimages. If you are not a US citizen, please consult the embassy or consulate of the country to which you are traveling for visa requirements. (We will provide contact numbers for you.) Cancellations due to lack of appropriate travel documents will be the responsibility of the traveler and will incur usual penalties.

RESPONSIBILITY CLAUSE Franciscan Spirit Tours acts as a tour organizer. The suppliers providing transportation, sightseeing arrangements and hotel accommodations for the tour program are independent contractors and are not agents, or employees, of Franciscan Spirit Tours. All coupons, receipts and tickets issued are subject to the terms and conditions specified by suppliers. By utilizing the service of the suppliers, you agree that Franciscan Spirit Tours will not be liable for any change in schedule, strikes, delay, acts of governments, fires, riots, theft, pilferage, epidemics, quarantine, medical or customs regulations, accident, loss, injury, or damage to you or to those traveling with you in connection with any accommodations, transportation or any other services or resulting directly or indirectly from any occurrence or conditions beyond its control, including defects in vehicles, breakdown in equipment, thefts, delay or cancellation of or changes in itinerary for any act, omission, or event during the entire duration of the pilgrimage. Neither Franciscan Spirit Tours nor any agent(s) of the airlines, hotels, transportation companies or guides are to be held responsible for the late arrival of passengers at airports or resorts due to inclement weather, nor are they to be held liable for payment or any refund for unused hotel accommodations or meals occasioned by such late arrivals at the hotels/hotel rooms as confirmed itineraries. Franciscan Spirit Tours and suppliers contracted for services reserve the right to refuse to accept or retain any person whose behavior is deemed likely to affect the smooth operations of a tour, or adversely affect the enjoyment or safety of other passengers. Franciscan Spirit Tours, its agents, and suppliers shall be under no liability to any such person for refund, compensation, repatriation or any other matters arising. Franciscan Spirit Tours is not responsible for circumstances beyond its control. Trip cancellations resulting from the inability for trip to depart as scheduled, such as cancellations due to acts of God or nature, war and/or terrorism.

SPECIAL MEDICAL CONDITIONS Franciscan Spirit Tours makes every effort to tailor its pilgrimages to suitable all our pilgrims. Each pilgrimage includes travel by some combination of air, bus, rail, boat and walking. Some historic sites we visit are only accessible by foot. Every effort is made to keep the pace of our tours appropriate to the constitution of the group, ensuring a leisurely, reflective pace conducive to prayer, meditation and general enjoyment. It is the responsibility of each pilgrim to assess for themselves their own ability to embark on the pilgrimage or any of its component parts. Franciscan Spirit Tours is not responsible for any medical condition that occurs prior, during or after the tour. If you have special physical needs or concerns, please inform Franciscan Spirit Tours at the time of booking. Franciscan Spirit Tours will make best efforts to accommodate special needs but will be limited to the accommodations available at the locations visited and therefore cannot guarantee special facilities or assistance for disabled participants. It is the pilgrim's responsibility to arrange for such assistance as they may require.

CANCELLATION BY PILGRIM Cancellations must be submitted in writing and will be recognized as of the date of their receipt, which shall be determined to be either the date of transmittal via email or two days after the date if the post mark for requests sent by US mail (or date of signature in case of registered mail). Formal cancellations may not be made via phone call. It is the traveler's responsibility to confirm Franciscan Spirit Tours' receipt of cancellations regardless of their form of transmission. Refunds will be issued within 90 days of receipt of written notice of cancellation. Refunds will be made via the same method used for payment by client. Refunds for payments made by credit card are subject to an additional 3.5% fee. No refund or cancellation fees will be waived due to death or sickness. We STRONGLY RECOMMEND travel insurance. If a pilgrim purchases traveler's insurance, Franciscan Spirit Tours will make NO refund and the pilgrim must apply to his or her travel insurer for reimbursement. At times, for special trips, your deposit will be non-refundable in lieu of the \$100 administrative fee. If non-refundable airline tickets have been issued, part of your refund will be in form of an airline credit subject to the rules of the issuing carrier. Please carefully read all itineraries, cost information and additional conditions listed for non-brochure (aka "special") tours.

CANCELLATION REFUND SCHEDULE

In the event a pilgrim chooses to cancel their reservation the following schedule will be used to calculate and refund. This schedule is based on the non-recoverable expenses that Franciscan Spirit Tours commits itself to based on the pilgrim's initial indication of interest. In addition to a \$100 per person administration fee, the following charges apply. If a cancellation is made before departure (per person of total tour price); if tickets have already been purchased, a portion of the refund will be in the form of the remaining credit on the purchased ticket.

TOUR CANCELLATION BY OPERATOR Be advised that from time to time a pilgrimage may be cancelled. In the event that the cancellation is due to an insufficient number of participants, or an administrative choice on the part of Franciscan Spirit Tours, a full refund will be issued to each pilgrim, the sum of which will be strictly limited to the dollar amount received by Franciscan Spirit Tours by each pilgrim. In such case, the operator's sole responsibility is to provide said refund. Franciscan Spirit Tours is not responsible for conjunction tickets, non-refundable or otherwise, purchased directly from Franciscan Spirit Tours, or from an outside source, nor are they responsible for any other expenses a pilgrim may have elected to incur in relation to the prospective pilgrimage. Cancellations due to state travel advisories and/or state travel warnings, Acts of War, Terrorism, Acts of God, Natural Disaster or any other circumstances outside the control of Franciscan Spirit Tours, are not the fault of Franciscan Spirit Tours and therefore are not eligible for refund of any kind. Cancellation for any of these reasons will not be subject to refund.

PRINTING DISCLAIMER Franciscan Spirit Tours is not responsible for any typographical or printer's errors. By signing below, I acknowledge receipt and review of the disclaimers contained herein and agree to abide by their terms as stated.

Days Prior to Departure	% of Total Trip Cost
Prior to 90 days	100% Refund (Less \$250 Administration Fee)
90 - 61 days	75% Refund (Less \$100 Administration Fee)
60 - 45 days	65% Refund (Less \$100 Administration Fee)
44 - 15 days	50% Refund (Less \$100 Administration Fee)
14 - 4 days	25% Refund (Less \$100 Administration Fee)
72 hours or no show	No Refund

