



Representative of
**OPERA ROMANA
PELLEGRINAGGI**

Kairos Pilgrimages, Inc.

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GENERAL TERMS AND CONDITIONS

Pilgrimages, not trips

Kairos Pilgrimages represents in the USA and Canada Opera Romana Pellegrinaggi (ORP) an institutional activity of the Vicariate of Rome, a body of the Holy See, whose purpose is to promote and organize pilgrimages and other initiatives of Christian piety to religious destinations and itineraries of Christianity. Kairos Pilgrimages has the main purpose to serve ORP pilgrims travelling from North America, assisting them on each step of their pilgrimage, on behalf of ORP. Our itineraries, though requiring a coordinated set of services, (transport / accommodation/ ancillary services) are not leisure trips. They are organized as part of a pastoral service of the Church for pilgrims and have a strictly religious, cultural and spiritual purpose.

Registration and Participation Fees

The pilgrimage requires the following payments that need to be made within an established time frame.

1. Registration Fee

This fee covers the cost of phone calls, postage, application services, registration fees at Kairos Pilgrimages and Opera Romana Pellegrinaggi (ORP) and it allows the pilgrims to book the services at the quotation agreed, although, in order to proceed with further booking and guarantee of services, a deposit of 30% of the total amount needs to be added to the registration fee and paid within a deadline agreed with the pilgrims. This applies to all pilgrimages. The registration fee is \$100 per pilgrim and will not be refundable in case of cancellation, either from one participant or the entire group. Generally, deposit is also not refundable. Partial reimbursement depends on ORP's supplier regulation.

2. Participation Fee

This includes everything in the travel itinerary, individual pilgrimage price, tips when specified, and travel insurance coverage when requested. This fee is due 60 days before the date of departure.

For reservations made within 60 days prior to the departure date, full payment must be made in a single installment at the time of registration.

For reservations made further in advance the payment can be divided in two or less installments according to each group's needs and time of booking. The last payment will be due **without delay** within 60 days before the actual departure.

Failure to make timely payment in itself constitutes a termination of the agreement, with no reimbursement of registration fees and any other payments previously deposited according to the time.

The applicant must complete the registration form and submit it along with proof of prior payment as indicated in each itinerary. Any outstanding participation fee must be paid no later than **60 days before the date of departure**.

3. Cancellations and reimbursements

Please read Kairos Pilgrimages refund policy regulations.

ORP pilgrimages from their annual catalogue follow ORP's cancellations and reimbursements policy. Tailor made pilgrimages will follow a specific refund policy that will be communicated after hotels and services are booked and finalized. This is due to different hotels having varying policies. Amounts will depend on how many days prior to departure the cancellation takes place.

Kairos Pilgrimages highly recommends each pilgrim to purchase specific cancellation insurance that is not included in the price of the pilgrimage, to be able to have access to a full refund in case of cancellation.

All cancellation notices must be made in writing and received during normal business hours (Monday through Friday, 9 a.m. to 5 p.m.) at our office at the following address:

Kairos Pilgrimages Inc.
94, Jackson Road, Suite 206
Devens, MA 01434, USA

The request to transfer the registration fee of a pilgrimage to another, or from one date to another in the same route, will be considered a cancellation and treated under the same terms as a cancellation.

4. Documents

It is the responsibility of the participant to provide current and accurate passport information at the time of registration and to check with the consulate to make sure that the participant has all travel documents and visas needed for each country that will be visited. Kairos Pilgrimages and ORP are not responsible for any problems or delays in the granting of such documents or visas. Each traveler will need to carry a valid form of identification, in addition to the participant's passport, visa, or other travel documents during the entire trip in order to pass any security checkpoints.

In most countries passports will not be accepted less than six months before the expiration date. The pilgrim is responsible to check that his Passport is considered valid according to the regulation of the country visited.

At the time of departure each participant (including minors) need to have their passport and any other form of identification required by the country of destination. Each participant is responsible for knowing what documents each country to be visited requires for entry. It is recommended that the participant's registration name be the same as the name on official identification documents.

Each participant is responsible if they are not permitted to board at check-in time due to incorrect information in documents submitted, and it will be the responsibility of the participant to correct the situation and/or make alternative travel arrangements at the participant's own cost.

Additionally, irregularities in a participant's documents and/or personal identity are considered an interruption of the trip and therefore the participant will be charged the registration fee and the participation fee as penalty. Kairos Pilgrimages and ORP do not take any responsibility for the issues mentioned above.

Groups must provide a list of names and surnames of all the participants as they appear in their passports.

5. Accommodations

Accommodations are usually double rooms. A request for a single room is accepted, but depends upon availability at the hotel, and will be assigned to those in order of registration. The participant is responsible for any additional charges for a single room. Also, if a double room is not available, the participant must pay a single room fee. Individual rooms are generally the least comfortable. The allocation of persons per room must be determined in advance by the participants. Participants must make their room request at the time they register.

Triple rooms

In most hotels triple accommodation is possible for families need; however, no reduction in cost is available. First Class and Superior Tourist Class Hotels in general are not set up for triple rooms. Hotels usually either add a third bed which is like a fold up bed or a sofa bed.

6. Transportation

Air transportation: we use commonly known airlines, however Kairos Pilgrimages provides mainly land services.

Trains (Italy): Trenitalia Company will cover most travel needs

Bus: we use different bus companies supplied with modern comforts. We expect pilgrimage participants to change their seats a few times during long pilgrimages of 5 days or more, so that all participants have a chance of getting a good view outside.

7. Drinks and Extras

Unless otherwise specified in the itinerary, drinks and extras are not included in the participation cost, as well as everything that is not mentioned under the heading of "the price includes."

8. Luggage

All luggage is the sole responsibility of the owner. It is advisable to carry only one suitcase. Kairos Pilgrimages and ORP are not responsible for any lost or damaged luggage.

9. Special Needs

The special assistance that Kairos Pilgrimages offers is not equipped to provide assistance to pilgrims with physical or emotional disabilities or special needs. Pilgrims with special needs will be accepted only on the condition they are accompanied by a qualified person who cares for their special needs.

10. Tax and entry visa, loading and unloading, fuel surcharge, etc.

The participation fee has been determined on the basis of taxes and duties applicable from January 1, 2016. Successive increases must be paid by the participant to Kairos Pilgrimages and ORP before the departure date.

11. Price updating

The participation fee is based on prices updated to the current year. Quotation requested for years ahead, may be subject to change due to unforeseen yearly increase of prices that are usually communicated to Kairos Pilgrimages from its suppliers at the latest 10 months before the departure of the group.

12. Mass

All programs include daily Mass, with the exception of the first and last day of the program.

13. Shopping

Kairos Pilgrimages and ORP are not responsible in any way for problems related to personal purchases during the trip, for the authenticity of purchases, for valuables (commercial, artistic, religious, etc. such as paintings, rugs, jewelry, icons, etc.) or souvenirs in general. No pilgrimage leader or local guide is authorized by Kairos Pilgrimages and ORP to suggest businesses or shopping malls or accompany the pilgrims during their personal shopping.

14. Visits to the historic center of several cities

Due to local regulations of transportation, some tours in historical towns or centers will be on foot.

15. Tips and Donations

Tips for services rendered during the pilgrimage are included in the participation fees, unless differently specified in the quotation. No person is authorized to collect money for Mass intentions or the building and/or conservation of places in the Holy Land.

16. Organizational Portfolio

Kairos Pilgrimages and ORP will give or send to all participants before the departure date a booklet with instructions, specifying the times and meeting places in the airport for departure and return. Read the instructions carefully as the information is important. If a participant has not received the booklet 48 hours before the departure date, participants must contact Kairos and ORP during office hours in order to receive the information on time. The lack of communication from the participants shall not in any way be a source of implied cancellation. Kairos Pilgrimages and ORP reserves the right to modify at any time the travel program with hotel changes that meet Kairos Pilgrimages and ORP's requirements and needs. Kairos Pilgrimages and ORP are not responsible for any extra expenses caused by delay due to irregularities of transportation or public service (mail etc.) All extra costs due to bad weather, strikes, riots, war, quarantine, disease, etc. must be paid by participants. Participants are also responsible for any cost during the trip due to illness, accidents, hospitalizations, special transport, assistance, etc. All forms of transportation are regulated under the laws of the countries where they provide their services.

17. A word about Pilgrimages

Kairos Pilgrimages and ORP organize pilgrimages, which are spiritual journeys, therefore it is expected that participants voluntarily adhere to activities with a religious meaning. It is therefore understood that

one's behavior be adapted to the demands of the group. Kairos Pilgrimages and ORP cannot accept individuals who are unable to live in a group setting. Kairos Pilgrimages and ORP reserve the right to reject registration applications to participants who do not adhere to the principles stated above or who have failed to observe them or exclude participants after registration if such participants fail to adhere to or observe such principles.

18. Practical and Spiritual Assistance

The main element that distinguishes Kairos and ORP pilgrimages from others is the practical and spiritual assistance that is provided by Kairos Pilgrimages and ORP. Each itinerary is guided, coordinated and animated by a spiritual leader (priest or pastoral worker) who is also capable of offering practical assistance. This service is designed to create among the participants a family atmosphere, a group that promotes an authentic experience of faith at the beginning, during, and after the visits to shrines and places of worship.

Specific groups may be guided by their own priest or leader. In this case ORP will provide a pastoral assistant strongly rooted in the Catholic faith who will take care of the practical, technical, and general issues of the pilgrimage.

In the Holy Land all of our guides are certified by the Commission of Christian Pilgrimages.

19. Changes and Variations

Kairos Pilgrimages and ORP reserve the right to make any logistical changes to the pilgrimage program at any time. Kairos Pilgrimages and ORP will make every effort to provide an enjoyable and spiritually satisfying experience for the participants in the pilgrimage program.

20. Insurance

Kairos Pilgrimages highly recommends purchasing a medical insurance along with other type of insurance such as cancellation and/or travel insurance in case the participant wishes to have access to a different refund policy.

21. Force majeure

Kairos Pilgrimages acts as a tour operator and reseller. The suppliers providing transportation, sightseeing arrangements and hotel accommodations for the pilgrimage program are independent contractors and are not agents or employees of Kairos Pilgrimages. All coupons, receipts and tickets issued are subject to the terms and conditions specified by suppliers. In some cases their regulation can overcome Kairos pilgrimages refund penalties. By utilizing the service of the

suppliers, you agree that Kairos Pilgrimages will not be liable and will not be responsible for cancellations of pilgrimages or any part thereof due to unforeseeable circumstances or force majeure, or any additional expenses incurred by pilgrims for delays caused by irregularities of transport services or of public services due to extraordinary weather and natural phenomena, strikes, riots, war, terrorists attack, quarantine, epidemics, diseases, etc., remaining only those charges solely borne by the participants. Likewise all expenses that participants may incur at any time of the trip due to illness, accidents, hospitalizations, hospital stays, extraordinary transport, assistance, etc. shall be borne solely by the participants. The term force majeure shall include, without limitation, wars, terrorist attack, acts of God, fire, explosion, vandalism, storm or other similar occurrence, orders or acts of military or civil authority, or by national emergencies, insurrections, riots, or wars, or strikes, lock-outs, work stoppages, or other labor disputes. In any of these cases Kairos Pilgrimages is not liable for restitution. Cancellations due to state advisories and/or state warnings, Acts of War, War, Terrorism, Acts of God, Natural Disaster or any other circumstance outside the control of Kairos Pilgrimages, are not fault of Kairos Pilgrimages. Great effort will be made to accommodate to revise the itinerary; however, cancellation for any of these reasons will not be eligible for refund.

22. Disputes

Kairos Pilgrimages and pilgrims undertake to resolve amicably any dispute concerning the interpretation and application of these "General Terms and Conditions" and relating anyhow to participation in pilgrimages, including through out-of-court procedures (negotiation and/or mediation).

23. Arbitration

Any controversies or disputes arising out of or relating to the agreement, unless resolved amicably, shall be resolved solely by binding arbitration in accordance with the then-current Commercial Arbitration Rules of the American Arbitration Association. The parties shall select a mutually acceptable arbitrator knowledgeable about issues relating to the subject matter of the

agreement. In the event the parties are unable to agree to such a selection, each party will select an arbitrator and the two arbitrators in turn shall select a third arbitrator, all three of whom shall preside jointly over the matter. The arbitration shall take place in Worcester County, Massachusetts. All documents, materials, and information in the possession of each party that are in any way relevant to the dispute shall be made available to the other party for review and copying no later than 30 days after the notice of arbitration is served. The arbitrator(s) shall not have the authority to modify any provision of the agreement or to award punitive damages. The arbitrator(s) shall have the power to issue mandatory orders and restraint orders in connection with the arbitration. The decision rendered by the arbitrator(s) shall be final and binding on the parties, and judgment may be entered in conformity with the decision in any court having jurisdiction. The agreement to arbitration shall be specifically enforceable under the prevailing arbitration law.

24. Amendment

The agreement may be modified or amended if the amendment is made in writing and signed by both parties.

25. Severability

If any provision of agreement shall be held to be invalid or unenforceable for any reason, the remaining provisions shall continue to be valid and enforceable. If a court finds that any provision of the agreement is invalid or unenforceable, but that by limiting such provision it would become valid and enforceable, then such provision shall be deemed to be written, construed, and enforced as so limited.

26. Applicable Law.

The agreement is made in Devens, Massachusetts and shall be governed by the laws of the State of Massachusetts.

By Registering You Agree To Accept Fully The Rules And Conditions Set Forth Above.