

**TANGNEY TOURS**  
**ABBREVIATED BOOKING CONDITIONS**

**PAYMENT**

Once you have received your confirmation of booking, the balance of payment due must be sent to us two months prior to departure. If a booking is made within two months of departure, full payment must be made on receipt by the party leader of the confirmation invoice. This date is shown on the confirmation invoice. Reminders are not sent. If we do not receive all payments due (including any surcharge where applicable) in full and on time, we are entitled to assume that you wish to cancel your booking. In this case, we will be entitled to keep all deposits paid or due at that date. If we do not cancel straight away because you have promised to make payment, you must pay the cancellation charges shown under "Cancellation By You" below depending on the date we reasonably treat your booking as cancelled.

**SPECIAL REQUESTS AND MEDICAL CONDITIONS / DISABILITIES**

If you have any special request, you must advise us at the time of booking. Although we will endeavour to pass any reasonable requests on to the relevant supplier, we regret we cannot guarantee any request will be met. Failure to meet any special request will not be a breach of contract on our part.

If you have any medical condition or disability which may affect your tour or have any special requirements as a result of any medical condition or disability (including any which affect the booking process), please tell us before you confirm your booking so that we can assist you in considering the suitability of the arrangements and/or making the booking. In any event, you must give us full details in writing at the time of booking and whenever any change in the condition or disability occurs. You must also promptly advise us if any medical condition or disability which may affect your tour develops after your booking has been confirmed.

**FINANCIAL SECURITY**

We hold an Air Travel Organiser's Licence issued by the Civil Aviation Authority (ATOL number 1220). When you buy an ATOL protected air inclusive holiday or flights\* from us you will receive a confirmation invoice from us or via our authorised agent confirming your arrangements and your protection under our ATOL. In the unlikely event of our insolvency the CAA will ensure that you are not left stranded abroad and will arrange to refund any money you have paid to us for an advance booking. Please note: Not all holiday or travel services offered and sold by us will be protected by the ATOL scheme.

\*The air inclusive holidays and flights we arrange are ATOL protected providing either the person who pays for the booking is present in the UK when the booking is made or the first leg of any flight(s) we arrange for you commences in the UK.

For further information, visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk)

**CANCELLATION BY YOU**

A cancellation by you will take effect on the date we receive this in writing. Cancellation of the whole booking requires notification by the party leader. We will apply the following scale of cancellation charges based on the period before departure notice in writing is received and where applicable, is expressed as a percentage of the total tour cost excluding any insurance premiums and amendment charges which are non refundable in the event of cancellation.

Period Charge  
Up to 56 days Deposit  
57 - 29 days 50%  
28 - 15 days 80%  
14 days or less 100%

Outline details of insurance cover arranged by Tangney Tours which includes cancellation cover are shown in our brochure and on our website.

**REVISION OF TOUR PRICE AND CURRENCY**

Our published prices are based on contracted air fares, hotel and transportation costs, existing airport taxes and current VAT rates in the countries concerned. All costs and charges are shown in our Booking Leaflet. Currency costs are recorded on the 1st November 2010 and based on the following  
€1.12 = £1.00, \$1.50 = £1.00.

**NOTE**

All bookings are subject to our booking conditions which appear in our main brochure, on our website [www.tangney-tours.com](http://www.tangney-tours.com) and are available on request. These conditions provide for the payment of cancellation charges if you cancel and include limitations and exclusions of liability. Please ensure you have obtained and read these conditions before confirming your booking.



**Pilgrim House, Station Court,  
Borough Green, Kent, TN15 8AF, UK**  
Tel: 0044 (0) 1732 886666  
Fax: 0044 (0) 1732 886885

[www.tangney-tours.com](http://www.tangney-tours.com)

**TRAVEL INSURANCE**

Tangney Tours Ltd are an Appointed Representative of Global Travel Insurance Services Ltd and are happy to offer to you the following insurance which is underwritten by GREAT LAKES REINSURANCE (UK) PLC. Both companies are Authorised and Regulated by the Financial Services Authority (FSA). This insurance has been specifically designed so that it covers all of the holidays that we feature; protecting you in full if you have to cancel and providing you with the very best and most effective protection if you are unfortunate enough to require medical attention whilst away from home. Don't take unnecessary risks by insuring your travel anywhere else as we cannot accept any responsibility or provide assistance if problems arise as a result of inadequate cover. We are confident that this policy is best for you. A full policy wording will be sent to you with your confirmation of booking. Full details are also available upon request. This insurance is only available to persons who are permanently resident and domiciled in the UK and is valid for travel between 01/01/2011 00:00:00 and 31/12/2011 00:00:00.

This insurance is suitable for persons whose Demands and Needs are those of a traveller whose –  
1 Individual round trip starts and finishes in the UK and is of no more than 120 days duration.  
2 Age is 95 years or less and is a permanent resident of the United Kingdom.

As this description contains the Key Features of the cover provided it constitutes provision of a statement of demands and needs. If you would like more information or are unsure of any details contained herein, you should ask Global Travel Insurance Services Ltd for further advice.

**SUMMARY OF COVER**

Main policy limits only, please see the policy document for other limits that may apply

| Section                            | Limit      | Section            | Limit      |
|------------------------------------|------------|--------------------|------------|
| Cancellation or Curtailment        | £3,000     | Loss of Passport   | £200       |
| Personal Accident                  | £15,000    | Travel Delay       | £60        |
| Medical & Other Expenses           | £5,000,000 | Personal Liability | £2,000,000 |
| Personal Luggage Money & Valuables | £2,000     | Hospital Benefit   | £300       |

**POLICY EXCESSES:**

**Cancellation or Curtailment**

The first £50 of each and every claim per Insured Person claimed for under this Section is excluded, increased to £100 where You are aged 66 to 75 years and to £150 where You are aged 76 to 95 years (other than in respect of claims for loss of deposit where the excess is £25).

**Medical and Other Expenses**

The first £50 of each and every claim per Insured Person claimed for under this Section is excluded. Where You are aged 66 to 75 years the first £100 of each and every claim per Insured Person claimed for under this Section is excluded.

Where You are aged 76 to 95 years the first £200 of each and every claim per Insured Person claimed for under this Section is excluded.

No excess will apply where an EHIC is used to pay medical bills

**Other Sections**

An excess of £50 applies to each and every claim each insured person under the Personal Luggage Money & Valuables sections, and £250 under the Personal Liability section.

**SPECIAL PROVISION FOR SICK PILGRIMS TRAVELLING TO LOURDES**

If You suffer from a terminal illness or any psychiatric illness, special provision is made to provide limited cover as follows.

- Under Section 3 Medical & Other Expenses, cover will be provided to You subject to You
  - Having obtained and supplied to Us Your EHIC details prior to departure.
  - Having obtained and supplied to Us prior to departure written confirmation of fitness to undertake the intended journey having due consideration for Your state of health, means of transportation and duration of journey from Your regular registered Medical Practitioner.
  - For Terminal Illness, having obtained prior to departure and supplied to Us written confirmation of a prognosis greater than 28 days on the intended date of return to the UK.
- A limit of £5,000 shall apply in respect of any Repatriation Expenses.
- The Hospital Benefit section of the policy is inoperative.
- The Cancellation & Curtailment section is inoperative.

The Policy Excess applying to the Medical and Other Expenses sections is increased to £1,500 or £500 where an EHIC is utilised

You will also need to obtain confirmation from your GP of your fitness to travel.

**EMERGENCY ASSISTANCE:**

There is a 24-hour emergency assistance service included in the policy so that any insured person may seek assistance in medical emergencies whilst on holiday. Full details are contained in the policy document.

**MAIN HEALTH EXCLUSIONS:**

We will not pay for claims arising directly or indirectly from the following circumstances existing on the date of applying for this insurance:

- From any terminal illness suffered by You (or any person upon whose health the Trip depends). See Special Provision for Sick Pilgrims above
- From any reoccurrence of any psychiatric disorder, anxiety state and/or depression suffered by You (or any person upon whose health the Trip depends)  
See Special Provision for Sick Pilgrims above
- Where You are travelling against the advice of a Medical Practitioner.

**INSURANCE PRODUCT DISCLOSURE**

**Cancellation Rights**

The Insurer provides a Money Back Guarantee enabling you to cancel the insurance within 14 days of issue should the policy not meet your requirements. No refund of premium is provided for cancellations after this time.

**Claims:** Claims are handled by Towergate Chase Parkinson who act on behalf of the Insurers and not the customer in relation to any claim. The telephone number is 0870 906 3144.

**General Queries:** If you have any query regarding the cover provided you must contact Global Travel Insurance on 01903 203933 for advice.

**Applicable Law:** The law applicable to this insurance contract is English Law.

**Complaints:** If you wish to register a complaint about our service please contact us in writing at the above address. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

**Financial Security:** These insurance arrangements are covered by the Financial Services Compensation Scheme (FSCA). You may be entitled to compensation from the scheme if we cannot meet our financial obligations although this depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS.

# The Catholic Association Pilgrimage to Lourdes



## Under the leadership of Bishop Crispian Hollis

Dioceses of Clifton, East Anglia, Northampton, Portsmouth, Southwark and with the Carmelites and Stonhurst College

19 - 26 August 2011 - prices from £505 per person!

*with Bernadette, praying the Our Father*





19 - 26 August

Dear Fellow-pilgrims,

The Catholic Association is pleased to welcome everyone on our 2011 Pilgrimage to Lourdes.

Lourdes is a small town set in the foothills of the French Pyrenees where in 1858 Our Blessed Lady appeared to the young Bernadette Soubirous and where, each year, we join together with those who are less able to celebrate, worship and pray.

Bishop Perrier has put before us as the pastoral theme for 2011 'Praying the Our Father with Bernadette'. Bernadette constantly lived out the prayer 'Thy Will Be Done', even when challenged by her own health. In this she echoed our blessed Lady's words at the Annunciation and so entered more closely into that filial relationship with the Father to which she leads each of us.

We go to Mary's place on pilgrimage, and our main task is to pray for all who belong to our Dioceses and groups.

The pilgrimage welcomes volunteer doctors, nurses, priests, and helpers which ensure all our special needs are met. Please let us know if you can help in any way.

We hope you will join us!

*Bishop Crispian*



## Travel Arrangements

### Travel by Air

Flights will be available from Stansted and other Airports that will be confirmed depending on requests. All flights will include taxes and transfers from Lourdes Airport to your hotels.

### Travel by Train

By morning Eurostar from St Pancras to Paris Gare du Nord and then continue to Lourdes by train with coach transfer to your hotel arriving for dinner. On the return you will depart mid morning to Paris Gare du Nord, and onwards to London arriving early evening. The train is quite limited in the number of wheelchairs that can be carried, but as always we will have plenty of chairs available in Lourdes. First Class is available on the train however we will not know the supplements until May 2011.

### Travel by Coach

Following demand for a cheaper travel option, a coach section is now offered, departing from London on Friday 19th August in the afternoon travelling overnight to Lourdes for 6 nights full board accommodation and returning on the night of 25/26 August. The coach will be equipped with W.C., DVD player, air conditioning and reclining seats.

### Hotels and the Accueil Notre Dame

All the hotels used offer good value for money, generally the more expensive are nearer the Grotto. All include continental breakfast, lunch and dinner. All hotel rooms are with W.C. bath/shower, and lift to all floors. The Accueil Notre Dame accommodation is for those who are dependent on nursing care. These rooms do not have private facilities but the modern well designed hostel is comfortable and beautifully located within the Sanctuary. Special menus and diets are available, but must be pre-booked. Vegetarian meals are not well understood by the French and will occasionally disappoint. A few words with the Tangney Tours representative or the hotel may help. Medical diets must be written out and submitted in advance.

Rooms more suited to disabled people are available in most hotels and certainly in the Accueil Notre Dame but must be requested in advance with details of any special needs. Special equipment may need to be hired and paid for in advance (apart from the Accueil Notre Dame which is fully equipped).

### Assisted Pilgrims

Assisted Pilgrims are those who have a medical condition which causes them to need assistance with mobility or care during their week in Lourdes. If you require wheelchair assistance you MUST register. In addition the Clergy require all who wish to be considered for the Sacrament of Anointing to be registered as an Assisted Pilgrim. Closing date for registration: 15th July 2011.

## Assisted Pilgrims and Helpers information

### Registered Hotel Assisted Pilgrims

- Should be able to look after themselves within a hotel or be accompanied by someone who can help to look after them in the hotel and on the journey.
- If registered are able to receive wheelchair assistance in Lourdes but not necessarily at UK airports
- Should book with Tangney Tours using this form and request a Medical Form from Tangney Tours or their Diocesan Director, to be completed and sent to the Pilgrimage Doctor.

### Registered Accueil Notre Dame Assisted Pilgrims

- Are likely to need extra care during the Pilgrimage. They will have carers, served meals and all their mobility needs met whilst in Lourdes as well as supervision from nursing and medical staff in very comfortable accommodation near the Grotto.
- Should not use this form but request a Medical Form from Tangney Tours or their Diocesan Director and on completion send it to the Pilgrimage Doctor. Once accepted they will receive a special booking form. In case of queries please contact: Dr Adam Farmer on 07054 656115

### To Volunteer as a Helper or Musician

To facilitate our Pilgrimage, many volunteer helpers are required, particularly to care for those staying in the Accueil. Priests, Deacons, Musicians, Doctors and Nurses have obvious roles. Other volunteer helpers are required for many non-medical duties ranging from pushing wheelchairs to serving meals to straightforward companionship to full assistance. After booking you will be sent a Helpers' Form and Information Sheet, with details of Preparation Days, at which experienced helpers give advice and information and CRB checks can be completed. If you are able to help us, please complete and return the volunteer form as promptly as possible. The closing date for applications is the 1st of June.

For more information on the work of a volunteer helper, please see the insert or see: [www.catholicassociation.co.uk/hospitalite/volunteer.shtml](http://www.catholicassociation.co.uk/hospitalite/volunteer.shtml)

### Young Helpers

By coach leaving London Thursday 18th August, with seven nights full board in Lourdes. This is for 17 - 25 year olds with special arrangements for young people. Details and booking forms from: Tina Walker, 444 Aureole Walk, Studlands Park, Newmarket, Suffolk, CB8 7BD. Telephone: 01638 560071 or Email: CA\_YOUTH@hotmail.com The closing date for applications is the 1st of June.

### The Helpers' Children's Programme

Provides a childcare programme staffed by volunteers with appropriate qualifications for the children of registered helpers and registered assisted pilgrims. For children between the ages of 0 and 16 (divided into mini and Junior teams). More information can be obtained from HCP organizers: E-mail: [hcp@catholicassociation.co.uk](mailto:hcp@catholicassociation.co.uk) or Tel: 0208 770 0214. NB: Families must be registered with the HCP by 31/05/2011

### Passports:

All pilgrims must possess a full 10 year passport. Please allow at least 8 weeks to obtain yours. Forms are obtainable from the Post Office. Please make sure that your passport is valid up to three months after the return date of the Pilgrimage. N.B. Children of all ages including babies cannot now be added to parent's passports. They must have their own. No passport = no go and no refund. All holders of non EC passports should make their own enquiries with the French Consulate to find out whether a visa for France is necessary.

## TANGNEY TOURS Helpful Information

The pilgrimage programme includes:

- Mass at the Grotto
- Stations of the Cross
- International Mass
- Marian Torchlight Procession
- Service of Reconciliation
- Blessed Sacrament Procession

Pilgrims will also have the opportunity to participate in additional excursions to local tourist attractions and have plenty of time for personal devotion.

All hotels have lifts, are accessible by wheelchair users and are within walking distance of the Domain along a flat route. All rooms have private facilities and serve three meals a day included in the price.

Requirements for vegetarians and medical diets must be advised by completing the relevant sections on the Booking Form.

### Hotels

All the hotels listed are suitable for wheelchairs and most provide disabled rooms. All are good quality and have been used by us for many years.

**Beau Site:** An excellent 3 star hotel on the flat, overlooking the river. Lifts to all floors, multilingual staff and a personal service. Wifi.

**The Notre Dame de France:** Well established older hotel with most modern amenities. Quite close to the Domain.

**St George:** Well established family run hotel with most modern amenities. Next door to the Beau Site

**The Padoue:** Newly opened in June 2007 and designed for the 21st century this hotel is one of the closest hotels to the Sanctuary. With air conditioning throughout the Padoue is fully equipped with all modern aids for wheelchair users and the disabled. Wifi.

**Solitude / St Sauveur:** The Solitude is a purpose built hotel situated in a quiet passage, great rooms especially for less able pilgrims, some with good views. The St Sauveur has smaller rooms but a more personal service. The position of both these hotels dictates the price.

### Other Hotels May Be Available, Please contact Tangney Tours

Child discounts:

Under 2 £60 (only)  
2-12 years Adult price less 10%

Single rooms are available at an additional cost, please see booking form for details.

**With the World Youth Celebrations in Madrid, some of the Bishops will not be able to join the pilgrimage until Monday August 22nd. In our absence, Bishop Paul Hendricks will be holding the fort for them and for Bishop Crispian as the Pilgrimage Leader.**

