

GENERAL TERMS AND CONDITIONS FOR JOINING THE PILGRIMAGES AND INITIATIVES OF OPERA ROMANA PELLEGRINAGGI *(Rev. 04/04/23)*

INFORMATION

1. Vicariate of Rome-Opera Romana Pellegrinaggi: presentation and mission

1.1. **Opera Romana Pellegrinaggi** (for brevity referred to also as Opera Romana Pellegrinaggi or O.R.P.) **is an institutional activity of the Vicariate of Rome, an organ of the Holy See**, its missions are the promotion and organization of pilgrimages to all Sanctuaries and places of particular religious, cultural and ecumenical interest.

To achieve this goal, O.R.P. makes use of a coordinated set of services (transport, accommodation, ancillary services) necessary to allow the pilgrim logistical support and fully realize the spiritual experience connected to the visit of destinations and itineraries of faith of Christianity.

The pilgrimage proposals of O.R.P. and the other initiatives, although being similar, in the organizational moment, to the forms of tourism, differ in their primary religious and spiritual purpose.

O.R.P. proposes and organizes **pilgrimages, not tourist trips**.

Opera Romana Pellegrinaggi also offers its **services for the reception and assistance of those arriving as pilgrims in Rome**. "Omnia Vatican&Rome" sector is dedicated to these people, offering a thematic review of Christian sites through pilgrimage itineraries carried out by open bus or on foot.

On the other hand, the "OmniaforItaly" proposals are addressed to **those who wish to undertake a pastoral journey to discover the numerous artistic, cultural and religious assets present on the Italian territory**.

1.2 The particular experience of pilgrimage implies that the expectations and behavior of the participants must be consistent with the **voluntary and conscious adherence to a cult activity**.

O.R.P., therefore, reserves the right **not to accept registration or to refuse departure in the presence of** conduct or events contrary to the spirit and religious purposes of the pilgrimage. In such cases, the amount already paid will be refunded, net of non-refundable expenses incurred.

1.3 During the pilgrimage, the participants are free not to attend the scheduled religious services, but, in this case, they will have to notify the spiritual assistant and/or animator and coordinate with him/her.

With regard to those who assume disrespectful conduct, **the spiritual assistant and/or animator will be able to take the actions deemed necessary to safeguard the respect of the other participants and their right to a free experience of faith**.

1.4 **Pastoral animation and spiritual assistance are the main elements that qualify our pilgrimages and our initiatives, carried out by spiritual assistants and pastoral animators who speak Italian and, upon request, also other languages.**

2. Headquarters of Opera Romana Pellegrinaggi

Opera Romana Pellegrinaggi is **located in Palazzo del Vicariato Vecchio "Maffei Marescotti", extraterritorial area, based in Via della Pigna 13/a, 00186 Rome, Italy.**

Switchboard for information and individual booking center: from Monday to Friday - tel.: +39 06 69896.1 - Fax: +39 06 69880513 - email: info@operaromanapellegrinaggi.org.

The location of the other offices and Info Points of Opera Romana Pellegrinaggi is specified on the website www.orp.org.

GENERAL PROVISIONS

3. Validity of the General Terms and Conditions

These regulations apply to pilgrimages and initiatives planned by Opera Romana Pellegrinaggi and published on the website www.orp.org.

4. Personal data protection

In order to process your request to join our initiative and subsequently to manage it, Opera Romana Pellegrinaggi needs to process your personal data. Therefore, **the provision of your data is mandatory** and the completion of the procedures to join our initiative implies acceptance of the processing of your personal data as described below.

The Data Controller is the Vicariate of Rome-Opera Romana Pellegrinaggi, via della Pigna 13/a, 00186 Rome, Italy - e-mail: privacyorp@orp.org.

The Data Manager can be contacted at the email addresses rpd@diocesidiroma.it and rpd@pec.diocesidiroma.it. You can refer to these contacts for all the questions you want to ask O.R.P. concerning the protection of your good reputation and the confidentiality of your private life.

The legal basis of the processing is the contract on the basis of which Opera Romana Pellegrinaggi will provide you with the service you request and your consent to process special data and to be subscribed to the newsletter.

Opera Romana Pellegrinaggi guarantees the security and confidentiality of your data, informing you that it will use them according to principles of correctness, lawfulness and transparency, exclusively for the **purpose** of managing your request to join our initiative and within the limits of its institutional mission; the transfer to third parties for purposes other than those provided for in this contract is excluded for any reason.

Where necessary, the **communication of data** can be made to the competent authorities and/or to insurance companies and/or in any case to third parties who provide Opera Romana Pellegrinaggi with collateral and instrumental services to allow you to use the initiative.

It may be necessary to **transfer your data** to third Countries, but this will only take place to an ancillary and instrumental extent for the purpose of making the chosen experience possible for you.

To make your trip safer, we ask you to process any special data with your consent.

Your data will be **deleted** after the mandatory retention period imposed on us by the regulations to which we are subject.

At any time, **you can exercise the rights contemplated by the current regulations on Data Protection**, more specifically the right to access personal data, rectify and, where possible, cancel them, limit the processing that concerns you or opposition to the processing, the right to the portability of your data and the right to lodge a complaint with a supervisory authority.

To exercise your rights, you can contact the Vicariate of Rome-Opera Romana Pellegrinaggi, via della Pigna 13/a, 00186 Rome, Italy - email privacyorp@orp.org.

5. Items not regulated by these General Terms and Conditions

For anything not regulated in these General Terms and Conditions, the provisions of the International Convention (CCV) of Brussels of 23/4/70, ratified by Law No. 1084 of 12/27/77 and any other regulations in force, apply. All transport services included in pilgrimages are governed by the laws of the Countries in which they are carried out.

6. Disputes

- 6.1. O.R.P. and the participant undertake to resolve in an amicable way any disputes on the interpretation and application of these General Terms and "Conditions or, in any case, dependent on participation in the initiatives of O.R.P., also through out-of-court settlement procedures (negotiation and/or mediation).
- 6.2. In the event that it is not possible to resolve the dispute amicably, it is agreed that the exclusively competent Court will be that of Rome (Italy), to the exclusion of any other.

7. Understanding of the applicable regulation and amendment of these Terms and Conditions

Those who participate in pilgrimages and/or in the various initiatives of O.R.P. must have evaluated the specific program of the chosen itinerary as well as deepened their knowledge of the provisions that regulate it, or have read these General Terms and Conditions as well as, where applicable, the insurance coverage included.

These documents, available on the website www.orp.org and upon request in the offices of Opera Romana Pellegrinaggi, can be updated; any changes will come into force upon their publication on the website in the "General Terms and Conditions" section in the footer.

Before joining or benefiting from any initiative, it is, therefore, advisable to view the website www.orp.org where the most updated version of the "General Terms and Conditions" is published.

Participation in a pilgrimage and/or other initiative of Opera Romana Pellegrinaggi implies understanding of the specific regulations applicable to it and full acceptance of the same and of these "General Terms and Conditions".

8. Gift Card - donate a pilgrimage experience

8.1 It is possible to give a Gift Card to have a pilgrimage experience with Opera Romana Pellegrinaggi by allocating a discretionary and non-interest-bearing sum to a beneficiary to allow him/her to take advantage, within a set period of time, of a personal pilgrimage liking.

8.2 The Gift Card is governed by the following provisions:

- a) the purchase, receipt and use of the Gift Card implies acceptance of its regulations and of what is reported in these General Terms and Conditions.
To take advantage of the pilgrimage, the recipient of the Gift Card must sign the Registration form that presupposes the knowledge, understanding and acceptance of every single item of these General Terms and Conditions that regulate participation in pilgrimages and O.R.P. initiatives;
- b) The Gift Card can be purchased in various ways:
 - online on the website www.orp.org, by clicking on "Buy Now" located next to the image of the Gift Card.
 - by sending an email to promozione@orp.org or by contacting the dedicated Customer Care No. +39 06 69896 226, available from Monday to Friday from 9 am to 5 pm;

- c) each Gift Card will be matched with a unique usage code that must be specified at the time of use;
- d) you can purchase multiple Gift Cards with the same order;
- e) multiple Gift Cards intended for the same beneficiary can be combined to pay off the pilgrimage;
- f) the Gift Card, which can be spent in a single solution exclusively for the payment of a pilgrimage, is valid for 12 (twelve) months from the date of purchase; at the end of the period, the Gift Card expires automatically and can no longer be used.
- g) If the value of the Gift Card is higher than the cost of the chosen pilgrimage, a new Gift Card will be issued for the remaining amount with a validity period of 12 (twelve) months;
- h) if, on the other hand, the value of the Gift Card is not sufficient to purchase the desired pilgrimage, the beneficiary must integrate the missing amount using other payment methods and paying the balance before departure, in compliance with the timing established for the itinerary.
- i) The Gift Card is non-refundable, cannot be converted into cash or credited to credit cards or accounts.
The only exception to non-refundability is provided in the event that the beneficiary, after booking the pilgrimage, is unable to participate due to one of the hypotheses provided for by the insurance policy and can activate the trip cancellation guarantee to request reimbursement of the penalties applied as a result of the cancellation (see Articles 16 and 27).
However, if the booked pilgrimage is canceled by O.R.P. the expiry date of the Gift Card will be extended for a further 12 (twelve) months.

9. Exclusion of the withdrawal right

The right of withdrawal does not apply in the case of purchases or reservations made online on the website www.orp.org .

PILGRIMAGES

10. PILGRIMAGE: registration, deposit and down payment of the fee

10.1 Registrations are received at:

- the Headquarters in via della Pigna 13/a - 00186 Rome, Italy;
- the office in Piazza Pio XII, 9 - 00193 Rome, Italy.

Information on pilgrimages can also be found on the Internet portal www.orp.org for some initiatives highlighted by the words "*Book now*", you can also book online.

10.2 To participate in the pilgrimage, it is mandatory to fill in and sign the appropriate registration form available at all O.R.P. offices, as well as on the website www.orp.org.

Registration forms without signature will not be accepted.

In the registration form, any special needs or conditions (pregnancy, food intolerances, celiac disease, disability, etc.) must be specified in the Notes/Reports field. In any case, it is advisable that those who need special diets, suffer from intolerances or allergies, take the necessary supplies with them during the pilgrimage as it will not always and everywhere be possible to fulfill the various requests.

10.3 To register for the pilgrimage, the completed and signed registration form must be delivered to one of the offices of O.R.P. or forwarded by email

(info@operaromanapellegrinaggi.org) or fax (+39 06 69880513), together with the documentation proving the payment of the deposit.

At the same time as signing the registration form, the deposit indicated for each initiative must be paid, including the registration fee. **For registrations made in the 30 days prior to the departure date, the total fee must be paid.**

Failure to pay the deposit will cancel the registration for the pilgrimage with the consequent forfeiture of the reservation made.

10.4 The balance of the total fee (with any supplements) must be paid strictly 30 days before the departure date or on a different date where specifically indicated, even in the event that the party concerned has not received the "call sheet/news sheet" (see Art. 19.6). Failure to pay the balance on the established deadline is an express termination clause, such as to determine termination by right by O.R.P., with loss of the registration fee and the deposit paid (for the payment times and the applicable penalties, please refer to the provisions of Articles 11 and 16 below).

10.5 Payments by wire transfer can be made, specifying the case number in the reason for payment, to the following accounts held in the name of the Vicariate of Roma Opera Romana Pellegrinaggi:

- INTESA SANPAOLO
IBAN Code: IT 95 E 03069 09606 100000007455
BIC/SWIFT Code: BCITITMM

- POSTE ITALIANE
IBAN Code: IT 97 V 07601 03200 001053307169
cod. BIC/SWIFT Code: BPPIITRRXXX

At the offices of Opera Romana Pellegrinaggi, payments are accepted in cash, by credit and debit card.

10.6 You can also pay the deposit or the balance of the pilgrimage by making an online payment, by Credit/Debit Card or PayPal, by accessing a reserved area of the website www.orp.org; information on your account statement.

11. Particular groups and initiatives

11.1 Different terms and conditions may be foreseen for pre-established groups of pilgrims that will be communicated before registration and that must be specifically accepted and signed. Unless otherwise agreed, in relation to these groups, these General Terms and Conditions will be applied.

11.2 Specific regulations may be envisaged for some particular pilgrimages, stays in Rome, the Paths and the "Omnia Vatican&Rome" and "OmniaforItaly" initiatives (for these, view the website www.omniavaticanrome.org e www.omniaforitaly.org).

To find out the payment methods and timing relating to advances and balances, the penalties applicable in the event of cancellation of the departure as well as the existence or otherwise of insurance coverage, please refer, where not indicated in these General Terms and Conditions, to the provisions of the program detail/estimate of each single pilgrimage and/or initiative.

12. Fee reductions

For the proposals included on the website www.orp.org in the "Pilgrimages" and "Religious-Cultural Itineraries" sections, there are reductions for families made up of at least 3 adults, for honeymoons and 25th and 50th wedding anniversaries, for Theology seminarians, new priests,

Sisters and newly professed religious beings and on the 25th and 50th anniversary of priestly ordination and religious profession.

To obtain these reductions, at the time of registration, it will be necessary to submit suitable certification: identity document, family status and ecclesiastical certificates.

The reductions cannot be combined with each other and apply only to individual bookings.

13. Total pilgrimage fee

13.1 The overall fee for the pilgrimage consists of:

- a (non-refundable) registration fee
- a participation fee
- a fee for taxes and services

The overall fee generally also includes the cost of insurance (see Art. 27), tips and entrance fees for visits as scheduled.

We inform you that the entrance fees are non-refundable if the participant, during the pilgrimage, renounces the use of the visits.

13.2 Supplementary items can be added to the overall fee, specified in the individual pilgrimage itineraries (i.e., the connecting flight, high season, use of a single room, mandatory visas, etc...).

In the event of cancellation of the departure, the refundability or otherwise of these items is considered in the penalty statement that Opera Romana Pellegrinaggi sends to the withdrawer and/or the holder of the file.

The cost of medical obligations imposed by the legislation in force in the Country of destination is not included in the overall fee.

13.3 The overall amount of the pilgrimage was calculated considering the cost of ground and transport services, duties and taxes on the basis of the tariffs in force in the month of purchase/payment of the above-mentioned services/charges.

13.4 The total price of the pilgrimage or other initiative, communicated and confirmed with the registration can, therefore, be changed up to 21 days prior to departure and only as a result of the change in: transport cost - including fuel - duties and taxes on certain types of tourist services such as taxes, landing, disembarkation and embarkation fees in ports and airports. For these changes, reference will be made to the costs in force on the date of publication of the pilgrimage proposals on the website, and/or of the specific program, or on the date reported in any subsequent updates, and the rules set out in the Art. 14 below will apply.

14. Review of the pilgrimage fee

14.1 The fees published by O.R.P. may undergo changes due to:

- **Changes in transport and fuel costs (Aviation Jet Fuel).** Regarding the cost of transport and fuel for all flights included in the pilgrimages of O.R.P. towards all Italian and foreign destinations - EU and outside the EU, national, international and intercontinental routes, including internal ones, approaches and reroutings - it is applied according to the General Terms and Conditions established by the carrier that provides for the supply and applying the change corresponding to that communicated to O.R.P. by the carrier up to one month prior to departure.
For the calculations, reference will be made to the changes in the above costs with respect to the communications, from time to time, sent by the individual carriers and/or service providers mentioned above.
- **Duties and taxes.** Any changes in the values of fees and taxes relating to the pilgrimage purchased will be calculated by O.R.P. with respect to the values of duties and taxes

applied on the date of publication on the website, and/or on the specific program, or on the date reported in any subsequent updates.

14.2 **The fees** of the pilgrimages **will not**, in any case, **be subject to modification if the relevant change is less than 8%**. The adjustment will, however, be applied in full to the participant in the event that the change should be equal to or greater than **8%** and may be communicated up to the 21st day before departure by issuing a new account statement, or other type of communication.

14.3 All **adjustments**, however, if **greater than 8%** of the total pilgrimage fee **give the participant the right to withdraw** from the contract, thus obtaining a refund of the sums paid (excluding the registration fee), notifying O.R.P. within two days of the notification of the adjustment. In the absence of express communication within the above-mentioned term, the adjustment will be considered accepted.

15. Replacement of the participant in the pilgrimage

The participant can be replaced by another person provided that: a) O.R.P. is informed in writing at least 4 working days before the date fixed for the departure, thus receiving contextual communication about the reasons for the substitution and the personal details of the substitute; b) the substitute satisfies all the conditions for the use of the service and, in particular, meets the requirements relating to the passport, visas, health certificates; c) the same services or other replacement services can be provided following the replacement; d) the substitute reimburses O.R.P. all additional expenses incurred to proceed with the replacement, to the extent that will be quantified before the replacement.

The renouncing and the substitute are jointly responsible for the payment of the price and any other economic burden due to O.R.P.

16. Giving up the pilgrimage, penalties and reimbursement

16.1 A participant who renounces the pilgrimage before departure will be charged a penalty in the amount indicated below, which varies according to the number of calendar days remaining to the date of departure:

- a) from registration to the 30th day before the departure date = the down payment indicated on the program, including the registration fee;
- b) from the 29th day to the 15th day before the departure date = 50% of the total fee, including the registration one;
- c) from the 14th day to the 6th day before the departure date = 75% of the total fee, including the registration one;
- d) from the 5th day until the day of departure = 100% of the total fee, including the registration one.

This last penalty will be applied to those who for any reason do not show up for the gathering or who renounce the pilgrimage.

For some initiatives, different methods and times for waiver, penalties and refunds may be envisaged; therefore, please refer to the provisions of the specific program.

16.2 In case of cancellation of the departure, the refundability of the supplementary items (i.e., the flight connection, the high season, the use of a single room, compulsory visas, etc.) is considered in the penalty account statement that Opera Romana Pellegrinaggi will send to the withdrawer and/or the holder of the file.

16.3 Where the circumstance provided for in Art. 22.2 below takes place, the "single room use" supplement will be included in the total amount charged as a penalty, but the corresponding amount will remain the responsibility of the withdrawer and, if the conditions for reimbursement are met, it will not be included in the refunded amount.

- 16.4 The request to transfer the registration from one pilgrimage to another, or from one date to another for the same itinerary, received after the payment of the deposit, will be considered as a renouncement and, in this case, the above penalties will be applied.
- 16.5 When the registration is made and the deposit is paid, the insurance coverage to guarantee the trip cancellation is activated. In this regard, **it is recommended to carefully read on the insurance card the provisions in the "Trip cancellation" section and the fulfillments prescribed in the "Obligations of the insured party in the event of a refund request" item.** In the event of impediment to departure, the participant must contact the Insurance Company according to the times and in the manner indicated on the Insurance Card (**under penalty of inadmissibility of the refund request**) and promptly inform Opera Romana Pellegrinaggi.

Communications to O.R.P. must be made exclusively in writing, by post, delivered by hand or sent to the email address info@operaromanapellegrinaggi.org or by fax to +39 06 69880513, **as soon as the impeding event occurs** and shall contain the following data:

- indication of the pilgrimage, including the assigned file number
- name of the participant who renounces and his/her contact details (residential address - telephone - email - fax).

It should be noted that all the documentation required for the reimbursement procedure must be forwarded exclusively to the Insurance Company (and not to O.R.P.) with which the participant must personally interface.

17. Canceled pilgrimage

- 17.1. If the pilgrimage cannot take place due to unforeseeable circumstances or force majeure, or due to other causes not dependent on O.R.P. (bad weather, strikes, unrest, war, political reasons, epidemics, etc.), the sums received (including the registration fee) will be reimbursed, net of operating expenses (i.e., hotels, visas, air and/or railway tickets and/or visits) already anticipated to the service providers. **These fees will be refunded to participants when returned to O.R.P. from the relevant suppliers.**
- 17.2. Where, however, the pilgrimage is canceled by O.R.P. for technical-organizational needs occurring in the 21 days prior to departure, the sums received will be fully refunded.

18. Changes in the pilgrimage program

- 18.1 Before departure, Opera Romana Pellegrinaggi reserves the right to modify the pilgrimage program at any time and to replace the hotels provided with others of equal characteristics, as well as any other service, if sudden or unforeseen needs make it necessary.
- In the event of a significant change in the pilgrimage or in one of its essential elements, the participant will receive written communication of the change made and any change in price as a result of which he/she will have to respond in writing within the next two working days expressing acceptance or the will to withdraw. In the absence of express communication within the above-mentioned term, the change will be considered accepted.
- 18.2 In the hypothesis that O.R.P. needs to vary the program or replace some service during the pilgrimage, it will make it known to the participants and will adopt suitable alternative solutions, without additional charges. It should be noted that the modification of the program is a recurring practice, motivated by different reasons (safety / attendance at sites / needs of the group / delays), which is left to the evaluation of the guide for the success of the pilgrimage.
- 18.3 Flight times may be subject to change by the airlines,

even without notice; in any case they do not are an essential element of the pilgrimage and no responsibility can be attributed to Opera Romana Pellegrinaggi.

18.4 Opera Romana Pellegrinaggi cannot be held responsible for any additional expenses that the participants may incur due to delays caused by irregularities in the public transport service and/or other public services resulting from singular atmospheric and natural phenomena, strikes, turmoil, war, quarantine, epidemic, disease, etc.; in these circumstances, the economic burden remains the responsibility of the participants.

All expenses that participants may possibly face at any moment of the pilgrimage as a result of illnesses, accidents, hospitalizations and hospital stays, extraordinary transport, assistance, etc. and not covered by the insurance guarantees included in the total amount are also the exclusive responsibility of the participants.

18.5 It should be noted that the itinerary indicated in the program of each initiative is an editorial travel itinerary that must be considered susceptible to changes in progress due to requests from the participants, or because they are deemed appropriate/necessary by the assistant or consequent to particular situations that occurred locally.

19. Information and documents for participation in the pilgrimage

19.1 Participants acknowledge that O.R.P., through the information shown on the website www.orp.org, in these General Terms and Conditions, in the registration form, in the account statement and in the information documents delivered before departure (News sheet - Call sheet), provides all the general information required (i.e., destination, duration, details and contact details of the intermediary and organizer, price, advances, payment and revision methods, details of insurance coverage, types of transport, characteristics of hotel accommodation, itineraries, presence of guides and assistants, deadlines for complaints, etc.), as well as general information concerning the conditions applicable to citizens of EU Member States in terms of passport and visa, as well as health obligations (including Green Pass/molecular test/antigen test).

The participant, on the basis of these general information and on the basis of other more specific and updated ones that he/she will find (i.e., at the State Police, Police Headquarters, Embassies, Ministry of Foreign Affairs via the website www.viaggiare Sicuri.it, Operations Center ACI at number +39 06491115, Ministry of Health, WHO, etc. or, if a foreigner, at the competent authorities of the Country of origin), must ensure, in time, that the individual passport or identity document that he/she intends to use for expatriation is suitable and admitted by the Authority of the States to be visited. Moreover. He/she must be sure to be in possession of the certifications certifying the implementation of any health prophylaxis prescribed for visiting the pilgrimage destination. In this regard, it is recalled that the health emergency caused by COVID-19 in the world is not over; this situation means that, although the restrictions on travel to/from Italy have been lifted, it cannot be excluded that some Countries may still place limits on the entry of travelers from abroad or take restrictive measures, even impromptu ones.

It is, therefore recommended, to view the website of the Ministry of Foreign Affairs and International Cooperation and/or that of the Ministry of Health for **updated information on the security situation in the individual Countries and on the respective provisions and containment measures established by the local authorities.**

Similarly, foreign citizens will have to find the necessary and updated information through the competent authorities and/or the respective official government information channels.

It should also be noted that:

- the passport remains the main document for travel abroad;

- some Countries still do not accept the Italian identity card for expatriation, including the electronic one;
- Italian identity cards in paper format renewed with a stamp affixed by the Municipality of origin, those in electronic format renewed with the extension sheet issued by the Municipality and identity cards whose validity has been extended up to the day and month of birth may result in hardships, up to the rejection at the border.
- **Italian minors** must have a personal document valid for expatriation. For information on the legislation on the expatriation of minors, please refer to the information provided by the Ministry of the Interior via the State Police website.

For minors under the age of 14 and for those for whom authorization from the Judicial Authority is required, it is advisable to view the web page <http://www.poliziadistato.it/articolo/191/>.

For **foreign minors**, similar information must be obtained from diplomatic/consular representations.

- 19.2 Once the above has been verified, the party concerned will be required to provide O.R.P. the issuance and validity details of the document that will be used for expatriation. In this regard, it is recommended to provide the exact name shown on the document that will be used for departure (do not use nicknames); in fact, Opera Romana Pellegrinaggi cannot be held responsible and obliged to refund/compensate for any missed boarding at the time of check-in due to a mismatch between the name provided and used to purchase the travel document and that stated in the document. Any request for reissue of the travel document will remain the sole responsibility of the participant who will bear the expense based on what will be requested by the airline.
- 19.3 **No responsibility** can be acknowledged to Opera Romana Pellegrinaggi and no reimbursement/compensation will be due by it to anyone who cannot make a pilgrimage due to **lack/invalidity/irregularity of personal documents** for expatriation, or due to recurrence of **personal and/or health conditions deemed by the government authorities to be impediments to expatriation** or, in the case of a pilgrimage already underway, such as to make **repatriation or, otherwise, quarantine (sanitary detention) on site mandatory**, as well as in the event of voluntary interruption of the pilgrimage.
- 19.4 Before booking a pilgrimage, foreigners must inquire at the Consulates of the destination Countries about the documents and visas required and the timing for their release; O.R.P. does not assume responsibility, even of an economic nature, in the event of refusal or delay in the granting of any consular documents or visas by the competent authorities that may prevent participation in the booked pilgrimage.
- 19.5 As a result of the Schengen treaty, there will no longer be passport control for entry into the Countries adhering to the agreement. However, since security checks may still occur, you must always be in possession of a valid identification document.
- 19.6 O.R.P., before departure, will deliver or send a document (news sheet/call sheet) with definitive travel instructions to the address provided by the participant. If the document should not be delivered for any reason, it will be the concern of the participants to request it from O.R.P. in the 48 working hours prior to departure; its non-delivery cannot in any way be a reason for the tacit renunciation of participation in the pilgrimage.
- 19.7 You must always carry the European Health Insurance Card (Health Card/Tax Code) or, if a foreigner, another equivalent document, as well as the authorization documents relating to Covid-19 (such as the Green Pass).

- 19.8 **Please note that the regulations referred to may undergo changes after the publication of this document; for this reason, the participant will have to verify its validity with the appointed institutions and possibly adapt in the time needed for departure. In the absence of this verification, no responsibility for the missed departure can be attributed to O.R.P.**
- 19.9 During the pilgrimage, the participants must comply with the rules of normal prudence and diligence in addition to the specific rules in force in the destination Country of the pilgrimage, as well as follow the instructions provided to them by the guide.

20. Security in foreign Countries

Official information of a general nature on foreign Countries (relating to security, including health, the documents required for entry, etc.) is provided by the Ministry of Foreign Affairs through the website www.viaggiasesicuri.it or the Telephone Operations Center (+39 06 491115 available every day with voice service during the night) and are publicly available. Since these data are subject to changes and updates - especially in this period of epidemiological emergency from Covid-19 - the party concerned must consult these sources (or, if a foreign, other equivalents available in his/her Country of residence) and verify their formulation and the current situation.

21. Eligibility for pilgrimage - O.R.P. disclaimer

21.1 The pilgrimages of O.R.P. are open to all, but may not be suitable for everyone.

For this reason, before booking a pilgrimage, those interested are invited to consciously choose the itinerary.

It is advisable to inquire carefully about the typology and the particular characteristics of the pilgrimage (means of transport, transfer duration, climatic conditions, architectural barriers, walking itineraries...) since some itineraries and/or excursions and/or movements may not be easily accessible and may be uncomfortable for some people, as well as foresee journeys of several hours on unpaved and rough roads and/or the crossing of desert areas.

Opera Romana Pellegrinaggi points out that it does not have adequate personnel for the care and assistance of people with disabilities or reduced mobility for whom, therefore, if they choose to register for the pilgrimage, it will be necessary to be accompanied by family members and/or qualified personnel.

Those in need of specific medical assistance or with particular pathologies are recommended to make a careful assessment of their ability to participate in a pilgrimage - perhaps with the help of their own doctor - and to request in-depth information from O.R.P. In fact, it could be appropriate to obtain appropriate medical certifications in case of expatriation, as well as necessary to agree on useful methods to allow the pilgrimage to take place in safe conditions.

21.2 In the interest of each participant, O.R.P., on the basis of the particular information it becomes aware of, reserves the right to advise against registration in the pilgrimage and, if the registration has already been completed, to proceed with the reimbursement of the fee received.

21.3 O.R.P. will not be liable for any disservices caused by the failure or late reporting by the participant of the relevant invalidity or disability that requires dedicated services or assistance; moreover, it declines all responsibility if, during the pilgrimage, the physical conditions of the pilgrim prove to be unsuitable for the destination chosen.

22. Accommodations: matching and hotel classification

22.1 The rooms in the hotels are generally with two beds. Requests for single rooms are accepted without obligation, subject to hotel availability and according to

the order of registration; in case of lack of availability of single rooms, the pilgrim undertakes to pay the DUS (Double Single Use) supplement. In case of non-assignment (for one or more nights) the relevant supplement will be reimbursed pro rata. Single rooms are generally the least comfortable.

22.2 With the continuation of the health emergency, O.R.P. cannot accept individual registrations with accommodation in a double room and then matching with another registered person of the same gender. If two people have signed up for the pilgrimage asking to be accommodated in a double room and, subsequently, one of them renounces the pilgrimage, **the double room supplement for single use will be charged to the withdrawer.**

22.3 The official classification of hotel structures is provided on the basis of the express and formal indications of the competent local authorities.

It should be noted that the qualitative level of hotel services in some non-European Countries (i.e., Middle East and Asia) cannot be compared to that guaranteed in Europe, although the relative hotel classifications may be identical.

23. Means of transport

23.1 **Plane:** we use the major airlines, with the possibility of departure from all Italian airports. The names of the air carriers used for our pilgrimages are indicated in the call sheet and any changes, if known by O.R.P., will be communicated as soon as possible. Flight times may be subject to change by the airlines, even without notice; in any case, any change does not constitute an "essential element" of the pilgrimage.

It should be noted that all airlines, if necessary, may make use of other carriers for the execution of some flights while remaining responsible for on-board services, personnel control, maintenance and periodic checks on the aircraft.

It may, therefore, happen, where the replacement has been communicated by the airline close to departure, that Opera Romana Pellegrinaggi is unable to notify the participants of the replacement and that a flight that does not correspond to the livery of the aircraft is indicated on the call sheet.

It should be noted that the **registration in pilgrimages implies for the participant the conferment to O.R.P. of the mandate to purchase in his/her behalf the air tickets necessary to reach the chosen destination, as well as** - where the pilgrimage cannot take place due to restrictions connected to the health emergency from Covid-19 and/or other cause that constitutes an impediment and/or supervening impossibility - **to ask the airline for reimbursement of unused travel documents.**

Attention is drawn to the fact that travel tickets purchased by O.R.P. at a particular or promotional rate (such as low-cost flights or tickets for group rates) often do not provide for reimbursement in the event of missed departure or denied boarding.

Bus: the bus companies that we rely on use "Gran Turismo" coaches; in pilgrimages lasting more than five days, the rotation of places is foreseen according to a rotation system that everyone must observe.

Ship: we use leading shipping companies with "standard" cabin accommodation.

23.2 If the participant independently purchases the connection ticket (flight/train/bus) to reach the meeting point and/or departure point of the pilgrimage, **it is recommended to calculate a suitable amount of time. If the participant does not reach the meeting point fixed for the departure of the pilgrimage, due to delay and/or cancellation of the flight/train/bus purchased for the connection, Opera Romana Pellegrinaggi will not provide any refund and no liability can be charged**

to it.

The same principle must be considered valid upon return from the pilgrimage in the event that, due to unforeseeable circumstances, the arrival time is delayed with consequent loss for the participant of the connection with the autonomously purchased means of connection.

23.3 All pilgrimages of Opera Romana Pellegrinaggi departing from Rome Fiumicino Airport require accreditation with the contact person in charge at the meeting point set at International Departures, Terminal "T1", at the reception desk of O.R.P. (next to the Chapel); for departures by bus, from other airports and ports, the meeting point will be indicated on the call sheet.

24. Tourist tax, drinks and extras

The local authorities, both Italian and foreign, have the right to introduce the tourist tax and any other charges; if this occurs after the publication of the pilgrimage fees on the website, the relevant amount will remain the responsibility of the participant.

Unless otherwise indicated, drinks and extras are not included in the pilgrimage fee. All portorage is paid for by the pilgrim.

25. Baggage

They are entrusted exclusively to the care and attention of the owner and it is preferable that they are limited to a single suitcase. O.R.P. is not responsible for their possible loss or damage, except in the hypothesis in which the loss or damage occurred during the period in which the baggage was entrusted to the custody of the service providers included in the pilgrimage, who are required by law to be responsible for it (i.e., carriers); in these circumstances, the activation of the specific baggage policy remains valid. In this regard, **it is recommended to carefully read on the insurance card the provisions in the "Baggage" section and the fulfilments prescribed under the heading "Obligations of the insured being in the event of a refund request" (under penalty of inadmissibility of the refund request)**; in the absence or non-timely execution of the same by the participant in the pilgrimage, no responsibility can be ascribed to O.R.P.

26. Shopping during the pilgrimage

O.R.P. is not responsible in any way for problems of various kinds deriving from the purchase, during one's pilgrimages in Italy and abroad, of objects of particular value (commercial, artistic, religious, etc. such as for example paintings, carpets, jewels, icons etc.) or souvenirs in general. No spiritual assistant or lay animator or local guide is authorized by O.R.P. to recommend shops or shopping centers where to make purchases or to accompany pilgrims for their own personal purchases.

27. Pilgrimage insurance policies

27.1 O.R.P. has signed a general civil liability policy towards third parties to protect against any damage suffered by the participants during the pilgrimage, according to the provisions and maximum limits established by law.

O.R.P. also **offers pilgrimage participants an insurance policy, including Covid-19 coverage**, with the following guarantees:

- TRAVEL ASSISTANCE AND MEDICAL EXPENSES
- BAGGAGE
- TRAVEL CANCELLATION
- TRAVEL INTERRUPTION
- COVER STAY

It should be noted that, for some particular pilgrimages, stays in Rome and the "Omnia Vatican&Rome" and "OmniaforItaly" initiatives, insurance coverage is not provided.

27.2 For the complete text of the guarantees, the services, the obligations of the insured being, the terms and operating procedures, the exclusions, the ceilings and the deductibles, please refer to the Insurance Terms and Conditions and the Insurance Card (delivered before departure) that can be viewed on the our website www.orp.org, under the heading "General Terms and Conditions". An extract of the insurance coverage provided can be found on the registration form.

The Insurance Card must be known as to its content and carefully kept by each participant during the pilgrimage.

27.3 Please note that the **insurance guarantee is subject to precise and timely fulfillments by the pilgrim: failure to comply with which may result in the forfeiture of the right to benefits and/or the total or partial loss of the right to compensation.**

For the services covered by the ASSISTANCE AND MEDICAL EXPENSES WHILE TRAVELING, it is recommended not to take any action without first calling the operations center by telephone, to which it is necessary to report illnesses/accidents (albeit minor) at the time of the relevant occurrence. Any medical expenses incurred upon returning from the pilgrimage due to injuries that occurred during the pilgrimage but not reported will not be reimbursed.

27.4 **Each participant in the pilgrimage, in case of need, will have to relate personally with the insurance company and provide for the report of the accident and the subsequent procedures according to the indications contained in the Insurance Card.**

Claims for reimbursement and supporting documentation must be forwarded exclusively to the insurance company; **O.R.P. declines all responsibility for any documentation received that will not be taken into account or sent to the insurance company.**

28. Claims for the pilgrimage

Any failure in the execution of the pilgrimage program must be reported by the participant without delay, so that O.R.P., its local representative or the guide can promptly remedy it. Otherwise, no type of non-compliance can be contested. The participant must also - under penalty of forfeiture - file a complaint by sending a registered letter with acknowledgment of receipt no later than ten working days from the date of return to the place of departure.