

# LOURDES PILGRIMAGE

ARCHDIOCESE OF  
ST. ANDREWS AND EDINBURGH

6th - 13th July 2012

Departing Edinburgh Airport

Led by

Cardinal Keith Patrick O'Brien



 **Access Travel**

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# HOTELS

## Antipodes Resort Apartments \*\* (Self Catering)

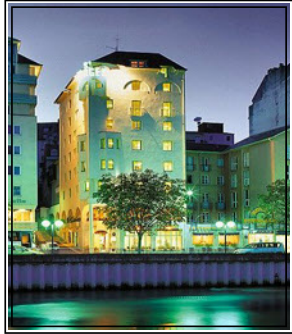


En suite facilities.  
Kitchenette and seating area  
Satellite TV  
Free Wi-Fi Internet Access Included  
Family Rooms,  
Breakfast Buffet {charge}, Lift  
Rooms/Facilities for Disabled Guests.

**Price £XXX.00 pp  
sharing a twin apartment**

Location:  
On the bank of the River Gave  
5 minutes level walk to the Domaine.  
Close to the Saint Frai Centre

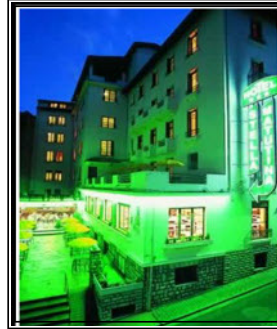
## Saint Georges \*\*\*



Air-conditioned bar  
Restaurant  
2 Lounges.  
52 en-suite bedrooms  
Duplex rooms available  
Lift  
Wheelchair access  
Location:  
On bank of the River Gave  
10 min level walk to Domaine.

**Price £772.00  
Single Room Supplement  
£123.00**

## Stella Matutina \*\*\*



Air Conditioned Restaurant  
Lounge  
Internet / Wifi access  
125 En-suite bedrooms TV  
Internet / Wifi access  
Wheelchair access  
Location:  
On a hill close to the Saint  
Frai Hospital,  
5 minutes to the Domaine

**Price £780.00  
Single Room Supplement  
£126.00.**

## Ariane \*\*\*



Air - conditioned bar and bedrooms  
Restaurant  
Lounge  
144 ensuite bedrooms  
Satellite TV

Location: Incline to hotel - very close to Saint Frai Centre 5 minutes walk to the Domaine.

**Price £799.00  
Single Room Supplement  
£171.00.**

## Irlande \*\*\*

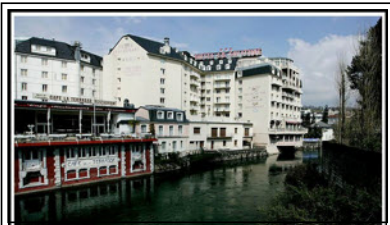


2 air conditioned dining rooms  
Bar  
72 ensuite bedrooms  
Satellite TV, Lifts.  
Wheelchair accessible.

Location: 250 mts to St Joseph's Gate and the Domaine

**Price £830.00  
Single Room Supplement  
£147.00.**

## Solitude \*\*\*



356 spacious ensuite bedrooms  
Riverside restaurants, Bar ,Lounge,  
Small heated indoor roof top pool  
Location: By the Gave, opposite Saint Frai Centre.  
3 minutes level walk to the Domaine

**Price £935.00  
Single Room Supplement  
£185.00.**

## Marie Saint Frai Centre Pilgrims

Pilgrims who wish to stay in the Marie Saint  
Frai Centre must contact :  
Booking Secretary,  
61 Hailes Gardens, Edinburgh EH14 0JN.  
Tel: 0131 441-1939  
**Price £749.00**

**Flight Only  
Price £441.00**

Includes flights, 20kg baggage allowance, transfers between  
the airport and the Antipodes. Insurance NOT included.

### Other Hotels

Please note if you have a particular preference for a Hotel not  
on our list we will happily check availability and quote you an  
individual price.

## WHAT IS INCLUDED

- ✓ Return flight Edinburgh/Lourdes.
- ✓ French departure tax; Passenger Service Charge; airport taxes and security charges; **£13 UK Air Passenger Duty & APC £2.50.**
- ✓ Lourdes town tax; UK and French VAT.
- ✓ 1 suitcase in the aircraft hold
- ✓ 1 piece of hand baggage MAX size 56cm long x 45cm wide x 25cm deep
- ✓ Airport coach transfers in Lourdes on arrival and departure.
- ✓ 7 nights' accommodation in Lourdes on full board basis in twin, double or treble en-suite rooms .
- ✓ Travel documents
- ✓ Services of Mancunia and Access couriers
- ✓ Insurance

## DOES NOT INCLUDE

- ✗ Supplement for single room [if available - singles are difficult to obtain and cannot be guaranteed].
- ✗ Catering onboard the flight - refreshments can be purchased or you may prefer to bring your own.
- ✗ Wines and beverages.
- ✗ Optional excursions.
- ✗ Transport to and from Edinburgh Airport.
- ✗ If applicable - visa fees, portorage, entrance fees, additional transport.
- ✗ Any applicable surcharge [*prices are based on exchange rate £1=€1.125 and government levies ruling at 25.11.11 and are subject to change in the event of additional government levies and/or substantial variation to the exchange rate and fuel costs.*]

## INSURANCE

Access Travel is a trading name of Mancunia Travel Ltd which is an Appointed Representative of Global Travel Insurance Services Ltd who are authorised and regulated by the Financial Services Authority. We offer a policy which is underwritten by ETI International Travel Protection the UK branch of Europäische Reiseversicherung A.G. Munich.

**The full policy wording will be sent to you with your confirmation of booking or a sample on request.** This insurance is only available to persons who permanently live in the UK.

### SUMMARY OF COVER

Cancellation or Curtailment up to £3,000  
Medical & Other Expenses up to £5,000,000:  
Personal luggage, Money & Valuables up to £2,000:  
Delayed Departure up to £3,000:  
Personal Liability up to £2,000,000:

Personal Accident up to £15,000:  
Hospital Benefit up to £300:  
Passport Expenses up to £200:  
Missed Departure up to £500:  
Legal Expenses up to £25,000:

### POLICY EXCESSES:

**Excesses apply to every claim and are detailed in the policy. These are doubled for persons aged 66 to 90 Increased Excess for Pre Existing Medical Conditions**

There is no need to advise us of your pre existing health conditions. Provision for the acceptance of all pre existing health conditions has been made by the application of increased excesses e.g. **Medical expenses** - For persons aged **65 years** or less the excess is increased to **£500**. For persons aged **66 to 90 years** the excess is increased to **£1,000**. You will also need to obtain confirmation from your GP of your fitness to travel.

### MAIN HEALTH EXCLUSIONS:

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

## FLIGHT SCHEDULE

Details are still to be finalised at the time of printing and we hope to these clarified when you receive your booking confirmation.

## HOW TO BOOK

Please read the 'Booking Conditions' on back cover, then complete the Pilgrimage booking form and return it to us at the address overleaf with £100.00 per person deposit, the applicable insurance premium/s and medical note/s if required. Please send full payment if you book after 13th May 2012.

## WHEELCHAIRS

As the airline can refuse to carry any wheelchairs, anyone who takes a wheelchair or needs one at the airports and/or in Lourdes must inform us **at the time of booking of this requirement.**

## EHIC

The European Health Insurance Card is an ESSENTIAL condition of the insurance and you must obtain this prior to travel. These can be applied for on-line, by phone or through your local Post Office

## PLEASE NOTE

**Owing to volatility of the pound on currency exchanges there could always be a possibility a currency supplement.**

**Please see our booking conditions**

# BOOKING CONDITIONS

Please read these conditions carefully **BEFORE SIGNING THE BOOKING FORM**, as your contract with Mancunia Travel Ltd (hereinafter called 'the Company') will become legally binding upon our receiving your signed booking form.

**1 All brochures, price lists, booking forms, acceptance forms and any other documents** issued by or on behalf of the Company are subject to these booking conditions. Any terms which are at variance with these booking conditions shall be considered invalid with regard to any contract to which these booking conditions shall apply. No agents or representatives are authorised to commit the Company to refund any monies or agree to any variation of any terms contained in these booking conditions.

## The Company's commitment to you

### 2 Your pilgrimage/holiday

We accept responsibility for ensuring that all component parts of the inclusive package you book with us are supplied to you as described in our publications and to a reasonable standard.

### 3 Price guarantee

Prices in our publications are valid at time of going to press. In the event of government levies and/or substantial variation to exchange rates and/or fuel costs on the basis of which your pilgrimage/holiday arrangements are costed, the actual price of your pilgrimage/holiday may be increased or decreased from that published by us, which we reserve the right to do. In this case we will advise you at the time of booking (or as soon as possible thereafter if the change occurs after your booking has been confirmed). We guarantee that our pilgrimage/holiday price will not be subject to fuel or currency surcharges within 21 days of your departure date and that even where fuel or currency surcharges are unavoidable we will absorb the first 2%. However your pilgrimage/holiday price is subject to increase at any time before departure in the event of a government levy or tax increase.

### 4 Confirming your reservation

On receipt of your signed booking form and deposit, we will confirm your reservation subject to availability\* and forward our confirmation, which is also our invoice detailing the total price of your pilgrimage/holiday and balance due. (\*If your chosen pilgrimage/holiday or any part of it is not available, we will offer the nearest alternative.) We reserve the right to refuse to accept any booking form or other application we receive.

### 5 If we change your booking

We plan the arrangements for our pilgrimages/holidays many months in advance and, although it is unlikely we shall make any changes, we nevertheless reserve the right to do so. Most changes are of a minor nature and we will inform you as soon as possible before your departure. However major changes may occasionally be necessary altering, for example, your UK departure airport, accommodation to that of a lower category or your flight time by more than 12 hours. In all cases of change you have a choice to either:-

- accept the changed arrangements as notified to you; or
- purchase another available pilgrimage/holiday at brochure price (see note 3); or
- cancel your pilgrimage/holiday and receive a full refund.

If a major change is made within 8 weeks of departure and after you have paid the full cost of your pilgrimage/holiday, we will also pay you compensation per person as follows, based on the date on which we notify you of the change:-

Over 62 days before scheduled departure date.....	Nil
32-62 days .....	£10
15-31 days .....	£20
0-14 days .....	£30

Compensation will not be paid where the change is either:-

- caused by force majeure (see note 9); or
- because the minimum number of persons, on the basis of whom your pilgrimage/holiday is costed, fail to make bookings and the Company notifies you in writing 31 days before your intended date of departure.

**NOTE: All airlines reserve the right to change their scheduled departure time. If the time difference is less than 12 hours and NO matter how inconvenient the new timings are, you DO NOT HAVE THE RIGHT to cancel and claim and refund. Unfortunately Mancunia Travel have no control under these circumstances.**

### 6 If we cancel your booking

We reserve the right in any circumstances to cancel your booking, but if this happens, we will notify you as early as possible. UNLESS the cancellation is caused by force majeure (see note 9), you will be entitled to either receive a full refund of all monies paid by you or book any other pilgrimage/holiday we have available (where the cost is less you will be credited with the difference, but where the cost is more you will be expected to pay the additional cost). In addition, in both cases you will be entitled to receive compensation in accordance with the scale shown in note 5, EXCEPT where the cancellation is due to either of the reasons indicated in notes 5(i) and 5(ii).

### 7 If we receive a written complaint from you after your pilgrimage/holiday

We give due and careful consideration to any complaints we receive and try to reach a settlement which is fair to both you and the Company. The Company will only accept liability if you can prove that the breach of contract or damage was caused by the omission/s or negligence (ie. failure to perform or improper performance of the service/s in question) of the Company, its employees, agents, suppliers or contractors. Liability in respect of service/s governed by international convention, eg. air or sea carriers, is limited in accordance with the applicable international convention/s. Liability will not be accepted for breach of contract or damage caused by your own fault; by a third party unconnected with the provision of the pilgrimage/holiday you book with us; or by force majeure or any other event or unforeseeable and unusual circumstance beyond the control of the Company, its employees, agents, suppliers or contractors, which could not be foreseen or forestalled or have been avoided, even with the exercise of all due care and diligence. In return for our acceptance of liability as stated here, as a condition of our contract you must comply with the procedure described in note 15. In the unlikely event that a claim cannot be resolved amicably between us, the matter can, if you so wish, be referred to arbitration.

**NOTE: The ATOL Protection Contribution (APC) of £2.50 per person cannot be refunded in any circumstances as this has already been paid to the CAA.**

### 8 Consumer protection

**The air holidays and flights** we operate are ATOL-Protected, since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 0138. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information, visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk).

**NOTE: The ATOL Protection Contribution (APC) of £2.50 per person cannot be refunded in any circumstances as this has already been paid to the CAA.**

### 9 Force majeure

The circumstances known as force majeure are unforeseeable and unusual circumstances beyond the control of the Company or its employees, agents, suppliers or contractors, the consequences of which could not have been avoided, even with the exercise of all due care. Force majeure will include technical or maintenance problems with transport, changes imposed by re-scheduling or cancellation of flights by an airline, closure or congestion of airports or ports, war or threat of war, terrorist activity, riots, civil strife, industrial disputes, natural and nuclear disasters, fire, epidemic or health risk, bad weather and similar events beyond our control. We will not pay compensation for any changes, damage or breach of contract which arise as a result of force majeure.

## Your commitment to the Company

### 10 Your reservation

In order to make a firm booking you must sign a Mancunia booking form, thereby accepting these booking conditions, and forward it to the Company with the appropriate payment (see note 12) and, if applicable, medical note/s stating fitness to travel at the time of booking as required to validate the insurance policy.

### 11 Your contract

Your contract with the Company becomes legally binding upon our receiving your signed booking form. The contract incorporating these booking conditions is governed by English Law and both you and the Company submit to the exclusive jurisdiction of the English Courts. (Claims for which the Company is not liable - see note 7 - are governed by the Law of and subject to the jurisdiction of the Courts of the host country concerned.)

### 12 Paying for your pilgrimage/holiday

The appropriate \*deposit and insurance premium per person must be forwarded to the Company with your signed booking form. (\*If you make a firm booking within 10 weeks of your departure date, you must pay the full pilgrimage/holiday cost at the time of booking.) Payment of the balance will be due by the date shown on our invoice and not less than 10 weeks before departure. If you do not pay in full 10 weeks before departure, we reserve the right to cancel your booking and cancellation fees as per note 14 will apply.

**PAYMENTS BY CREDIT CARD ARE SUBJECT TO A 2% HANDLING CHARGE.**

### 13 If you change your booking

You may lose any CONCESSIONS originally allowed.

If you wish to change the name of any passengers on the booking, this constitutes a cancellation and replacement booking. Cancellation fees as per note 14 will apply to the person/s no longer travelling and the new passenger/s must pay the requisite deposit, insurance premium and (if within 10 weeks of departure) balance of the tour price. Please note if you are booked on a "no frill" operator then a change of name or departure may also incur an increase in the price of the flight and therefore any such increase will be passed on to you.

If you wish at any time to change any other detail of the pilgrimage/holiday booked (eg. departure date, duration, hotel, etc), we will make every effort to comply and, if successful, will charge an administration fee. This fee may incur any increase in airfare levied by the airline. If you wish to make any such changes 70 or less days before your original departure date, we reserve the right, under certain circumstances, to levy cancellation fees as per note 14. If the change alters the dates of outward and/or homeward travel, a new insurance premium is required for all persons to whom the change applies. If we are unable to effect the changes you request and you cancel the booking, cancellation fees as per note 14 apply.

### 14 If you cancel your booking

If you or any member of your party wish to cancel your booking or part of it after it has been confirmed, you must notify us at once in writing. We will ONLY effect cancellation on receipt of written notice. A cancellation fee, payable by the signatory of your booking form immediately and without further demand, will be levied with effect from the date we receive written notice, in accordance with the scale below, as a percentage of the total pilgrimage/holiday price excluding insurance premium and Insurance Premium Tax, plus (if applicable) any additional costs levied by our suppliers:-

Over 70 days before departure date .....	Deposit
32-70 days .....	.25% or the deposit if greater
15-31 days .....	.50%
8-14 days .....	.90%
0-7 days .....	100%

We strongly recommend our full insurance protection which will, in most cases, under certain circumstances, cover against loss of deposit or cancellation fees.

### 15 If you have a complaint

We try our utmost to ensure that your pilgrimage/holiday is as enjoyable and stress-free as possible, but if you should have cause for complaint, this must be brought IMMEDIATELY to the attention of our representative or agent and IN WRITING to the supplier (eg. \*hotelier, coach operator, airline, etc), as most matters of this kind can usually be amicably settled on the spot. (\*Some of the Lourdes hotels listed in the current Mancunia pilgrimage brochure hold a 'Complaints/Appreciation Book' for this purpose.) Every effort will be made to resolve the matter at once, but if this proves impossible, a formal written complaint must be sent to the Company to arrive within 14 days of your return from your pilgrimage/holiday. We may require a form to be completed outlining your complaint. We cannot accept liability in either or both the following cases for any complaint or claim:-

- which we receive after the date specified above;
- which has not been reported AT ONCE during the pilgrimage/holiday both to our representative or agent and IN WRITING to the supplier.

Claims for compensation under EU Regulation 261/2004 in the event of long delay or cancellation of flights or denied boarding must be submitted in writing by the passenger direct to the airline. If the matter is not resolved to the passenger's satisfaction, he/she may pursue it with the Air Transport Users' Council.

