

TERMS & CONDITIONS FOR THE YOUTH PILGRIMAGE



1. General

- 1.1 The Walsingham Youth Pilgrimage is an event organised and run by The Shrine of Our Lady of Walsingham. They are assisted by 'Affinity' who are a professional events Management Company.
- 1.2 All attendees of the event (young people, leaders, members of the Ministry and Stewarding Teams, Affinity and Shrine Staff) must agree to adhere to the site rules and code of conduct. It is the group leader's responsibility to communicate these with all members of the group.
- 1.3 The Shrine of Our Lady of Walsingham and Affinity have the right to refuse admission or evict individuals or groups from the site due to unacceptable behaviour with the potential to cause damage, nuisance or injury.
- 1.4 The group leader takes responsibility for the care, behaviour and enforcement of site rules for all group members including other adults.
- 1.5 Group Leaders are responsible for their young people at all times during the pilgrimage to the Shrine, including Health & Safety. This implies that they should be capable of looking after them in an emergency at any time (i.e. sober) and the young people know to behave appropriately in a place of pilgrimage.
- 1.5 The Shrine of Our Lady of Walsingham and Affinity Events accepts no responsibility for any personal property, the general care of young people or travel arrangements during the event.
- 1.6 Groups shall be liable to pay for any damage caused to the Shrine's property and/or equipment hired caused by members of the group whether directly or indirectly. All costs shall be settled within thirty days of notification.
- 1.7 Group leaders/organisers shall refer to the Information Booklet and Safeguarding Checklist when arranging their pilgrimage. These documents explain what is required in order to ensure the highest quality experience in given by The Shrine of Our Lady of Walsingham and Affinity Events.
- 1.8 The Youth Pilgrimage is an event for young people and as such no alcohol is allowed on site.

2. Booking

- 2.1 Online bookings will close at midnight on Friday 12th July 2024. Any additional groups registering after this date must email schools@olw-shrine.org.uk to confirm availability.
- 2.2 Electrical hook-ups are available on request when booking. These must be booked before Friday 5th July 2024.
- 2.3 Day passes are available to purchase at the time of booking. Day Visitors must have a current (within the last 2 years) DBS certificate. A copy of this must be emailed to the Shrine before attendance.

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3. Terms of Payment

3.1 Payment must be made within 14 days of invoice and before the start of the event. If your ticket cost reflects a Supersaver or a Saver discount, **full payment must be made by the date shown below:**

Super Saver Rate: Deposit paid by 31/3/2024 and full payment by 31/5/2024

Saver Rate: Deposit paid by 31/5/2024 and full payment by 30/6/2024

Standard Rate: Deposit paid by 12/7/2024 and full payment by 19/7/2024

If full payment is not received by the date, unpaid bookings will incur the next price increase. You will not be allowed onsite if payment has not been made before the date and you have not communicated that to us. This includes day visitors.

3.2 Any deposits paid are non-refundable

3.3 Once payment has been made, places can be transferred to another person.

3.4 If you are unable to transfer to another individual, payment will only be refunded in extenuating circumstances. The Shrine of Our Lady of Walsingham will make the final decision as to what is considered an extenuating circumstance. Group Leaders should email schools@olw-shrine.org.uk to request a refund. The date of receipt of this email will be the date on which any refunds will be based.

3.5 Any refunds will be issued as follows:

- 30 days after purchase- full refund given
- Outside 30 days from purchase- no refund given (places can be transferred to another individual)
- No refunds will be given after 7th July 2024 as funds will have already been committed .

3.6 In the unfortunate event that the Youth Pilgrimage is cancelled, pilgrims will be offered a full refund. If only part of the event is cancelled. a partial refund will be offered.

3.7 The Shrine of Our Lady of Walsingham will not be held responsible for any other costs incurred by groups in the event of the event being cancelled such as travel costs. The Shrine of Our Lady of Walsingham would recommend taking out insurance to cover such eventualities.

3.8 The Shrine of Our Lady of Walsingham have the right to amend or alter the programme without being obliged to offer refunds to tickets.

4. Photography and Video recording

4.1 Throughout the event, The Shrine of Our Lady of Walsingham photographers will be taking photographs and video footage. All pilgrims consent to their image being used by their attendance at the event and by completing a consent form. It is the responsibility of the group leader to ensure the form is completed and to clearly notify the Director of Education (schools@olw-shrine.org.uk) if any pilgrims do not wish their image to be used. Further details are available on the consent form.

5. Safeguarding

5.1 The Shrine of Our Lady of Walsingham's safeguarding policy is available on the Youth Pilgrimage section of the website.