



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 'PH Production Services' who are a professional events Management Company.
- 1.2 All attendees of the event (young people, leaders, members of the Ministry and Stewarding Teams, PH Production Services 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 PH Production Services 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 PH Production Services 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 PH Production Services .
- 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 10th July 2026. 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 3rd July 2026.
- 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 (basic or enhanced). A copy of this must be emailed to the Shrine before attendance.



3. Terms of Payment

3.1 Booking and full payment must be made by 31/5/2026 to be eligible for the free places offer. If payment is not received by this date, the free place offer will no longer apply.

3.2 All Payments must be made by 10/7/2026. 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.

3.3 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. Refunds can be applied for via the booking website.

3.5 Any refunds will be issued as follows:

- 30 days after purchase- full refund given
- Outside 30 days from purchase- no refund given (except in extenuating circumstances. Places can be transferred to another individual)
- No refunds will be given after 20th July 2026 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 Engagement and 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.