



TERMS AND CONDITIONS

Important notice: Your registration for the WYD 2019 in Panama involves an agreement between you and those who provide the services. Please read all the information on this page since it sets out the conditions covering the travel and other services offered.

BOOKING AND PAYMENTS

Upon registration, a minimum deposit of \$500 must be provided. This deposit is non-refundable. The tour operator reserves the right to cancel your booking if payments are late and to charge the cancellation fees outlined below.

If you registered before February 10th, 2018, please abide by the following payment schedule:

PAYMENT	Deadline	F1	F2	F3	F4	SVF2	SVF3
1 ^e	26 FEB 2018	500	500	500	500	415 At registration	500
2 ^e	21 APRIL 2018	500	300	500	700		
3 ^e	19 JUN 2018	300	300	500	700		Balance
Dernier	20 SEPT 2018	Balance	Balance	Balance	Balance		

SVF3 : We can only guarantee the transfer between the host diocese and Panama City with a stop at the Panama Canal, but we must charge the 3 transfers in order to guarantee space on the motor coach.

CANCELLATION FEES

If you intend to cancel, notify your group leader immediately. Cancellation charges will apply based on the date when Spiritours received notice of cancellation from Mission Jeunesse.

Please fill out the following forms

- Formulaire de désistement Individuelle - JMJ Panama 2019 ENG
- Formulaire de désistement Groupe - JMJ Panama 2019 - ENG

Up to 120 days prior to departure: \$500 penalty + Insurance fee

120 to 90 days prior to departure: \$500 penalty + insurance fee + Registration to WYD + Registration to Missionary Week

Less than 90 days from departure: 100% non-refundable

Exception: For package SVF2 the penalty up to 90 days prior to departure is \$415 (total amount of the package) and for the package SVF3, the penalty up to 90 days prior to departure is the same as mentioned above up to the total amount of the package.

Changes: \$50 fee for any change of the passenger's name. Less than 90 days prior to departure, any change will be considered as a cancellation and the fees mentioned above will apply.

Extension: any extension request must be made over 90 days prior to departure. The extension request form must be completed by the tour leader. The additional fee from the airline will vary according to the date of return. Spiritours will charge a service fee of \$50.

INSURANCE

As a participant of the WYD 2019 with Spiritours, you have a full insurance coverage with Blue Cross (medical, trip cancellation and luggage) included in your package, except for package SVF2 and SVF3. It is the client's responsibility to read and understand the conditions, policies, and exclusions of the aforementioned insurance

INCREASE IN COSTS

The prices shown include the FICAV contribution of \$ 1.00 per \$ 1,000 of the purchased tourism product or service. All prices are based on the exchange rate of the US dollar as of January 1st, 2018. Except where otherwise noted, all prices are in Canadian dollars. Prices are subject to change up to 30 days prior to the departure date in the event of an increase in the price of fuel imposed by the carrier or an increase in the exchange rate by more than 5% since the date of publication of the travel price. If the travel price change is equal to or greater than 7% of the original price, you can ask to be refunded or exchange your trip for another, similar.

DOCUMENTATION

A valid [Canadian passport](#) is required for Canadians intending to visit Panama. The passport must be valid for at least three months beyond the date of your expected return from the country. Passengers that do not have their Canadian citizenship must contact the Panamanian authorities on entry and exit requirements. In the event that the passenger does not possess the documentation required by the authorities, the carrier reserves the right to refuse passage. Customs officials may ask you to show them a return ticket, and proof of travel/ medical insurance.
<https://voyage.gc.ca/destinations/panama>

FLIGHTS AND CARRIERS

All flight times, flight itineraries and carriers are subject to change with or without prior notice. We recommend that you contact the airline within 24 hours of departure to confirm your departure time. Flight check-in opens three hours before and closes 60 minutes prior to departure. The Tour Operator recommends that you check-in 3 hours prior to departure. The tour operator cannot be held responsible if you miss your flight or are denied boarding.

BAGGAGE

Each person is entitled to one normal sized piece of checked luggage. Weight restrictions normally vary between 20 and 32 kilos per person. We will advise you at least 30 days prior to departure of the exact restrictions of the airline.

COMPLIANCE

The passenger agrees to comply with any reasonable instructions issued by the Tour Operator or its representative relating to the tour. In the case a passenger has a detrimental behaviour towards other passengers or the suppliers and who persists in his behaviour despite a formal notice from the supplier or one of his representatives, the passenger will be expelled from the group and will have to assume all extra fees related to his behaviour such as lodging, food and transportation.

TOUR OPERATORS RESPONSIBILITY

The tour Operator makes arrangements with airlines, local tour operators, wholesalers, hotels, coach companies, and other independent parties to provide you with the travel services and other services you purchase. Although the Tour Operator takes great care in selecting these suppliers, the Tour Operator is unable and does not have any control over them and therefore cannot be responsible for their acts or omissions. The Tour Operator shall not be responsible for any loss, damage or injury, whether physical or mental, resulting from any delay, substitution of equipment, or any act, omission, negligence or commission of any party supplying any of the services or accommodation herein, its agents, servants, employees, subcontractors, or for any claims for such loss, damage, or injury, or from any cause that arises by reason of actions of parties other than the Tour Operator. No refunds or adjustments will be made for portions of the trip or attendant services not taken or used.



POLICIES CONCERNING PICTURES

During preparation events heading up to World Youth Days, during WYD and post-WYD, the pilgrim is aware that the Youth Ministry team may take pictures and videos of participants and will use them for promotional or communication purposes only (posters, videos, communications, etc.) Pictures will not be used in any way for commercial purposes.

MODIFICATION TO REGISTRATION INFORMATION

Please note that each modification requested following the online group or individual registration will incur a \$50 fee.

NAME ON REGISTRATION

It is the pilgrim's responsibility to ensure that the name on their registration is exactly as written in their passport, to avoid any situations while travelling. Please note that each modification requested following the online group or individual registration will incur a \$50 fee, even if MJ-Youth Ministry is the one that notices the discrepancy.

CODE OF CONDUCT

Each pilgrim as well as each young adult leader is expected to respect all rules set forth by the international WYD organization as well as the country in which it will be held. The appropriate attitude of respect begins right at the start of the pilgrimage preparation. Any participant who jeopardizes or puts the group in danger will not be permitted to participate in the pilgrimage. It is therefore imperative that each pilgrim be aware of and put into practice, certain disciplinary rules to assure proper order, from the beginning as well as during WYD in the host country:

Extreme, disturbing or violent behaviour is unacceptable and will not be tolerated at any time.

- ⇒ We reserve the right to refuse or expel any candidate if there is any lapse in acceptable behaviour, based on the rules laid out in the code of conduct or the law as described below:
- ⇒ If he/she is a suspect or found guilty of any legal infraction.
- ⇒ If he/she commits any major offense (consumption of illegal drugs, consumption of alcohol, aggression, theft, grievous disturbance, as well as any criminal activity).
- ⇒ For minor infractions, expulsion will occur following warning number 3 (*Minor infraction include* : *Not respecting the directives of the international WYD organization, partial or total absence from WYD activities, language or behaviour that negatively affects the positive experience of the pilgrimage, lack of collaboration by the pilgrim, etc.*)

In case of expulsion, the pilgrim will be sent back to Montreal immediately, at his/her own costs. If the pilgrim being expelled is a minor or a pilgrim with special needs his/her legal tutor or assistant will also be sent back to Montreal at their own costs.

Know that the law will be applied rigorously throughout our pilgrimage, and so pilgrims are encouraged to respect the rules and directives.

POLICIES ON CANCELLATION AND MODIFICATIONS

The first payment is used to secure a spot for the pilgrim on the airplane. Therefore, this deposit of \$500 is **NON-REFUNDABLE. NO EXCEPTIONS.**

First deposit is non-refundable but in extreme circumstances, it can be TRANSFERABLE so that another pilgrim can take the spot that has been paid. The exchange of money is done by the pilgrim who is cancelling and the new person taken his or her place. **Every transfer will cost an additional \$50.**

Once the name of pilgrim has been given to airline company and accommodation sites, the decision to cancel should be made with caution, as there is a **penalty to be paid** to the companies for a change of name at the responsibility of the pilgrim who is canceling. (Please see Spiritours Conditions)

The Youth Ministry office takes no responsibility in the change of names. It is the pilgrim's responsibility to ensure that the names are correctly written as written on passport.

INSURANCE

All packages (except SVF2 and SVF3) include basic insurance. The price of insurance varies according to the age of the pilgrim on the day of the registration

To be exempted from the cost of the insurances, pilgrims must provide to Mission Jeunesse – Youth Ministry Office a proof of insurance (a photocopy of the insurance policy.) The description of the insurance is not sufficient to the Youth Ministry's office.

****If you do not check off any box and/or do not submit any proof of insurance, the Youth Ministry office will understand this to be that you will take the insurance as indicated in the package. **NO CREDIT will be accorded. No modifications accepted once you have submitted your registration form.**

PAYMENTS

Option 1 : by credit card payment (PayPal - online only, at the time of registration)

- **During the online registration process**, you will be given the option to make your **first deposit** by credit card (via PayPal) for a *non-refundable* minimum amount of \$500.
- Please note that a **3% transaction fee** will be incurred on the total amount paid by credit card.
- **Please note that ONLY the FIRST DEPOSIT will be possible to place on a credit card. All remaining deposits must be paid by cheque (see below).**

Option 2 : by check (given in person by the group leader during the Group Leader gatherings or by appointment, depending on the payment schedule)

Please make all cheques payable to: CACRM – WYD Panama 2019

(CACRM : Corporation Archiépiscope Catholique Romaine de Montréal)

No payments in cash will be accepted

Registrations without the first non-refundable payment of \$500+insurance will NOT be accepted

MJ– Youth Ministry strongly recommends that the first non-refundable deposit be the responsibility of the pilgrim that wishes to participate in the WYD. We live in a world where circumstances and plans can change in an instant, and it is therefore necessary to promote commitment and protect your own personal investments. By inviting the pilgrims to pay for their own initial deposit, you are instilling a sense of responsibility and commitment from their part.