

FAQ - WYD REGISTRATION

Please consult the Terms and Conditions of Spiritours and Mission Jeunesse for complete information.

CONCERNING THE REGISTRATION PROCESS

1. Will I be able to register after the date that registrations are open?

Yes! But passed this date, Mission Jeunesse cannot guarantee that the chosen package will be available at the same price. An additional fee, determined by the Spiritours agency, could be charged after this date.

2. I am the group leader and I completed the first step of registration (Group Registration). Do I also need to register individually?

Yes! Group leaders will receive an email with a code that is unique to each WYD group, as well as the steps to follow for the individual registration of ALL WYD group members, INCLUDING the WYD Group leader!

3. If one part of the group registers today can another part of the group register afterwards?

If you want to ensure that your entire group travels and stays together, their payment and registration must be received at the same time. If such a situation happens, the Mission Jeunesse-Youth Ministry team will try its best but cannot ensure that the entire group will be able to travel and stay together.

4. I do not have a group code. What should I do?

Are you part of a WYD group? If so, please contact your group leader. Only the group leader can give you this code.

5. I do not know the email address of my group leader. What should I do?

Are you part of a WYD group? If so, please contact your group leader. Please note that you must use the email address that your group leader has provided during the registration of your group.

6. I do not have a group. Can I participate in international WYD?

Option 1: Form your own group

- *It only takes 3 people to form a group and proceed to the registration of your group!*
- *Consult our website for more information.*

Option 2: Contact MJ-Youth Ministry

- *MJ-Youth Ministry is also able to propose groups that are open to welcome pilgrims who do not belong to a group. However, there is no guarantee that we can find you a group.*

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CONCERNING THE INFORMATION ENTERED IN MY REGISTRATION

7. If I need to make a modification to my registration (group or individual), what should I do?

If you are a group leader, contact MJ-Youth Ministry at jmjwyd@diocesemontreal.org. If you are a pilgrim, please contact your group leader who will notify MJ-Youth Ministry of your request. Please note that each modification requested following the online group or individual registration will incur a \$50 fee.

8. Does the name that I enter in my registration have to match my name as written on my passport?

Yes! 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 contact your group leader if you need to change your name in your registration. 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.

9. I am going to change my passport before the date of departure. Do I wait until I receive my new passport before providing MJ-Youth Ministry with the photocopy of my passport?

NO. If you know that you will change your passport before the date of departure, please give us a photocopy of your current passport and be sure to provide us with a photocopy of the new passport as soon as possible.

10. I have my own insurance, but I forgot to indicate it when I was doing my registration. Is it still possible to have the granted credit insurance?

*NO. ***If during your registration, you do not indicate that you have your own insurance AND you give no proof of insurance, MJ-Youth Ministry will assume that you are taking the insurances indicated in the package. **No change will be accepted once your registration has been submitted.***

To be exempt of costs for insurance, you have to provide Youth Ministry with a proof of insurance (i.e. the photocopy of the insurance policy attached to the registration form – the description of the insurance is not enough.).

CONCERNING REFUNDS AND CANCELLATIONS

11. If, after having registered, I change my mind, can I get my money back?

No! The first payment of \$500 is used to secure a spot on the airplane and is NON-REFUNDABLE. Please read the TERMS AND CONDITIONS of Spiritours and Mission Jeunesse-YM as cancellation charges will apply according the date that Spiritours receives the notice of cancellation from MJ-Youth Ministry.

12. What happens if, at the last minute, I cannot leave anymore, can I find someone that could take my place?

For any modifications concerning the identity of the ticket holder, the airline company demands some supplementary compensation for the person that unregisters. In that case, the ticket is transferable to another person that will be part of the same group. The cost of the name transfer will be imposed on the person that decides to unregister, not on the «new» pilgrim. Please note that after the deadline indicated in the terms and conditions, a pilgrim who decides to unregister is considered as a cancellation. No transfer or reimbursement is possible after this date.

Please carefully read the Spiritours and Mission Jeunesse Terms and Conditions

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CONCERNING PAYMENTS AND DOCUMENTATIONS

13. What happens if I register online but I do not pay by credit card?

*You can pay by check. Make check payable to: CACRM – WYD Panama 2019 (CACRM: Corporation Archiépiscope Catholique Romaine de Montréal) and give it to your group leader who, in turn, will hand it over to Youth Ministry during the deposit sessions. Any registration **WITHOUT** the first non-refundable deposit of \$500 will **NOT** be accepted.*

14. Can I pay more than just the \$500 by credit card?

*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 **only the FIRST DEPOSIT will be possible by credit card if you register online**. Subsequent payments must be done by cheque.*

*You can pay any amount (minimum \$500) by credit card **ONLY** at this time. Subsequent payments are not available by credit card. Please note that a **3% transaction fee will be incurred on the total amount paid by credit card**.*

15. I do not want to register online, but I want to pay by credit card. What should I do?

It is not possible to pay by credit card at any time other than when you first register online.

16. What happens if I pay my first payment, but I do not give the necessary documentation?

Without the initial deposit of \$500 AND/OR without the required documents, we will not proceed with the registration! Please note that we will not proceed with the registration until we have received the first non-refundable payment of \$500, along with the required documentation.

Passport:

If you know that you will change your passport before the date of departure, please provide us with a photocopy of your current passport and be sure to give us a photocopy of the new passport as soon as possible.

Proof of insurance:

*If when you submit the registration form, you indicate that you have your own insurance but you do not provide MJ-Youth Ministry with any photocopy of your insurance policy, **NO CREDIT will be applied to your package price**.*

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CONCERNING THE CHOICE OF A PACKAGE FOR OUR GROUP

17. What about packages with limited spaces?

Please note that places are limited for certain packages. If you register your group and specify a number of pilgrims (including the group leader and his-her assistant) but you do not provide the first non-refundable deposit of \$500 AND the required documentation for EACH member of your group by the next WYD group leader meeting, or by appointment (according to your registration date), the places for the incomplete registrations will NOT be considered valid and will be lost and may be given to other groups.

18. What can we do if one group member is already in the host country and only wants to join the rest of the group when the Days in the Diocese start? Must he/she register with the rest of the group?

Yes! This participant must register with the rest of the group. In this case, from the price of the package, we will deduct the cost of the flight. BUT the participant has the responsibility of organizing, at his/her own cost, the transportation fees to the group's accommodation location. It is also his/her responsibility to find a way back to Canada after WYD. Spiritours and Mission Jeunesse WILL NOT reserve one-way tickets. Once again, to ensure that the group is not separated at any time, it is important that all group members register together.

19. What happens if one member of the group wants to come back a week after the rest of the group; can he/she make different reservations?

Extension requests must be made upon registration with the first payment or within deadline. See Terms and Conditions. An additional service fee will be applied.

20. Our group is interested in several packages. Can we choose two packages for our group?

*If you want to make sure that all the pilgrims in your group travel and live together, you must choose **ONE PACKAGE** for the whole group. You must register the pilgrims in your group and give their 1st payment of registration at the same time. A valid WYD group must have **ONE group leader, and must choose ONE common package. If you choose more than one package, the registration is not considered valid!***

SCENARIO TWO PACKAGES	The St. John Paul II group has 10 pilgrims who want to register for package 3 and 7 pilgrims who want to register for package 5. They must form two groups, each with their own group leaders, assistants to the group leaders, and guides.
Step 1 Online Group Registration	A group leader (" Group leader JP II F3 ") must proceed with the registration of the " St. John Paul II F3 " group.
	A second group leader (" Group leader JP II F5 ") must proceed with the registration of the group " St. John Paul II F5 ".
Step 2 Individual registration of group members	" Group leader JP II F3A " must make sure that all the 10 members of his " St. John Paul II F3 " group, including the group leader and his-her assistant, are registered individually.
	" Group leader JP II F5 " must make sure that all the 7 members of his " St. John Paul II F5 " group, including the group leader and his-her assistant, are registered individually.
Step 3 Provide payments and documentations of all pilgrims	" Group leader JP II F3 " must provide the complete payments and documentation of the 10 members of his group (including the group leader and his-her assistant) at the next meetings of the WYD group leaders.
	" Group leader JP II F5 " must provide the complete payments and documentation of the 7 members of his group (including the group leader and his-her assistant) at the next meetings of the WYD group leaders.

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AVOID ISSUES WITH YOUR GROUP'S REGISTRATION!

Please carefully read the following scenarios to avoid problems with you group's registration.

SCENARIO 1	
DISCREPANCY BETWEEN THE NUMBER OF PILGRIMS IN THE GROUP AND INDIVIDUAL REGISTRATIONS	
Step 1 Online group registration	<i>The group leader indicates 10 pilgrims (including the group leader and his-her assistant).</i>
Step 2 Individual registration of group members	<i>The group leader sends the unique code of his group, along with his email address to the members of his group, and 15 pilgrims want to register.</i>

Please note : You must specify the real number of pilgrims who belong to your WYD group, including the group leader and his-her assistant. Please note that only the number of people that you indicate in your group registration will be able to register individually during the next registration stage.

Please note that we will not proceed with the registration of the pilgrims until we have received the first non-refundable deposit of \$500, along with the required documentation. If the payments or the documentation are not complete, the registration is not considered valid!

- The unique code of each group can be used for a limited number to the number of pilgrims that you specified in step 1 (registration of the group). In this case, after 10 registrations, the code will expire.
- Only the people that you name in step 1 (registration of the group) can register individually. MJ-Youth Ministry reserves the right to cancel any individual registration if their names do not appear in the group list on which he/she registers.

SCENARIO 2	
INCOMPLETE DOCUMENTATION AND PAYMENTS	
Step 1 Online group registration	<i>The group leader indicates 7 pilgrims (including the group leader and his-her assistant).</i>
Step 2 Individual registration of group members	<i>The group leader sends the unique code to his group, along with his email address to the members of his group, and all the 7 members of his group (including the group leader and his-her assistant) register online individually.</i>
Step 3 Provide payments and documentations of all pilgrims through the group leader	<i>The group leader provides the complete payments and documents of 3 pilgrims only. Some payments and/or documentation for 4 pilgrims are missing.</i>

Please note : We will not proceed with the registration of each pilgrim until we have received the first non-refundable payment of \$500, along with the required documentation for the pilgrim. If the payments and/or the documentation are not complete, the registration of such person is not valid. In this case, only 3 pilgrims will be considered registered and 4 places will NOT be considered valid and will be lost and may be given to other groups.

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SCENARIO 3 INCOMPLETE DOCUMENTATION	
Step 1 Online group registration	<i>The group leader indicates 15 pilgrims (including the group leader and his-her assistant).</i>
Step 2 Individual registration of group members	<i>The group leader sends the unique code of his group, along with his email address to the members of his group, and all the 15 members of his group (including the group leader and his-her assistant) register online individually. All the 15 members of his group choose to pay the initial deposit (minimum \$500 non-refundable) by credit card through PayPal.</i>
Step 3 Provide payments and documentations of all pilgrims through the group leader	<i>The group leader provides the complete documentation of 12 pilgrims only.</i>

Please note : We will not proceed with the registration of each pilgrim until we have received the first non-refundable payment of **\$500**, along with the required documentation for the pilgrim. If the payments and/or the documentation are not complete, the registration of such person is not valid. In this case, only 12 pilgrims will be considered registered and the 3 places will NOT be considered valid and will be lost and may be given to other groups. In addition, the initial payments of the 3 people who have not provided their documentation are non-refundable, without exceptions.

SCENARIO 4 ADDING PILGRIMS TO AN EXISTING GROUP	
Step 1 Online group registration	<i>A group leader follows the 3 steps and registers 7 pilgrims in February.</i> <i>In June, the group wants to register 3 more pilgrims with their group.</i>
Step 2 Individual registration of group members	
Step 3 Provide payments and documentations of all pilgrims through the group leader	

Please note : If you want to ensure that your entire group travels and stays together, **their payment and registration must be received at the same time**. If such a situation happens, the Mission Jeunesse-Youth Ministry team will try its best but cannot ensure the availability of the package, or that the entire group will be able to travel and stay together.

In the case of this scenario, the Youth Ministry WYD coordination team cannot guarantee that these three pilgrims will be able to travel and live the pilgrimage with the rest of their group because it depends on flight availability.