

TERMS AND CONDITIONS

RESERVATION AND PAYMENT: A reservation is confirmed upon receipt of a \$500.00 deposit per person and a signed registration form. Full payment is due 60 days prior to your departure date. Full payment is required for bookings made within 60 days of departure. A late fee of \$50.00 applies for reservations made within 3 weeks of the departure date. A written confirmation of the reservation will be mailed to you once the deposit has been processed.

NAME AS PER PASSPORT (IMPORTANT): for security reasons, airlines require that the passenger's name in the air reservations must exactly match the name as it appears on the passport. The Croatian Mir Center is not responsible for denied boarding or issue costs due to an incorrect name supplied to the Croatian Mir Center. We recommend that you send us a copy of your passport along with your registration form to ensure that all reservations and documents are properly ticketed.

TRAVEL DOCUMENTS: a valid US passport is required for travel. Passport must be **valid 6 months after return date**. Citizens of other countries should consult with the corresponding embassy or consulate for visa requirements. Cancellations due to lack of appropriate travel documents will incur usual penalties. **IT IS HIGHLY RECOMMENDED TO KEEP A COPY OF YOUR PASSPORT IN YOUR BAG** in case your passport is lost during your trip.

FINAL DOCUMENTS AND TICKETS: All documents will be sent by USPS second day delivery two weeks prior to your departure. Upon receipt of your travel documents, you are responsible to check your itinerary, name, times and other important information.

PRICE GUARANTEE: the price is guaranteed if paid in full. The pilgrim is responsible for any increase in published airfare or costs due to exchange rate fluctuations.

CANCELLATIONS AND REFUNDS: All cancellations must be made in writing. **Cancellation fees and penalties will be deducted from your refund. 90 days or more prior to departure: \$200.00 per person. 60 to 89 days prior to departure: \$400.00 per person. 46 to 60 days prior to departure: \$800.00. 31 to 45 days prior to departure: 60% of package price. 15 to 30 days prior to departure: 80% of package price; 14 days prior to departure or no show: no refund.** No refunds are made for forfeited sightseeing excursions, transfers, accommodations or airline tickets. Refunds will be issued within 4 to 6 weeks after tickets have been returned and cancellation notice received.

For individual bookings, group deviations or bookings originating outside of the United States, the package becomes non-refundable once paid in full and tickets issued.

MEDICAL CONDITIONS: We can not guarantee special facilities or assistance for disabled pilgrims and it is your responsibility to arrange for such assistance as required. Most of our pilgrimages require a lot of walking and moving around. Croatian Mir Center is not responsible for any medical conditions that may occur prior, during, or after the trip.

AIR TRANSPORTATION: air transportation is in economy class on IATA-approved carriers. Fares are based on levels in effect at the time, and prices and schedules are subject to change without notice.

DEVIATIONS, REVISIONS, AND CHANGES: If you want to change your itinerary and/or dates of travel, there will be a \$75.00 deviation fee plus any difference in airfare that applies. No changes are possible once tickets are issued.

ACCOMMODATIONS: Prices are based on double occupancy. Single rooms are available for an extra cost (see itinerary for prices). If you do not have a room-mate, you must pay the single room supplement, unless we can find a compatible room-mate for you. A limited number of single rooms are available. No reductions are made for triple rooms.

SEAT ASSIGNMENTS: Random seats are assigned for all group participants. If you would like to secure a specific seat, or sit with a companion please advise us of such request at the time of booking, we will make an effort to accommodate you, however **we cannot guarantee**. If you must have a specific seat we recommend you to be at the airport at least three hours prior to departure and arrange the seat assignment with your airline's gate agent. **Bulkhead and exit row seating can never be requested prior to the day of departure.** Croatian Mir Center can never guarantee specific seats, which are at the discretion of the airline and are pending availability, subject to aircraft/seat map changes.

NOT INCLUDED IN PACKAGE PRICE: lunches, tips, items of a personal nature like taxis, telephone and laundry. Passport and visa fees.

BAGGAGE: The less the better and when in doubt, leave it at home! We recommend you to bring one suitcase and a small carry-on bag. The airlines' free baggage allowance is one checked piece not to weigh more than 50 pounds (any extra pieces or heavy bags will incur charges upon check-in). Hotel baggage handling is limited to one bag per person. The Croatian Mir Center is not responsible for the loss of, theft of, delay, or damage to a participant's belongings.

TRANSFERS: Our pilgrimages include group round-trip transfers at your destination point. Pilgrims who did not purchased the whole package and are arriving or leaving independently must transfer at their own expense. Please call the Croatian Mir Center to make arrangements and check on the additional costs.

MEALS: our pilgrimages include breakfast and dinner daily served at your hotel or guest house. There are no refunds for unused meals. Even though we can not guarantee, we will try to accommodate special meal requests on flights.

TIPPING: Tipping is recommended for good services to the bus driver and tour guide, approximately \$4 per person per day for the bus driver, \$5 to \$8 per person per day for the tour guide. And in Medjugorje \$7 to \$8 per person per day for the host family.

TOUR CANCELLATION BY OPERATOR: Seldom a pilgrimage departure may be cancelled for lack of participation. In such case, the operator's sole responsibility is to provide a full refund without any other liability whatsoever. The operator will have no responsibility for any conjunction tickets, non-refundable or otherwise, not purchased directly from the Croatian Mir Center.

RESPONSIBILITY AND LIABILITY: The Croatian Mir Center (CMC) acts only as agent for the airlines and tour operators, in all matters pertaining to transportation, hotel accommodations, and sight seeing tours. The airlines, hotels, land operators, and other suppliers providing services are independent contractors and not agents, employees or associates of CMC. Promoters are not agents, employees or authorized representatives of CMC. The passenger agrees that The Croatian Mir Center shall not be liable for any changes in flight schedules, delays, weather conditions, damages, inconveniences, losses (including personal injuries, deaths, and property losses) or expenses caused by acts or omissions of any person, including suppliers providing services, or for any acts of war, insurrection, revolts and other civil uprisings, military actions, strikes or acts of God occurring in either the country of origin, through passage, or destination.

CMC reserves the right to decline or accept or retain any person as a pilgrim participant, to make changes in the itinerary whenever the company deems it necessary to the comfort, convenience and safety of the pilgrim participants, and to cancel a pilgrimage at any time. A minimum number of 20 pilgrims is required or the pilgrimage is subject to cancellation. If CMC cancels a pilgrimage, it shall have no responsibility beyond the refund of all moneys paid to the company by the pilgrim participant. All published fares and prices are based on exchange rates and all fares and prices quoted at the time of publication are subject to change at any time.

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