



Lourdes

"Blessed are the poor,
for the kingdom of God is yours"

The 2019 Lourdes Theme

**TANGNEY
TOURS**
the pilgrims choice

The Annual Birmingham
Diocesan Pilgrimage
to Lourdes



25th - 31st May 2019

Led by Archbishop Bernard Longley



"Blessed are the poor, for the Kingdom of God is theirs." (Lk. 6:20)

Thank you for considering being part of our annual diocesan pilgrimage to the Shrine of Our Lady of Lourdes, especially if this is your first visit. Be assured, you will be amongst friends.

The above theme for pilgrims travelling to Lourdes from all around the world presents both a comfort and a challenge. Being poor is not appealing, all those who are poor share that opinion. Nobody likes to be poor. However, what is appealing and a great source of comfort is to possess the Kingdom of Heaven; "but only the poor may enjoy that privilege." (Madeleine Deilbrêl: The Joy of Believing.)

No pilgrim returns home from Lourdes without being changed in some way. The challenge for us is to follow the example of St. Bernadette, who

knew first hand material poverty and physical suffering. In spite of all this, she opened her heart to receive true riches from God through prayer and a deep love in serving others.

Whatever our personal burdens or illnesses may be, Lourdes enables us to de-clutter our lives and hearts of so many false riches and worries that we too may be open to receive riches from God. Only then it may be said: "You are not far from the Kingdom of God." (Mk. 12:34)

Gerry Breen

Canon Gerry Breen
Pilgrimage Director

Travel Arrangements

By Air

6 nights in Lourdes.

Departing Saturday, 25th May flying direct from Birmingham to Lourdes and returning Friday, 31st May. Prices start from £774 and include taxes and transfers from Lourdes airport to and from your hotels and full board accommodation. Flight times will be advised nearer the time of departure.

N.B: Flight and seat allocation is at the discretion of the pilgrimage organisers and priority is given to Accueil pilgrims and helpers.

By Coach

5 Nights in Lourdes.

Departs on Saturday, 25th May from various points in the diocese travelling to Dover for the short ferry crossing to Calais. Journeying through the night and arriving in Lourdes in time for breakfast on Sunday, 26th May. Prices start from £444 and includes coach travel from a dedicated pick up point, ferry and full board in the hotel.

We depart Lourdes after lunch on Friday, 31st May arriving back in the diocese on the afternoon of Saturday, 1st June.

About Your Accommodation

All the hotels used by the pilgrimage have en-suite facilities and good quality food. Prices tend to reflect the proximity of the hotel to the Grotto and do not necessarily indicate superior facilities. Single room supplements apply in all hotels and these prices vary depending on which hotel you select. Some hotels are more suited to pilgrims in wheelchairs, both in their interior design and their location. If you would like advice on a particular hotel, please contact either Tangney Tours or the pilgrimage administrator. Please see opposite page for further hotel details.

Assisted Pilgrims – Accueil Notre Dame

In 2019 our assisted pilgrims, who require 24 hour assistance from our Medical and Helper teams both on the journey and during the week in Lourdes, will be accommodated in the Accueil Notre Dame. The Accueil is neither a hotel nor a hospital but a modern building within the Domain which is designed to cater for those in need of medical care and support. It provides a warm, safe and welcoming environment for both our pilgrims and helpers.

Anyone wishing to be considered for a place in the Accueil should apply immediately to:

Lourdes Pilgrimage Office, Cathedral House,
St Chad's Queensway, Birmingham, B4 6EX.

Tel: 0121 230 6288

E-mail: lourdesadmin@rc-birmingham.org

NB. Our Medical Team will consider your application, taking into account all medical advice from your Gp and/or Consultant. They will also arrange for one of our nurses to make a home visit to complete a full medical assessment.

Late applications may be considered if places are still available.





Travel Insurance and the EHIC Card

Travel insurance (£33 per person) is essential and is a requirement. It is not just to cover medical costs but it covers you for cancellation, loss of baggage, accidents, loss of passport, travel delays and other incidents that may arise abroad. The cover we provide is suited to the tours we offer and is highly recommended.

The European Health Insurance Card (EHIC) is for people resident within the UK. The EHIC can be used to offset part of the medical treatment that may be required due to either an accident or illness whilst you are in Lourdes. It is important to note that it is not a substitute for travel insurance.

The EHIC is free and can be obtained by calling: **0300 330 1350** or visiting **www.ehic.org.uk**

Please check that your current EHIC card is still in date and valid until at least August 2019.

Medical Information

If you require support due to a disability, a known medical condition, or have a condition for which you are receiving hospital support and require accommodation in the Accueil please see the previous contact details.

N.B. Failure to disclose a medical condition may invalidate your travel insurance.

If you need assistance and wish to stay in a hotel, you must arrange to travel and stay with an able bodied carer. Alternatively you may wish to apply for a place in the Accueil where help will be provided.

Passports and Visas

All pilgrims must possess a full ten year passport which is valid up to 3 months after the return date of their pilgrimage. Please apply for your passport well in advance. Children of all ages, including babies, must have their own passports. They cannot be included in their parents passports. If you hold a non EU passport, please ensure that you apply for a Schengen VISA, if required. These can take up to 3 months or more to process - for further information please contact us.



Wheelchairs

Pilgrims wishing to bring their own wheelchair must indicate so on the booking form. Electric wheelchairs may be accepted, however, **please contact us to discuss this before completing your booking.**

Voluntary Helpers

Helping and caring for our less able pilgrims in the Accueil has always been central to our pilgrimage. If you would like to volunteer as a Helper please mark the appropriate box on the Booking Form and the relevant Head of Department will contact you.

In order to comply with Diocesan Safeguarding Guidelines ALL Helpers who are or will be 18 years of age before 1st June, 2019 must complete a Diocesan DBS form.

Please note that current Diocesan DBS's are still valid.



Tangney Tours Helpful Information

Hotel Information

The diocese has a tradition of using a number of hotels in Lourdes and many groups like to use regular hotels, as they have done in the past. We are holding space in all the traditional hotels for your groups and we would encourage you to mark their name on the booking form. If you would like some further information on this, please feel free to contact the diocesan office or Tangney Tours.

We are also offering a selection of hotels which we feel are excellent value and suitable for anyone who is travelling with the diocese, but is not associated with a particular group. These hotels are also available for groups that wish to change their previous hotel and also for new groups.

The Esplanade Eden Hotel:

This family run hotel is situated near the river Gave, the food is excellent and a warm welcome is assured. Ideally suited to young people.

Beau Site:

This is an excellent 3 star hotel on the flat, overlooking the river Gave. A smaller, very welcoming hotel with friendly staff who add a personal service. A firm favourite!

Mediterranée:

This is a modern hotel with rooms suitable for the less able pilgrim. Air conditioned throughout, excellent cuisine, large bar, outside terrace and meeting room situated by the river Gave.

The Padoue:

This hotel is designed for the 21st century with air-conditioning throughout. It is fitted with all modern aids for wheelchair users and the disabled. It is situated close to the Domain.

Child discounts are available, please contact the office for full details.

For further details please contact:

Lourdes Pilgrimage Office, Cathedral House,
St Chad's Queensway, Birmingham, B4 6EX.
Telephone: 0121 230 6288
E-mail: lourdesadmin@rc-birmingham.org
or contact Tangney Tours



e-mail: sales@tangney-tours.com

Booking Conditions

TANGNEY TOURS ABBREVIATED BOOKING CONDITIONS

PAYMENT

Once you have received your confirmation of booking, the balance of payment due must be sent to us two months prior to departure. If a booking is made within two months of departure, full payment must be made on receipt by the party leader of the confirmation invoice. This date is shown on the confirmation invoice. Reminders are not sent. If we do not receive all payments due (including any surcharge where applicable) in full and on time, we are entitled to assume that you wish to cancel your booking. In this case, we will be entitled to keep all deposits paid or due at that date. If we do not cancel straight away because you have promised to make payment, you must pay the cancellation charges shown under "Cancellation By You" below depending on the date we reasonably treat your booking as cancelled.

The party leader (who must be at least 18) is responsible for all those named on the booking and for making all payments due to us. All correspondence will be sent to the party leader at the address on the booking form or to your travel agent.

Credit cards are accepted at a nominal charge. There is no charge for debit cards.

SPECIAL REQUESTS AND MEDICAL CONDITIONS / DISABILITIES

If you have any special request, you must advise us at the time of booking. Although we will endeavour to pass any reasonable requests on to the relevant supplier, we regret we cannot guarantee any request will be met. Failure to meet any special request will not be a breach of contract on our part.

If you have any medical condition or disability which may affect your tour or have any special requirements as a result of any medical condition or disability (including any which affect the booking process), please tell us before you confirm your booking so that we can assist you in considering the suitability of the arrangements and/or making the booking. In any event, you must give us full details in writing at the time of booking and whenever any change in the condition or disability occurs. You must also promptly advise us if any medical condition or disability which may affect your tour develops after your booking has been confirmed.

FINANCIAL SECURITY

We hold an Air Travel Organiser's Licence issued by the Civil Aviation Authority (ATOL number 1220). When you buy an ATOL protected air inclusive holiday or flights* from us you will receive a confirmation invoice from us or via our authorised agent confirming your arrangements and your protection under our ATOL. In the unlikely event of our insolvency the CAA will ensure that you are not left stranded abroad and will arrange to refund any money you have paid to us for an advance booking. Please note: Not all holiday or travel services offered and sold by us will be protected by the ATOL scheme.

*The air inclusive holidays and flights we arrange are ATOL protected providing either the person who pays for the booking is present in the UK when the booking is made or the first leg of any flight(s) we arrange for you commences in the UK.

For further information, visit the ATOL website at www.atol.org.uk

CANCELLATION BY YOU

A cancellation by you will take effect on the date we receive this in writing. Cancellation of the whole booking requires notification by the party leader. We will apply the following scale of cancellation charges based on the period before departure notice in writing is received and where applicable, is expressed as a percentage of the total tour cost excluding any insurance premiums and amendment charges which are non-refundable in the event of cancellation.

Period Charge

Up to 56 days:	loss of Deposit
56 - 29 days:	50% of the cost (or deposit if greater)
28 - 15 days:	80% of the cost
14 days or less:	100% of the cost

Outline details of insurance cover arranged by Tangney Tours which includes cancellation cover are shown in our brochure and on our website.

REVISION OF TOUR PRICE AND CURRENCY

Our published prices are based on contracted air fares, hotel and transportation costs, existing airport taxes and current VAT rates in the countries concerned. All costs and charges are shown in our Booking Leaflet. Currency costs are recorded on the 1st October 2018 and based on the following: €1.12 = £1.00, \$1.30 = £1.00.

Note All bookings are subject to our booking conditions which appear on our website www.tangney-tours.com, in our main brochure and are available on request. These conditions provide for the payment of cancellation charges if you cancel and include limitations and exclusions of liability. Please ensure you have obtained and read these conditions before confirming your booking.

Travel Insurance

TANGNEY TOURS LTD - HOLIDAY INSURANCE

We have arranged with Global Travel Insurance Services Ltd a holiday insurance policy specially designed with our holidays in mind. This policy is insured by ETI - International Travel Protection (ERV), the UK branch of Europäische Reiseversicherung AG, who are Licensed by the Bundesanstalt für Finanzdienstleistungsaufsicht

(BAFIN - www.bafin.de) and approved by the Financial Conduct Authority to undertake insurance business in the UK. We summarise below the details of the insurance cover provided which also includes 24-hour emergency service from Towergate Assistance. The following is a brief summary of the cover available. Full details

of the cover, conditions and exclusions will be forwarded with your confirmation of booking. In any event you may ask for a specimen copy of the policy wording before booking should you wish to examine this in advance.

SECTION OF COVER	MAXIMUM SUMS INSURED AND / OR BENEFITS PER PERSON	MAXIMUM EXCESS PER PERSON
1 - Cancellation	Up to £3,000	£75 or more depending on your age and medical conditions. See the Special Conditions below.
2 - Travel delay	Delayed departure up to £60 (£20 after 8 hours and £10 per 12 hours delay thereafter)	No excess
3 - Personal accident	Up to £15,000 (subject to age)	No excess
4 - Medical and other expenses including curtailment	Up to £5,000,000 including £250 emergency dental treatment, additional accommodation, travelling/repatriation expenses if you are hospitalised or have to stay beyond your return date (limited to £1,500 for trips solely within the United Kingdom), £5,000 for return of body or ashes (limited to £2,500 for death in the United Kingdom), £2,500 for funeral expenses abroad, £100 for taxi fares and telephone calls necessarily incurred, curtailment costs up to £3,000 and additional travelling expenses if you have to return home early (limited to £300 for trips solely within the United Kingdom)	£75 or more depending on your age and medical conditions. See the Special Conditions below.
5 - Hospital benefit	£15 per day up to a maximum of £300	No excess
6 - Personal property	Up to £200 including loss or theft of your visa	No excess
7 - Loss of passport expenses	£200 (Non-UK)	Nil
8 - Personal liability	Up to £2,000,000	£250

A special feature of this insurance is that there is no requirement for you to declare your medical conditions. However to be covered for any medical conditions you have or have had, you must be able to comply with the following Special conditions:

1. No trip is booked or undertaken against medical advice or for the purpose of obtaining medical treatment.
2. If your health changes after the start date of your policy you must contact us to make sure that your cover is not affected.
3. If you have a medical condition, you must obtain written confirmation from your medical practitioner that there is no reason why you should not travel.
4. If you suffer from a terminal illness or any psychiatric illness, special provision is made to provide limited cover as follows if you are travelling to Lourdes only:

a. Under Section 4 - Medical and other expenses, cover will be provided to you subject to you:

- a. Having obtained and supplied to us your EHIC details prior to departure.
- b. Having obtained and supplied to us prior to departure written confirmation of fitness to undertake the intended trip having due consideration for your state of health, means of transportation and duration of trip from your medical practitioner.
- c. For terminal illness, having obtained prior to departure and supplied to us written confirmation of a prognosis greater than 28 days on the intended date of return home.
- d. A limit of £5,000 shall apply in respect of any repatriation expenses (caused by any medical condition, irrespective of whether it is terminal in nature).
- e. Section 5 - Hospital benefit is inoperative.
- f. Section 1 - Cancellation and the curtailment cover under Section 4 - Medical and other expenses is inoperative.

- e. The policy excess applying to the Section 4 - Medical and other expenses is increased to £1,500 but reduced to £500 where an EHIC is utilised.
- You must also refer to What is not covered in Sections 1, 4 and 5.

This policy is only available to residents of the United Kingdom. The definition of residents of the United Kingdom is any person who is staying in or has lived in the United Kingdom for more than 12-months, or if studying or working in the United Kingdom for more than 6-months. Please note that cover for Republic of Ireland residents is available upon application.

Tangney Tours Ltd is an Appointed Representative of Global Travel Insurance Services Ltd who is authorised and regulated by the Financial Conduct Authority (firm reference 305686) being permitted to advise and arrange general insurance contracts. Our status can be checked on the Financial Conduct Authority Register by visiting www.fca.org.uk or calling 0845 606 9966.



www.tangney-tours.com

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