

# Our Terms

**Terms and Conditions: Submitting any payment to Holy Land Tours and Travel, LLC for a pilgrimage package constitutes full and unconditional acceptance of the terms and conditions outlined below.**

**REGISTRATION:** To reserve your place on a pilgrimage, a \$250 non-refundable deposit (payable by cash, check, or money order) must accompany a completed registration form, submitted either by hard copy or online. Registrations are processed on a first-come, first-served basis and are confirmed only when both the deposit and all required information are received. Incomplete forms will not be processed until completed. Registration forms will be held for a maximum of three (3) days. If the deposit is not received within that time, the application will not be processed and the spot may be released to another participant.

**PILGRIMAGE PREPARATION MATERIALS:** At least one month before departure, participants will receive digital pilgrimage preparation materials via email. One week after returning, follow-up reflection materials will be provided. Groups may also request additional in-person resources led by a group leader, chaplain, or volunteer.

**PAYMENTS:** A \$250 non-refundable deposit is required at the time of registration. Electronic payments are subject to a 3% convenience fee. Full payment must be received 90 days prior to departure. Failure to meet the deadline may result in reservation cancellation and applicable cancellation fees. Returned checks will incur a \$50 non-refundable fee. Important: Your \$250 deposit must be received within three (3) days of submitting your registration form. Applications without timely payment will not be processed.

**TRAVEL INSURANCE:** We strongly recommend purchasing travel insurance. Plans are available on our website: [www.holylandtoursandtravel.com](http://www.holylandtoursandtravel.com). Please review your chosen policy carefully.

**CANCELLATION FEES AND REFUNDS:** All cancellations must be submitted in writing by email or letter. Refunds (if applicable) will follow the cancellation fee schedule provided with your invoice. If Holy Land Tours and Travel, LLC cancels a pilgrimage for reasons unrelated to safety, natural disasters, acts of God, terrorism, or other force majeure events, a full refund will be issued minus non-refundable third-party deposits. For cancellations due to the above-listed events, any payments made will be credited toward future services with Holy Land Tours and Travel, LLC. No additional refunds or compensation will be issued.

**AIR TRANSPORTATION:** Group airfare includes round-trip economy class tickets, which are non-refundable once ticketed. Frequent flyer miles cannot be used for group purchases but can be added at check-in. Airlines may impose penalties for changes or unused tickets. Holy Land Tours and Travel, LLC is not responsible for airline schedule changes, additional fees, or missed flights due to personal circumstances. Deviations from the group itinerary are not permitted. Seating requests should be made directly with the airline and are not guaranteed.

**ACCOMMODATIONS AND TRANSPORTATION:** Packages include accommodations in double-occupancy rooms with private bathrooms. A limited number of single rooms are available at an additional cost. Lodging will be provided in Deluxe Hotels, religious guesthouses, or similar accommodations. Ground transportation will be via private, chartered coach, accompanied by a local guide. If a participant does not have a roommate and no match can be made by the time of final arrangements, the participant must pay the single room supplement. If unwilling to pay, Holy Land Tours and Travel, LLC reserves the right to cancel the participant's reservation and refund any payments made.

**MEALS AND PERSONAL EXPENSES:** Two meals per day are included during the stay in the destination country. Meals on travel days and one daily meal are not included. No refunds will be provided for missed meals. Special dietary needs can be requested but cannot be guaranteed in all locations.

**TRAVEL DOCUMENTS:** All participants must have proper travel documentation. A valid passport with at least six months' validity beyond the return date is required for international pilgrimages. Travelers are responsible for obtaining any necessary visas or other documents. Non-U.S. citizens should check entry requirements based on their nationality.

**HEALTH CONCERNS:** We strive to accommodate participants with health concerns. However, participants must be able to walk, eat, and move independently, or bring a personal assistant at their own cost. Most destinations do not operate under ADA standards. Holy Land Tours and Travel, LLC does not guarantee access to all activities for those with limited mobility and does not offer refunds for missed activities due to physical limitations.

Due to the physically demanding nature of our pilgrimages — including extensive walking, standing, uneven terrain, and long travel days — participants requiring a wheelchair or mobility aid are not eligible to join group tours. A private pilgrimage experience tailored to your needs is recommended. Please contact us for personalized assistance.

**BAGGAGE:** Airlines typically allow one free checked bag on international flights; however, travelers must confirm directly with their carrier. Participants are responsible for handling their own luggage. We recommend bringing one checked bag and one carry-on. Holy Land Tours and Travel, LLC is not responsible for loss, theft, or damage to baggage or personal belongings.

**EXCLUSIONS:** The pilgrimage fee does not include passport or visa fees, meals not specified in the itinerary, beverages, personal expenses, travel insurance, baggage fees, or incidental costs.

**PHOTOGRAPHY:** Holy Land Tours and Travel, LLC reserves the right to photograph and film pilgrimage activities for promotional purposes. If you prefer not to be photographed, please notify us in writing before departure.

**LIABILITY DISCLAIMER:** Holy Land Tours and Travel, LLC acts only as a coordinator and is not liable for injury, loss, delays, or inconvenience caused by third-party providers including airlines, hotels, guides, or transportation companies. We are not responsible for damages due to weather, strikes, terrorism, illness, natural disasters, or other events beyond our control. Liability is limited to the cost of the pilgrimage package paid, less applicable cancellation fees.

**California Residents:** Holy Land Tours and Travel, LLC is registered as a Seller of Travel, CST #2136790-40. Registration as a seller of travel does not constitute approval by the State of California. This business maintains a trust account at U.S. Bank and is bonded through Seller of Travel Surety Bond #10142490 with Westfield National Insurance Company.

## Honoring the Shrine of the Divine Mercy A 13 Day Pilgrimage to Poland

with Fr. Victor Maristela  
from September 8th, 2026 - September 20th, 2026



### Day 1

Depart San Diego on your overnight international flight from to Warsaw. Enjoy onboard meals and rest to prepare for your pilgrimage.



### Day 5

Visit Poznan: Old Market Square, the Archcathedral Basilica of St. Peter and St. Paul, the center of the Old Town. Saint Mass in Poznan. Visit the Church of Peace in Jawor (Polish: Kościół Pokoju) is a wooden Evangelical Lutheran church of a wattle and daub structure, located in Jawor, Poland. Visit The Holy Trinity Church of Peace in Swidnica is the largest wooden Baroque temple in Europe and a historic religious building built under the agreements of the Treaty of Westphalia signed in 1648, which ended the Thirty Years' War. It belongs to the Swidnica parish of the Evangelical-Augsburg Church in Poland. The building has been on the UNESCO World Heritage List since 2001. Depart for Wroclaw for dinner and overnight.



### Day 2

Welcome to Warsaw, Poland! Arrive in the evening time, clear customs and meet with the guide in order to transfer to the hotel for dinner and overnight in Warsaw.



### Day 6

Meeting with the guide at the hotel reception desk and visit of Wroclaw: the Old Town with the Main Market Square, the Salt Square, and the Ostrow Tumski — the oldest part of Wroclaw — with its cathedral and the University of Wroclaw with the baroque Aula Leopoldina. Enjoy some free time and then depart for Czestochowa for dinner and overnight.



### Day 3

Meeting with the guide and visiting Warsaw: Walk a portion of the rebuilt fortifications of the Barbican. This semicircular military post once protected the Polish Kings. Continue to St. John's Cathedral, a coronation and burial site for the Dukes of Masovia. Stop at the Royal Palace, once the residence of the Polish kings. Pray in the Church of the Visitation of the Most Blessed Virgin Mary, one of the oldest surviving churches in Poland. The cornerstone was laid in 1410. Finish the day in the Old Market Square, taking in the tastes and shopping of Warsaw. Enjoy some free time in Warsaw and return to the hotel for dinner and overnight.



### Day 7

Visit the Czestochowa shrine, one of the most important places of the Catholic cult in Poland. Each year over four million pilgrims visit this place. In Jasna Gora monastery (lat. Mons Clara, eng. Luminous Mount) we can find the Black Madonna image which was so precious for Poles as they gave her the title of Queen of Poland. Saint Mass in Czestochowa Shrine. Visit the former concentration camp Auschwitz-Birkenau. The Auschwitz concentration camp was one of three camps that were part of the whole complex based near Auschwitz (in Polish Oswiecim). The second part of the complex was an extermination camp based in Birkenau (in Polish Brzezinka). The third part of the camp was the labor camp Monowitz (in Polish Monowice). Departure for Cracow for dinner and overnight.



### Day 4

Visit the monastery at Niepokalanow, known as the city of the Immaculate Mother of God. Depart for Swinice Warckie. Arrival to Swinice Warckie. Visit the Church in which St. Faustina - Apostle of Divine Mercy was baptized on 27 August 1905. Departure for Glogowiec. Visit Glogowiec of St Faustina's family home, which today belongs to the parish. Departure for Gniezno. Visit Primate's Basilica of the Assumption of the Blessed Virgin Mary in Gniezno - Gothic archcathedral church located on Lech Hill in Gniezno, first capital of Poland. Depart for Poznan for dinner and overnight.



### Day 8

Departure for Wadowice. Visit Wadowice: Museum of John Paul the II and his parish. Mass in Wadowice. Departure for Kalwaria Zebrzydowska. In the baroque basilica of Saint Mary of Angels, administered by the Bernardines living in the nearby monastery, one can see the miraculous image of the Blessed Virgin Mary of Kalwaria. Kalwaria was established in 1600 after the example of the Way of the Cross in Jerusalem. The painting of the Madonna was donated to the sanctuary in 1641. Around that time, a great number of Calvinian chapels were spread around the picturesque landscape of the Beskids. Departure for Cracow.

Check out the itinerary and register online today!

[www.holylandtoursandtravel.com](http://www.holylandtoursandtravel.com)

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## Day 9

Meeting with the guide and visit of Krakow: the Royal Castle Wawel (the visit of the cathedral and courtyard), the Market Place, the Clothmarket, the Saint Mary's church, the Jagiellonian University, the Florian's Gate, and Barbican. Free time and Departure for Divine Mercy Shrine. Visit Lagiewniki: The Sanctuary is situated in buildings of the monastery of the Congregation of the Sisters of Our Lady of Mercy. In this place, the Pope solemnly entrusted the world to the Divine Mercy. Visit John Paul's II Shrine in Lagiewniki.



## Day 11

Visit Zakopane – the capital of the Polish mountains. The visit includes the town's most popular street Krupowki, Sanctuary of Our Lady of Fatima in Krzeptowki (the church is a votive offering in thanksgiving for John Paul's II life saved from the assassination attempt). Mass in Krzeptowki Shrine. Dinner and overnight in Krakow



## Day 12

Guided visit to salt mine: the Wieliczka Salt Mine located about 13 km from Krakow's city centre, was built in the 13th century and was one of the oldest salt mines in the world (the table salt was produced until 2007). Guided visit to Nowa Huta – the former communist district, which was built after the Second World War next to the enormous steelworks that were 5 times bigger than Krakow's city center. This way Nowa Huta became a stronghold of „Solidarnosc” - a trade union that played a very significant role in the process of democratic changes in Poland.



## Day 10

Departure for Markowa. Visit the village of Markowa. Here, in 1944, a Catholic family was massacred by the Nazis for harboring two Jewish families. The family of Józef and Wiktoria Ulma was recently beatified by the Catholic Church to honor their sacrifice and piety. Saint mass in Markowa. Lunch break in Markowa or near Markowa. Departure for Krakow. Dinner in the hotel or in the restaurant.



## Day 13

Check out of hotel and prepare to transfer to the Krakow airport and enjoy a safe flight back home to share your memories with your loved ones.

*\*Mass/Service will be celebrated daily if possible\**

Tipping is an important part of the earnings for your team. To ensure a smooth and equitable process, we are collecting a total of \$18.00 per person per day. This amount is distributed as follows:

Tour Escort: \$8.00 per person per day Bus Driver: \$5.00 per person per day, Local Guides: \$3.00 per person per day, Restaurant Service Staff: \$2.00 per person per day.

We appreciate your cooperation and generosity in recognizing the hard work and dedication of the team who will be assisting you throughout your journey.

**\$5,595** per person

on double occupancy basis

**\$985** extra per single room

**\$500** extra per triple room

### The price includes:

- Round trip airfare, including all airlines/tax fuel surcharges
- Deluxe Accommodation hotels
- All hotels taxes
- 2 meal daily (Breakfast and Dinner) (including meals on plane)
- Land transportation by deluxe motor coach
- European Transformer Adapter (if requested)
- Comprehensive sightseeing with a bi-lingual licensed guide
- All entrance fees as per itinerary
- Daily Mass/Service (if requested)
- Portage at the hotel

### The price does NOT include:

- Trip cancellation protection (recommended)
- Passport & visa costs, if any
- Gratuities to the tour manager, guides, and driver
- Items of personal nature (hotel extras, laundry, phone calls)
- Meals not specific in the program (lunch, snacks, etc.)
- Room service meals in hotel (beverages, alcohol, etc)
- Items not specifically mentioned above
- Trip Insurance / Protection Plan
- Transportation to and from USA airport
- Professional pictures taken
- Food purchased at the airport

### Holy Land Tours and Travel

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Seller of Travel CST # 2136790-40

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# Cancellation Refund Policy

**Cancellation:** All cancellations must be received in written form (by letter or email). Cancellations are possible at any time but refunds will be subject to the cancellation fees at the rates listed on the invoice received by Pilgrims. If Holy Land Tours and Travels, LLC cancels the pilgrimage for any reason other than safety, security, natural disaster, acts of terrorism, acts of God, or any other circumstances beyond Holy Land Tours and Travels, LLC's control, Holy Land Tours and Travels, LLC will refund the entire amount paid minus any non-refundable deposits paid to third-party vendors. Holy Land Tours and Travels, LLC bears no further responsibility beyond the refund. In the event that you need to cancel your trip, we understand that it can be frustrating to lose out on your investment. That's why we advise you to purchase travel insurance that covers cancellation for covered reasons, medical expenses, and lost baggage. You have the option to purchase travel insurance from your preferred insurance agency, or through our website.

**Single Room Information:** In cases where a participant registers without a designated roommate, we will do our best to match them with another traveler. If no match is available by the time room assignments are finalized, the participant will be responsible for the additional cost of a single room. If they choose not to proceed with the single supplement, we will kindly cancel their reservation and issue a full refund of any payments made. If the participant refuses to pay the single supplement, Holy Land Tours and Travel, LLC reserves the right to cancel their participation in the pilgrimage and issue a full refund of any payments made, without further obligation or liability.

Please note: To secure your spot, the \$250 deposit must be received within three (3) days of submitting the registration form. Applications without timely payment will not be processed. A \$250 deposit is non-refundable.

### Refund Policy:

Once airline tickets (including upgrades) are issued, they are 100% non-refundable regardless of the cancellation date. If you cancel 90 days or more before the trip, you are eligible for a refund of 75% of the total trip price, minus the deposit. If you cancel between 89 and 60 days before the trip, you are eligible for a refund of 50% of the total trip price, minus the deposit. If you cancel between 59 and 35 days before the trip, you are eligible for a refund of 25% of the total trip price, minus the deposit. If you have any questions or concerns about the cancellation and refund policy, please do not hesitate to contact us.

### Cancellation Fees:

The cancellation fee is calculated as a percentage of the total trip price, not the amount paid to date. If the payments made at the time of cancellation do not cover the applicable cancellation fee, the traveler is still financially responsible for the remaining balance of that fee. Holy Land Tours and Travel LLC reserves the right to invoice and collect any outstanding cancellation fees.

CA Residence: Holy Land Tours and Travels, LLC has a CST license # 2136790-40. Registration as a seller of travel does not constitute approval by the State of California. California Law requires certain sellers of travel to have a trust account. This business has a trust account at U.S. Bank in the amount equals or more than the amount received from travelers. As well as Seller of Travel Surety Bond #369848K provided by Westfield National Insurance Company.

Check out the itinerary and register online today!  
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