

# 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 CONCERN:** 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.

## 9-Day Pilgrimage - Our Lady of Guadalupe Mexico with Fr. Frederick Kutubebi from August 10th, 2026 - August 18th, 2026

### Day 1

Today we leave SFO to board our flight to Mexico City. Upon arrival, we transferred to Puebla in time for latish dinner at the hotel.



### Day 2

We begin our day with Mass at the Chapel of the Rosary in the Church of Sto. Domingo. We then visit the Cathedral and other points of interest in Puebla with its beautifully colonial facades and interesting buildings. Lunch at a local restaurant and in the afternoon, visit the suburb of Cholula and the Indian Church in Sta. Maria Tonantzintla.



### Day 3

We depart Puebla for Mexico City, stopping en route at San Miguel del Milagro with its interesting history and engulfed in miraculous happenings. Continue to the nearby town of Ocotlan for Mass at the Shrine of Our Lady of Ocotlan, the site where Our Lady burnt her image in an oak tree. Time for a visit to the beautiful Church of San Francisco nearby. Continue to Mexico City, arriving in time for dinner on your own at the hotel.



### Day 4

This morning, we start off by visiting the Basilica of Our Lady of Guadalupe. Mexico is a Catholic Church, basilica, and National Shrine of Mexico which houses the cloak in which it contains the image of our Lady of Guadalupe. A stop will be made at the Plaza of the 3 Cultures (Tlatelolco) to see the Church of St. James where San Juan Diego was baptized. Continue to the Shrine to attend the Mass of the Roses.



### Day 5

This morning, we join Mass at the National Shrine (The Basilica of Our Lady of Guadalupe), and enjoy a full tour of the grounds. Continue to the pyramids of Teotihuacan to see the Pyramids of the Sun, the Moon, Quetzal Butterfly Temple, etc. Back to the hotel in time for a leisure dinner on our own.



### Day 6

This morning we departed to the City of Guanajuato. Enroute out of the city, Mass will be celebrated at the Basilica of Our Lady of the Remedies, with its large and interesting collection of "Milagros" and "retablos" from people grateful for favors received from Our Lady of the Remedies. Continue on to Queretaro (about 2 hours) for a brief city tour of the historic center, the seat of Mexico's Independence from Spain, and on to the picturesque town of San Miguel Allende with its spectacular mountain scenery, and popular among American and Canadian artists for its charm and colonialism. After lunch in town, depart for Guanajuato overnight.



### Day 7

Mass this morning will be at the Church of San Cayetano followed by a city tour of the most popular sights in Guanajuato — the University, Teatro Juarez, the local market, the underground streets, and the quaintness of this colonial city. Depart for Guadalajara, passing by San Juan de los Lagos, famous for its fascinating Shrine. Stop for a visit to the Shrine, and continue to Guadalajara.



## Day 8



This morning, we walked to Mass at the Cathedral, continuing along the Plaza Tapatio touristic area of Guadalajara. Other visits include the Libertad Market and Teatro Degollado. Then head for the suburb of Tlaquepaque for lunch on your own and time for shopping for local arts & crafts for which this town is famous. Farewell dinner at the hotel.



## Day 9

Today we board our flight home, carrying with us memories and keepsakes that will last a lifetime.

### ABOUT OUR LADY OF GUADALUPE

*Our Lady of Guadalupe is an aspect of the Virgin Mary who appeared to St. Juan Diego Cuauhtlatoatzin, an Aztec convert to Roman Catholicism, in 1531. According to the traditional account, Juan Diego was walking between his village and Mexico City on December 12, 1531, when Our Lady of Guadalupe appeared, speaking to him in his native Nahuatl language. She told him to build a church at the site.*

*When Juan Diego spoke to the Spanish bishop, the bishop did not believe him, asking for a miraculous sign to prove his vision's authenticity. The Virgin appeared to Juan Diego again and, although it was winter, asked him to gather flowers. Miraculously, Spanish roses bloomed right at his feet. When Juan Diego presented these to the bishop, the roses fell from his apron (the Tilma), and an icon of the Virgin was miraculously imprinted on the cloth. The bishop ordered a church built at once, dedicated to Our Lady of Guadalupe. The shrine of the Virgin of Guadalupe has proved extremely popular in Mexico ever since. Spanish missionaries used the story of her appearance to help convert millions of indigenous people in what had been the Aztec Empire.*

*Our Lady of Guadalupe still underpins the faith of Catholics in Mexico and the rest of Latin America, and she has been recognized as the patron saint of Mexico City since 1737. Her patronage continued to extend until it included all of America by 1946. Much of the recent increase in Marianism in the Catholic Church, including the call to recognize Mary as co-redemption, stems from the cult of Guadalupe.*

**\*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 will be 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.

**\$2,995 per person**

on double occupancy basis

\*\$975 extra per single room

\*\$500 extra per triple room

**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

### 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
- 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
- Government taxes and airline fees included

### Holy Land Tours and Travel

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

[info@holylandtoursandtravel.com](mailto:info@holylandtoursandtravel.com)

Seller of Travel CST # 2136790-40

Registration as a seller of travel does not constitute approval by the State of California.



Check out the itinerary and register online today!  
[www.holylandtoursandtravel.com](http://www.holylandtoursandtravel.com)

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