

# Sing the Hours

## PILGRIMAGE TERMS AND CONDITIONS

**Last updated:** *(you can insert date upon adoption)*

All pilgrims participating in a pilgrimage organized by **Sing the Hours** are required to read, understand, and agree to the following Terms and Conditions. These Terms and Conditions govern the agreement between **Sing the Hours** (“Sing the Hours,” “we,” “us,” or “our”) and any participant (“you,” “participant,” or “pilgrim”).

By registering for or participating in a Sing the Hours pilgrimage, you acknowledge that you have read, understand, and agree to be bound by these Terms and Conditions.

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### 1. AGREEMENT TO BE BOUND / CHANGES TO TERMS

By booking travel with Sing the Hours and/or participating in a Sing the Hours pilgrimage, you agree to be bound by these Terms and Conditions, together with any additional documentation we provide and any applicable terms and conditions imposed by third-party suppliers (including airlines, hotels, and transportation providers).

Sing the Hours reserves the right to amend these Terms and Conditions at any time. Any material changes will be communicated when reasonably practicable. The Terms and Conditions in effect at the time of travel or cancellation shall govern.

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### 2. ASSUMPTION OF TRAVEL RISKS

Travel involves inherent risks, including but not limited to illness, injury, delay, cancellation, political instability, weather events, acts of terrorism, and other unforeseeable circumstances. By participating in a pilgrimage, you voluntarily assume all risks associated with travel and participation in pilgrimage activities.

Sing the Hours makes no guarantees regarding safety or uninterrupted travel and cannot eliminate all risks associated with pilgrimage travel.

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### **3. PUBLIC HEALTH & COMMUNICABLE DISEASE RELEASE**

Participants acknowledge that exposure to communicable diseases, including but not limited to COVID-19 and other viruses, is an inherent risk of travel. Government restrictions, site closures, quarantines, or itinerary changes may occur with little or no notice.

By participating, you voluntarily assume all risks related to exposure, illness, or related complications for yourself and any minors traveling with you. Sing the Hours shall not be liable for any losses, injuries, or damages arising from such exposure or related travel disruptions.

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### **4. REGISTRATION**

Unless otherwise stated, individual pilgrims must complete a registration form and submit required deposits and payments directly to Sing the Hours. Registration is not confirmed until payment is received.

Group leaders are responsible for ensuring that minimum participation requirements are met, when applicable.

Sing the Hours reserves the right to refuse or cancel any booking at its sole discretion.

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### **5. PAYMENTS**

Pilgrimages require long-term planning and non-refundable deposits to third-party suppliers. Each pilgrimage has a specific payment schedule, which will be disclosed in advance.

Failure to submit payments according to the published schedule may result in cancellation of your reservation and forfeiture of payments in accordance with cancellation policies.

By authorizing payment, you agree not to initiate chargebacks or payment reversals except where legally required. Unauthorized chargebacks may result in collection of associated costs and fees.

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## 6. CANCELLATION BY PARTICIPANT

All cancellations must be submitted by email to [podcast@singthehours.org](mailto:podcast@singthehours.org) and are effective upon receipt. Refunds, if any, are governed by the cancellation schedule specific to each pilgrimage and by supplier policies.

Cancellation fees are assessed per participant. Third-party supplier charges (including airfare, lodging, and transportation) may be non-refundable and are not controlled by Sing the Hours.

100% refund if booking is canceled within 14 days of registration, as long as registration occurs 100 days out from trip or before. Fees for payment processing cannot be refunded, as those have already been remitted to payment processing companies.

We highly recommend purchasing travel insurance of some kind (some credit cards offer this) in the event of an emergency or illness that would preclude you from coming on the pilgrimage.

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## 7. DEPARTURE CANCELLATION DUE TO INSUFFICIENT PARTICIPATION

If Sing the Hours cancels a pilgrimage due to insufficient registrations or failure to meet minimum participation requirements, Sing the Hours will refund amounts paid directly to Sing the Hours within thirty (30) days of cancellation notice.

**Sing the Hours bears no responsibility beyond refunding amounts paid directly to Sing the Hours.**

This includes, without limitation, **no responsibility for airfare, airline fees, travel insurance, or any other third-party expenses**, regardless of when such expenses were incurred.

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## 8. FORCE MAJEURE

Sing the Hours shall not be liable for any loss, delay, damage, modification, or cancellation resulting from events beyond its reasonable control, including but not limited to Acts of God, natural disasters, pandemics, epidemics, government actions or advisories, border closures, transportation disruptions, labor disputes, war, terrorism, civil unrest, supplier insolvency, or other unforeseen circumstances.

In such events, Sing the Hours shall be excused from performance and shall not be liable for refunds beyond amounts paid directly to Sing the Hours, subject to supplier policies.

**No refunds or reimbursements will be provided for airfare or flight-related expenses under any force majeure circumstance.**

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## **9. AIRFARE AND FLIGHT TICKETS**

Unless expressly stated otherwise in writing, airfare is not included in the pilgrimage price and is purchased by the participant directly from an airline or third-party ticketing service.

**Sing the Hours does not guarantee the refundability of airline tickets under any circumstances.**

In the event a pilgrimage is cancelled, postponed, or modified — whether due to insufficient registrations, force majeure events, government actions, health emergencies, supplier issues, or other unforeseen circumstances — **Sing the Hours shall have no responsibility or obligation to refund, reimburse, credit, or otherwise compensate participants for airfare or flight-related costs**, including airline tickets, seat upgrades, baggage fees, or change fees.

Any refund, credit, or voucher related to airfare is governed solely by the airline's policies.

**Participants are strongly encouraged to purchase refundable airfare and/or travel protection coverage.**

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## **10. TRAVEL PROTECTION COVERAGE**

Sing the Hours strongly recommends that participants purchase travel protection coverage, including trip cancellation/interruption, medical coverage, and emergency evacuation.

Sing the Hours is not responsible for evaluating insurance coverage or for losses that could have been mitigated by travel protection.

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## **11. TRAVEL DOCUMENTS**

Participants are solely responsible for obtaining valid passports, visas, and any required travel documentation. Passports must be valid at least six (6) months beyond the return date.

Failure to obtain required documentation may result in denial of travel with no refund.

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## **12. HEALTH & ACCESSIBILITY**

Sing the Hours cannot provide individual assistance for walking, eating, or boarding transportation. Participants requiring assistance must travel with a companion at their own expense.

Accessibility varies by destination, and Sing the Hours cannot guarantee full accessibility of sites or activities. No refunds will be issued for inability to participate due to health or mobility limitations.

Sing the Hours reserves the right to exclude any participant deemed unfit for travel for safety reasons.

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## **13. BAGGAGE & PERSONAL PROPERTY**

Sing the Hours is not responsible for loss, theft, or damage to baggage or personal items at any time. Participants are responsible for portage and any airline baggage fees.

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## **14. MEALS & PERSONAL EXPENSES**

Meals are included only as specified in the published itinerary. Refunds are not provided for unused meals.

Personal expenses, beverages (unless noted), passports, visas, insurance, tips, and incidentals are not included unless expressly stated.

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## **15. PHOTOGRAPHY & MEDIA**

Sing the Hours reserves the right to photograph or record pilgrimage activities and to use such media for promotional purposes. Participants wishing to opt out must notify Sing the Hours in writing prior to departure.

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## **16. LIMITATION OF LIABILITY**

Sing the Hours acts solely as a pilgrimage coordinator and utilizes independent third-party suppliers. Sing the Hours is not liable for acts, omissions, negligence, or defaults of any supplier.

To the fullest extent permitted by law, Sing the Hours disclaims liability for injury, illness, loss, damage, delay, or inconvenience arising from participation in a pilgrimage.

Sing the Hours' total liability shall not exceed the amount paid directly to Sing the Hours by the participant.

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## **17. GOVERNING LAW & DISPUTE RESOLUTION**

This Agreement shall be governed by and construed in accordance with the laws of the **State of California**.

Any dispute arising out of or relating to this Agreement shall be brought exclusively in the state or federal courts located within the State of California. Participants waive any objection to venue or jurisdiction.

Participants agree to bring claims only in their individual capacity and waive participation in class or representative actions. Punitive, consequential, and special damages are expressly waived.

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## **18. ENTIRE AGREEMENT**

These Terms and Conditions constitute the entire agreement between Sing the Hours and the participant and supersede all prior representations or agreements.