



# Terms & Conditions

*Effective date: October 1, 2025*

## 1) Definitions

“Company,” “we,” “our,” and “us” mean AMDG Travel, LLC. “You,” “traveler,” and “pilgrim” mean the trip participant. “Tour” or “Pilgrimage” means the complete travel program you purchase from us, including any optional extensions. “Supplier(s)” include airlines, hotels, motor-coach companies, guides, cruise lines, DMCs, and other vendors.

## 2) Pricing & Inclusions/Exclusions

**What’s included** (as listed on your specific itinerary): lodging, breakfasts (and other meals if specified), ground transportation, guiding, admissions, and group spiritual programming (when applicable).

**Not included** unless explicitly stated: airfare, airline baggage fees, seat selection, passport/visa fees, vaccinations, personal expenses, beverages, laundry, tips (unless stated), travel insurance, and anything “not listed as included.”

**Price basis:** All prices are in U.S. dollars and are based on double occupancy and current exchange rates, taxes, and supplier costs. We reserve the right to adjust the price for significant increases in taxes, fuel, exchange rates, or supplier costs. If a surcharge exceeds 10% of the tour price, you may cancel for a full refund of amounts paid to AMDG Travel within 7 days of notice.

## 3) Deposits, Payments & Late Balance

To register for a tour or pilgrimage, a deposit (amount listed on your specific trip’s registration page) is required to hold your space. The refundability of deposits and any refund-deadline dates are specified on the registration page or invoice for each individual trip. If stated as refundable, deposits remain fully refundable until the date listed for that specific program.

All payments made prior to the final payment date are considered advance payments and are not earned by AMDG Travel, LLC until the tour or pilgrimage takes place. These amounts are held as customer deposits / unearned revenue and remain subject to the delivery of future travel services. Final payment is due as listed on your registration page or invoice (typically 90 days prior to departure). Reservations made after the final-payment date require payment in full at booking.

## 4) Rooming & Single Supplement

Tour prices are based on double occupancy. If you request a roommate, we will try to match you, but we cannot guarantee success. If we cannot confirm a roommate by the final-payment date, or if your roommate cancels, the single-room supplement will apply. Triple rooms may be limited and typically consist of a double/twin room with a rollaway.

## 5) Itinerary Flexibility & Substitutions

Pilgrimage involves variables. Local religious or national holidays, liturgical schedules, weather, strikes, traffic, capacity limits, or other events may require changes to the order of visits, timing, or omission of certain sites. We may substitute comparable hotels, routes, or services when necessary. We will make every reasonable effort to deliver the overall experience described.

## 6) Cancellations & Refunds (Traveler)

All cancellations must be submitted in writing (email accepted). Unless otherwise stated on your trip's registration page or invoice, the following refund practices apply to amounts paid to AMDG Travel, LLC:

**Prior to the deposit refund deadline** (as listed for each trip):

- *Refund of all refundable amounts paid*, subject to the refundability terms on that trip's registration page.

**After the deposit refund deadline and before the final payment date:**

- Refundability follows the terms listed for the specific trip.

**From final payment date to 31 days prior to departure:**

- 50% of the total tour price is non-refundable unless otherwise stated.

**30–0 days prior or no-show:**

- 100% non-refundable.

If travel insurance was purchased, you may be able to file a claim with the insurer for covered reasons. Refunds, when applicable, are issued to the original form of payment.

## 7) Cancellations & Significant Changes (Company)

We may cancel a tour for reasons including but not limited to: insufficient enrollment, force-majeure events, government actions, or supplier failure. If we cancel, you will receive a full refund of amounts paid to AMDG Travel, LLC, less any non-recoverable supplier amounts we have already paid on your behalf (*we will provide documentation*). This shall be your sole remedy. We are not responsible for costs outside the tour (e.g., airfare not purchased through us, visas, or other personal arrangements).

## 8) Air Arrangements

If airfare is not included, you are responsible for arriving/departing as specified. We are not liable for flight delays, schedule changes, missed connections, or baggage issues. If you book your own flights, do not purchase non-refundable tickets until the tour is confirmed to operate. If you purchase flights through us or our partners, airline contracts of carriage govern your rights.

## 9) Travel Insurance (Strongly Recommended)

We strongly recommend comprehensive travel insurance (trip cancellation/interruption, medical, and emergency evacuation). We may recommend a preferred provider; however, you may purchase any policy you wish. Insurance is a contract between you and the insurer; claims must be filed directly with the insurer per its rules and deadlines.

## 10) Health, Fitness & Special Needs

By registering, you certify that you are physically and mentally able to participate in a group pilgrimage with moderate walking, uneven surfaces, stairs, and varying weather. Many historic

churches and old-town centers are not ADA-compliant. We will reasonably accommodate special requests when possible but cannot guarantee specific medical, dietary, or mobility accommodations. You are responsible for bringing and managing any necessary medications and devices.

## **11) Passports, Visas & Entry Requirements**

You are responsible for possessing a valid passport (with the required validity beyond return date), visas (if applicable), and compliance with all entry/health regulations of the countries visited. Failure to comply is not grounds for a refund. We are not responsible for decisions of immigration or security authorities.

## **12) Code of Conduct & Faith Context**

AMDG Travel pilgrimages often include Mass, prayer, and visits to sacred sites. Out of respect for hosts and fellow pilgrims, you agree to modest dress where required, punctuality, and courteous behavior. We reserve the right to remove a participant from some or all portions of the tour—without refund—if that person’s conduct is unsafe, unlawful, or materially disruptive to the group or the spiritual nature of the program.

## **13) Baggage**

Baggage allowances and fees are set by airlines. You are responsible for keeping valuables with you. We are not responsible for loss, theft, or damage to baggage or personal items. Consider insurance coverage for baggage and personal effects.

## **14) Tips/Gratuities & Donations**

When tips are included, this will be stated on your itinerary. When not included, customary gratuities for guides, drivers, and hotel staff are at your discretion. Donations at churches or shrines are voluntary unless otherwise specified by the local host.

## **15) Advance Payments, Revenue Recognition & Accounting Disclosure**

Payments made for a future pilgrimage, including deposits and interim payments, are treated as advance payments and not as earned revenue until AMDG Travel delivers the associated travel services.

Accordingly:

1. All amounts paid prior to the pilgrimage’s start date are considered “customer deposits” or “unearned revenue.” These funds represent AMDG Travel’s future obligation to provide travel services.
2. No portion of these payments is earned, or becomes non-refundable, until the dates specified in Section 6, or until the commencement of the pilgrimage, whichever applies.
3. In accordance with IRS Revenue Procedure 2004-34, AMDG Travel, LLC may elect to use the one-year deferral method for advance payments, recognizing revenue no earlier than the taxable year in which the pilgrimage occurs.
4. If AMDG Travel cancels a pilgrimage, all customer deposits and advance payments will be refunded in full, less only non-recoverable supplier amounts actually paid on your behalf, for which documentation will be provided.

5. Until the pilgrimage begins, payments remain the property of the traveler subject to the terms of this agreement and are recorded as liabilities on AMDG Travel's books.

## **16) Supplier Responsibility & Limitation of Liability**

We arrange services with independent Suppliers who are not our employees or agents and who operate under their own terms. We are not liable for any act, error, omission, negligence, or default of any Supplier or third party. To the fullest extent permitted by law, our maximum liability shall not exceed the amount you have paid to AMDG Travel for the specific tour giving rise to the claim.

## **17) Assumption of Risk & Release**

Travel—especially international and pilgrimage travel—carries inherent risks, including illness, injury, property loss, strikes, schedule changes, acts of God, terrorism, unrest, and governmental actions. By participating, you assume these risks and release and hold harmless AMDG Travel, LLC, its officers, employees, and representatives from claims arising from such risks except to the extent caused by our gross negligence or willful misconduct.

## **18) Force Majeure**

We are not liable for failure or delay in performing our obligations when caused by events beyond our reasonable control, including but not limited to acts of God, natural disasters, epidemics, public-health emergencies, strikes, labor disputes, war, terrorism, civil commotion, government actions, power failures, or severe weather.

## **19) Photos, Video & Testimonials**

You grant AMDG Travel a royalty-free license to use photos, video, or testimonials (“media”) taken during the tour that include your likeness for promotional purposes, unless you opt out in writing before departure. If you choose to opt out, you must provide two (2) current photographs of yourself so that we may identify you in said media.

## **20) Privacy**

We collect and share only the personal data necessary to operate the tour and comply with laws and regulations (e.g., with airlines, hotels, insurance partners, and local operators). We safeguard data using reasonable administrative, technical, and physical measures. See our Privacy Policy for details.

## **21) Complaints & Claims**

Please notify your tour leader immediately of any issues so we can assist you in real time.

Written post-tour complaints must be received within 30 days of the tour's end. Failure to notify us in a timely manner may affect our ability to investigate and resolve your concern.

## **22) Governing Law; Dispute Resolution**

These Terms are governed by the laws of the State of Maryland (without regard to conflicts-of-law rules). Any dispute shall be resolved in the state or federal courts located in Maryland, and

you consent to jurisdiction there. *Optional:* By registering, the parties agree first to attempt good-faith mediation in Maryland prior to litigation.

## **23) Eligibility & Minors**

Participants must be 18+ unless traveling with a parent/guardian who assumes full responsibility and signs all required forms. Some activities or rooms may require adults only.

## **24) Entire Agreement & Updates**

These Terms, together with your itinerary, invoice, and any signed waivers, form the entire agreement between you and AMDG Travel. We may update these Terms from time to time; the version in effect on the date you make final payment applies to your booking.

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### **Traveler Acknowledgment**

By registering and/or making payment, you confirm that you have read, understood, and agree to these Terms & Conditions, including the itinerary flexibility, cancellation policies, and assumption of risk.