

GENERAL TERMS AND CONDITIONS Updated December 17, 2025

Liability

“**PROMOTORA DE SERVICIOS CATÓLICOS, S. de R.L. de C.V.**”, acting under the trade name “**PEREGRINACIONES.MX**”, with its fiscal and commercial address at **Martín Casillas 224, Colonia Ladrón de Guevara, ZIP Code 44600, Guadalajara, Jalisco, Mexico**, acts as an intermediary between you, “**THE PILGRIM**,” and the contracted travel services—including air and ground transportation, hotels, guides, museums, and travel insurance.

Accordingly, it is not responsible for cancellations, fare increases, breaches, or refunds carried out by these companies or institutions against your interests or the agreements described in these Terms and Conditions.

Nevertheless, as a jointly liable party, **Peregrinaciones.mx**, in the event of any breach of these commercial agreements, will endeavor by all available means—including legal action when appropriate—to obtain reimbursement of all amounts paid by you, in the same currency in which payment was made. Our primary objective, however, is for you to receive, as soon as possible, the contracted travel service with the characteristics of a Catholic pilgrimage.

Peregrinaciones.mx is not responsible for events arising from acts of God or force majeure, climatic phenomena, or natural events occurring before or during the pilgrimage that prevent, delay, or otherwise hinder the full or partial execution of the agreed services.

Acceptance of the Terms and Conditions

Although continuing with the registration and enrollment process requires you, **the pilgrim**, or your representative, to digitally sign these Terms and Conditions, for all legal purposes the **first deposit** made toward your pilgrimage constitutes clear evidence of your knowledge and acceptance of these Terms and Conditions.

Definitions

Ground Services: All services included in the pilgrimage program, except air transportation.

Air Services: The set of flights/air tickets included for the entire itinerary, generally under group fare conditions and restrictions.

Single Room: Accommodation intended for single occupancy, regardless of the number of beds. Single occupancy is usually more expensive than shared accommodation.

Double Room: A room intended for two occupants, either with one bed (queen/king) or two twin beds. Program prices are based on double occupancy unless otherwise specified.

Triple Room: Accommodation for three persons, usually with one double bed and an extra bed or sofa bed. Hotels rarely offer three equal beds.

Multiple Room: Accommodation for three or more people, in beds or bunk beds.

Single Supplement: Additional charge applied when the pilgrim does not share a room for part or all of the pilgrimage.

Travel Insurance: Travel assistance insurance contracted by **Peregrinaciones.mx** for each pilgrim.

Insurance Supplement: Additional insurance charge applicable to pilgrims older than 74 and younger than 85 years of age.

Gratuities: Non-mandatory tips paid to guides, drivers, waitstaff, porters, etc.

Included Meals: Breakfasts, lunches, and dinners included in the advertised itinerary.

Tour Leader: Representative of **Peregrinaciones.mx** who directs and animates the pilgrimage throughout its duration.

Local Guide: Professional guide contracted at the destination, working in coordination with the tour leader.

Chaplain or Spiritual Director: Priest or religious accompanying the group to provide spiritual assistance and sacraments.

Minimum Number: Minimum number of pilgrims required to guarantee the advertised price.

“No Show”: Airline term for a passenger who fails to appear or arrive on time for check-in. In such cases, all flight segments are canceled with no possibility of refund.

Alterations and Modifications

Peregrinaciones.mx reserves the right, for technical or operational reasons, to alter partially or totally the order of daily activities and/or services before or during the pilgrimage. Unless expressly stated otherwise, the listed hotels may be replaced with another of equal or higher category within the same urban area at no additional cost, without entitling the pilgrim to compensation.

Price

Published and Confirmed Price

Confirmed prices are guaranteed from the first payment only if:

The final number of pilgrims meets or exceeds the minimum required, and

The total price is paid in full at least **60 days** prior to departure.

Prices are generally based on double occupancy. Any additional cost for single occupancy is clearly specified.

Published but Unconfirmed Price

Unconfirmed prices apply when airfare or availability has not yet been confirmed by the airline and are offered based on historical estimates to encourage early booking.

Included / Not Included Services

Each itinerary specifies the services included and not included in the pilgrimage price.

Disclaimer for Domestic Connecting Flights

If a pilgrim requests the purchase of a domestic ticket to or from the departure/arrival airport, they release **Promotora de Servicios Católicos, S. de R.L. de C.V. (Peregrinaciones.mx)** from any responsibility in the event that delays or incidents cause the pilgrim to miss the main pilgrimage flight, even if travel insurance covers part of the cost.

Limitations on Right to Remain

Peregrinaciones.mx, through the tour leader, reserves the right to require any pilgrim to leave the pilgrimage at any time if their conduct, health condition, or actions endanger or disturb other pilgrims or jeopardize the normal course of the journey.

Cancellation

By the Pilgrim

Up to **100 days** before departure: USD 75 administrative fee

Between **100 and 60 days**: registration fee is non-refundable

Within **60 days**: pilgrimage is 100% non-refundable

Issued airline tickets are non-refundable according to airline conditions

Changes in flight date or category are non-refundable once requested

No refunds once the pilgrimage has begun

By Peregrinaciones.mx

If canceled due to failure to reach the minimum group size, **Peregrinaciones.mx** will refund **100%** of amounts paid.

Force Majeure

In cases of war, natural disasters, or pandemics, paid amounts are **non-refundable** and will be applied toward a future departure date.

Minors

Children under 2 years pay only taxes or a percentage of airfare and no ground services (except insurance).

Children 2–12 sharing a double room with two adults receive a **30% discount** on ground services.

Minors under 18 traveling without a parent must present notarized authorization or SAM form.

Health and Physical Requirements

Pilgrimages require good health and frequent walking. Pilgrims must consult their physician if necessary. Wheelchair users must bring their own equipment and assume any additional costs resulting from accessibility limitations.

Travel Insurance

All pilgrims are insured **72 hours after group airfare issuance**.

The policyholder is solely responsible for filing and following up on claims.

The insurer will provide the policy prior to departure, along with an insurance usage manual.

Refunds

Refunds are issued in the original currency and never in cash.

Exchange rates correspond to the rate applied at each payment.

Banking or card processing fees are deducted from all refunds.

Changes

Name Change

Before ticket issuance: USD 75 administrative fee

After issuance (if permitted): USD 200 airline penalty

Itinerary Change

No changes to origin or destination allowed.

Date Change

Allowed only if specific group conditions are met. Penalty: USD 100 per airline + fare difference + MXN 300 + VAT.

Category Change

Subject to availability; MXN 300 + VAT administrative fee plus airline cost.

Change of Pilgrimage

Allowed up to **90 days** before departure, subject to availability and airline penalties.

Seat Assignment

Peregrinaciones.mx cannot guarantee seat assignments. Online check-in is recommended, subject to airline fees.

Documents

Passport

Passport must be valid for at least **6 months** beyond return date. Boarding will be denied without it, with no refund responsibility.

Visas / Entry Authorization

Pre-issued visas: Responsibility of the pilgrim

Visa on arrival: Processed by **Peregrinaciones.mx** if required, though entry may still be denied by authorities

Migration Documents

Pilgrims are responsible for having valid exit and entry documentation.

Assistance

All pilgrimages are accompanied by a tour leader and Catholic priest. Airport assistance is provided for groups of more than 10 pilgrims when applicable.

Invoicing

Pilgrims must provide complete tax information in writing. Invoices are issued monthly per payment and under third-party payment rules.

Photography and Image Use

Unless expressly prohibited by the pilgrim, **Peregrinaciones.mx** may use images of participants for social media and promotional materials.

Entire Agreement

These Terms and Conditions constitute the entire agreement and supersede any prior agreements, unless modified in writing.

Applicable Law and Jurisdiction

These Terms are governed by the laws of **Jalisco, Mexico**, and disputes are subject exclusively to the courts of **Guadalajara, Jalisco**. Any claim must be filed within **one (1) year**.

Confidentiality Notice

In accordance with the Federal Law on Protection of Personal Data in Mexico, pilgrims may exercise rights of access, rectification, cancellation, or objection via info@peregrinaciones.mx or by phone at **+52 33 3121 0744**.

I certify that I have read these General Terms and Conditions on my own behalf or on behalf of a minor.

Name/s : _____

Signature/s : _____

Date: _____