



# Lourdes

"The Almighty has done great things for me!"

28th July - 4th August 2017

**TANGNEY  
TOURS**  
the pilgrims choice



Hexham and Newcastle  
Diocesan Lourdes Pilgrimage

Under The leadership of  
Bishop Seamus Cunningham



Photo: DERAND



# Dear Pilgrims,



"The almighty has done great things for me". Mary's words of thanksgiving, acknowledging all that God had done for her and for many others before, reminds us of our need to give thanks to God, following Mary's example, for all the wonderful things he has done for us throughout our lives.

Our Pilgrimage to Lourdes then in 2017 is indeed a wonderful opportunity for us to come together and to thank God for our lives, and for the lives of those closest to us.

Throughout our life, God does so much for us, even without us thinking about it. He is there supporting us, guiding us, comforting us. We can come together in Lourdes at our Masses, our Services, at our Processions and really thank God for the great things he has done for me.

We will also gather, not just as individuals, but as members of a diocese. For the last three years we have been thinking and praying about the future of our Diocese through our "Forward Together in Hope"

Project, and Bishop Seamus has always said that this must be rooted in prayer and so in prayer we can thank God for his guidance during these last three years and pray that he will continue to guide us in the way ahead.

Our Pilgrimage will also take place shortly after Bishop Seamus will have submitted his resignation as Bishop of the Diocese, which he must do once he turns 75. I am sure we will have the chance whilst in Lourdes to thank Bishop Seamus for his years of ministry amongst us for fifty one years as a priest of the diocese and since 20th March 2009 as our diocesan bishop.

Like Mary our Mother, we have many reasons to give thanks to God and give praise to His name. I look forward to seeing you in Lourdes. In the meantime if you have any questions about the pilgrimage, or the enclosed Booking Form, please don't hesitate to contact me.

With Best Wishes

*Fr Peter Stott*

Pilgrimage Director

## Travel Arrangements Pilgrims requiring Nursing Care

This year pilgrims who require nursing care will be staying in the Accueil Marie St Frai. Prices are available from Fr Stott. Anyone wishing to be considered for a Nursing Care place in the Accueil Marie St Frai should apply, without delay, for an application form from:

Fr Stott at: St Robert's Presbytery, Oldgate, Morpeth, Northumberland, NE61 1QF

Tel: 01670 513410

Email: [lourdes@rcdhn.org.uk](mailto:lourdes@rcdhn.org.uk)

**Please Note** Pilgrims requiring nursing care staying in the Accueil Marie St Frai should not complete the ordinary hotel booking form enclosed with this brochure. You must have the appropriate form which is available from Fr Peter Stott.

## Would you like to help?

We have an organised team of helpers who work under the auspices of the Diocesan Hospitalité of Our Lady of Lourdes, caring for our registered sick pilgrims who need nursing care and who will be staying in the Accueil Marie St Frai. We need people to help both on the journey to and from Lourdes in the Airport and on the planes and also in the Accueil Marie St Frai in Lourdes. Some of you may wish to lend a helping hand during the course of the pilgrimage and there are many different ways in which your help would be appreciated. If you would

like to help in any capacity whatsoever please mark the appropriate box on the booking form to assist in our planning. Please also let Fr Stott know, so that he can add your details to the list of helpers.

All helpers on our Pilgrimage, whether travelling with the pilgrimage or travelling independently, must complete a Disclosure and Barring Service (DBS) check by the 12th June. All helpers MUST contact Fr Peter Stott to register. He will then arrange for these forms to be sent out from the Diocesan Safeguarding Office.

## All Helpers must register BEFORE 11th June 2017.

To fulfil our Diocesan Insurance obligations, every helper must also attend a Preparation Day. This is not an optional day but is obligatory for all those registered to help. It will be held on **Sunday 17th July** from 10am. The venue will be Cardinal Hume School in Gateshead. Further information will be sent to all Registered Helpers nearer the time.

We also need a team of doctors and nurses to care for the pilgrims we take and who are staying in the Accueil Marie St Frai, so if you would be prepared to assist the pilgrimage as a Doctor or Nurse under the guidance of our Senior Doctor, Clive Kelly and our Senior Nurse Kath McTernan, please contact:

Fr Peter Stott, St Robert's Presbytery, Oldgate; Tel **01670 513410**

Email: [lourdes@rcdhn.org.uk](mailto:lourdes@rcdhn.org.uk)

## Music and Song

Some of you may have musical or vocal skills and may like to become part of our music group. If you intend taking a musical instrument with you, please note that they are not covered by the pilgrimage insurance. Further information on this should be sought from Tangney Tours. Father Michael Humble will be arranging Music rehearsals and he encourages all Musicians and Singers who will be in the Music Group in Lourdes to contact him on: **0191 528 1992** for more details about these rehearsals.

## Travel Insurance, EHIC Card and Medical Form

Travel insurance is essential and is a requirement. It is not just to cover medical costs but it covers you for cancellation, loss of baggage, accidents, loss of passport, travel delays and other incidents that may arise abroad. The cover we provide is suited to the tours we offer and is highly recommended.

The European Health Insurance Card (EHIC) is for people resident within the UK. The EHIC can be used to offset part of the medical treatment that may be required due to either an accident or illness whilst you are in Lourdes. It is important to note that it is not a substitute for travel insurance.

The EHIC is free and can be obtained by calling: **0300 330 1350** or visiting [www.ehic.org.uk](http://www.ehic.org.uk).

All pilgrims must complete a confidential medical questionnaire which will be sent to you on receipt of your booking. Failure to complete this form could affect your insurance cover. The Pilgrimage Medical Director and doctors cannot accept responsibility for those pilgrims who may be ill during the pilgrimage but have not completed a medical questionnaire. Unfortunately our doctors are not able to treat anyone who takes ill who is not a registered sick person being cared for by our team of doctors. They can advise you on what to do if you take ill in Lourdes, but your medical care has to be provided by the local doctors in Lourdes and by those at The General Hospital, if that proves necessary.

## Passports

All pilgrims must possess a full ten year passport which is valid up to 3 months after the return date of their pilgrimage. Please apply for your passport well in advance. Children of all ages including babies must have their own passports. They cannot be included in their parents Passports. If you hold a non EU passport, please ensure that you apply for a Schengen VISA if required, these can take up to 3 months or more to process, for further information please contact us.

## Outreach Team

In recent years we have been able to form a team of helpers who were dedicated to giving some assistance to pilgrims in wheelchairs in hotels. This was mainly pushing to and from Mass / Services but it was not 24 hour assistance. This was possible because we had a large team of wonderful young helpers. We hope to be able to provide the same outreach team in 2017, but it depends on how many young people we have with us. If you would need some limited help whilst in Lourdes, you must let the Pilgrimage organisers know well in advance of departure. Alternatively, you may apply to be considered for one of the places in the Accueil Marie St Frai where help will be provided by a team of medical staff and helpers.

*Please note that unless you stay in the Accueil Marie St Frai, we do not offer any other form of 24hour care, unless provided by yourself*

For further details please contact: Father Peter Stott, **01670 513410**

## Pilgrimage Photographs

During the week in Lourdes it is likely that your photograph may be taken by some of the Lourdes photographers, or by fellow pilgrims, or even by accredited photographers of the Sanctuary. The Pilgrimage organisers have access to some of these photos and some of them may be used in future publications about the Diocesan Pilgrimage or for publicity of each year's pilgrimage. If you would not like your image to be used in any form of publicity, by the Hexham and Newcastle Pilgrimage please write to the Pilgrimage Director explaining your wishes. Whilst every effort will be made to comply with your wishes, please note that because of the nature of the pilgrimage and the extensive use of social networking sites by many of our pilgrims we cannot guarantee your request.

## Key Contacts

**Father Stott – Pilgrimage Director**  
Tel: **01670 513410** or Email:  
[lourdes@rcdhn.org.uk](mailto:lourdes@rcdhn.org.uk)

**Father Christopher Warren – Assistant Director**  
Tel: **01434 603119** or Email  
[chriswarren26@hotmail.com](mailto:chriswarren26@hotmail.com)

**Elaine Scannell – President of Hospitalité**  
Tel: **0191 478 7864**

**Father Michael McCoy – Youth Pilgrimage Director**  
Tel: **0191 548 6839** or  
Email [frmccoy@gmail.com](mailto:frmccoy@gmail.com)

# Tangney Tours Helpful Information

### Hotels

**St Clair:** A family run 2 star hotel on the flat, but further than most hotels from the domain. An excellent choice for someone happy to walk.

**Beau Site:** Entirely refurbished in 2015, this is a bright and modern hotel, situated on the banks of the river Gave.

**St Georges:** This is a well maintained family run hotel with comfortable rooms and a quiet location.

**Mediterranéé:** Modern hotel with rooms suitable for the less able pilgrim. Air conditioned dining room, plentiful cuisine, large bar and meeting room situated by the river.

**Stella:** This spacious and modern hotel is very well situated within walking distance of St Josephs gate. The hotel was totally renovated in 2013 and is well known for its friendly atmosphere.

**The Padoue:** This hotel is designed for the 21st century with air-conditioning throughout. It is fitted with all modern aids for wheelchair users and the disabled. It is situated close to the Sanctuary.

**The Eliseo:** Ideally situated at 50 meters away from the Sanctuary this hotel offers a very comfortable and relaxing environment. Air Conditioned throughout with Wifi around the entire hotel.

Other hotels may be available so please contact Tangney Tours directly.

### Your Pilgrimage Package includes:

Return air seats. All airport and local taxes.  
Airport/Hotel transfers. Hotels - 7 nights  
full board accommodation and support of a Tangney Tours courier throughout your stay.

### Flight Only:

Flight only fares are available. They are very limited. See booking form.



### Discount / Supplement

Child discounts are available, please contact the office for full details.

e-mail: [sales@tangney-tours.com](mailto:sales@tangney-tours.com)

# Booking Conditions

## TANGNEY TOURS ABBREVIATED BOOKING CONDITIONS

### PAYMENT

Once you have received your confirmation of booking, the balance of payment due must be sent to us two months prior to departure. If a booking is made within two months of departure, full payment must be made on receipt by the party leader of the confirmation invoice. This date is shown on the confirmation invoice. Reminders are not sent. If we do not receive all payments due (including any surcharge where applicable) in full and on time, we are entitled to assume that you wish to cancel your booking. In this case, we will be entitled to keep all deposits paid or due at that date. If we do not cancel straight away because you have promised to make payment, you must pay the cancellation charges shown under "Cancellation By You" below depending on the date we reasonably treat your booking as cancelled.

The party leader (who must be at least 18) is responsible for all those named on the booking and for making all payments due to us. All correspondence will be sent to the party leader at the address on the booking form or to your travel agent.

Credit cards are accepted at a nominal charge. There is no charge for debit cards.

### SPECIAL REQUESTS AND MEDICAL CONDITIONS / DISABILITIES

If you have any special request, you must advise us at the time of booking. Although we will endeavour to pass any reasonable requests on to the relevant supplier, we regret we cannot guarantee any request will be met. Failure to meet any special request will not be a breach of contract on our part.

If you have any medical condition or disability which may affect your tour or have any special requirements as a result of any medical condition or disability (including any which affect the booking process), please tell us before you confirm your booking so that we can assist you in considering the suitability of the arrangements and/or making the booking. In any event, you must give us full details in writing at the time of booking and whenever any change in the condition or disability occurs. You must also promptly advise us if any medical condition or disability which may affect your tour develops after your booking has been confirmed.

### FINANCIAL SECURITY

We hold an Air Travel Organiser's Licence issued by the Civil Aviation Authority (ATOL number 1220). When you buy an ATOL protected air inclusive holiday or flights\* from us you will receive a confirmation invoice from us or via our authorised agent confirming your arrangements and your protection under our ATOL. In the unlikely event of our insolvency the CAA will ensure that you are not left stranded abroad and will arrange to refund any money you have paid to us for an advance booking. Please note: Not all holiday or travel services offered and sold by us will be protected by the ATOL scheme.

\*The air inclusive holidays and flights we arrange are ATOL protected providing either the person who pays for the booking is present in the UK when the booking is made or the first leg of any flight(s) we arrange for you commences in the UK.

For further information, visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk)

### CANCELLATION BY YOU

A cancellation by you will take effect on the date we receive this in writing. Cancellation of the whole booking requires notification by the party leader. We will apply the following scale of cancellation charges based on the period before departure notice in writing is received and where applicable, is expressed as a percentage of the total tour cost excluding any insurance premiums and amendment charges which are non-refundable in the event of cancellation.

#### Period Charge

Up to 56 days:	loss of Deposit
56 - 29 days:	50% of the cost (or deposit if greater)
28 - 15 days:	80% of the cost
14 days or less:	100% of the cost

Outline details of insurance cover arranged by Tangney Tours which includes cancellation cover are shown in our brochure and on our website.

### REVISION OF TOUR PRICE AND CURRENCY

Our published prices are based on contracted air fares, hotel and transportation costs, existing airport taxes and current VAT rates in the countries concerned. All costs and charges are shown in our Booking Leaflet. Currency costs are recorded on the 1st August 2016 and based on the following €1.18 = £1.00, \$1.33 = £1.00.

**Note** All bookings are subject to our booking conditions which appear on our website [www.tangney-tours.com](http://www.tangney-tours.com), in our main brochure and are available on request. These conditions provide for the payment of cancellation charges if you cancel and include limitations and exclusions of liability. Please ensure you have obtained and read these conditions before confirming your booking.

# Travel Insurance

This insurance is arranged by Global Travel Insurance Services Ltd for the Travel Firm Tangney Tours Ltd who are an Appointed Representative of Global Travel Insurance Services Ltd, who are authorised and regulated by the Financial Conduct Authority. Our status can be checked on the FCA Register by visiting [www.fca.org.uk](http://www.fca.org.uk) or by contacting the FCA on 0845 606 9966.

This Insurance Policy is underwritten by ERV. ERV is authorised by the Bundesanstalt für Finanzdienstleistungsaufsicht (BAFIN – [www.bafin.de](http://www.bafin.de)) and the Prudential Regulation Authority and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority.

This insurance has been specifically designed so that it covers all of the holidays that we feature; protecting you in full if you have to cancel and providing you with the very best and most effective protection if you are unfortunate enough to require medical attention whilst away from home. Don't take unnecessary risks by insuring your travel anywhere else as we cannot accept any responsibility or provide assistance if problems arise as a result of inadequate cover. We are confident that this policy is best for you.

A full policy wording will be sent to you with your confirmation of booking. Full details are also available upon request.

This insurance is only available to persons who are permanently resident and domiciled in the UK and is valid for travel between 01/01/2017 and 31/12/2017.

### INSURANCE PRODUCT SUITABILITY

This insurance is suitable for persons whose Demands and Needs are those of a traveller whose Individual round trip starts and finishes in the UK and is of no more than 90 days duration, and whose age is 90 years or less and is a permanent resident of the United Kingdom.

As this description contains the Key Features of the cover provided it constitutes provision of a statement of demands and needs.

If you would like more information or are unsure of any details contained herein, you should ask Global Travel Insurance Services Ltd for further advice.

### SUMMARY OF COVER

Main policy limits only, please see the policy document for other limits that may apply.

**CANCELLATION OR CURTAILMENT** up to £3,000: If you have to cancel or cut short your trip due to illness, injury, redundancy, jury service, the police requiring you to remain at or return to your home due to serious damage to your home, you are covered against loss of travel and accommodation costs.

See section headed Increased Excess for Pre Existing Medical Conditions for increased excesses applicable to claims arising from pre existing medical conditions.

**PERSONAL ACCIDENT** up to £15,000: A cash sum for accidental injury resulting in death, loss of sight, loss of limb or permanent total disablement.

**MEDICAL & OTHER EXPENSES** up to £5,000,000:  
**Including 24 HOUR MEDICAL EMERGENCY SERVICE**

(a) The cost of hospital and other emergency medical expenses incurred abroad, including additional accommodation and repatriation expenses. Limit £250 for emergency dental treatment and £5,000 burial/cremation/transfer of remains. Limit £2,500 for transfer of remains to your home if you die in the UK.

See section headed Increased Excess for Pre Existing Medical Conditions for increased excesses applicable to claims arising from pre existing medical conditions.

(b) **HOSPITAL BENEFIT** up to £300: An additional benefit of £15 per day for each day you spend in hospital abroad as an in-patient.

**PERSONAL LUGGAGE, MONEY & VALUABLES** up to £2,000: Covers accidental loss, theft or damage to your personal luggage subject to a limit of £200 for any one article, pair or set and an overall limit of £200 for valuables such as cameras, Jewellery, furs, etc. Luggage and valuables limited to £1500. Delayed luggage, up to £75.

Money, travel tickets and travellers' cheques are covered up to £500 against accidental loss or theft (cash limit £250).

No cover is provided for loss or theft of unattended property, valuables or money or for loss or theft not reported to the Police within 24 hours of discovery.

**PASSPORT EXPENSES** up to £200: If you lose your passport or it is stolen whilst abroad you are covered for additional travel and accommodation costs incurred in obtaining a replacement.

**DELAYED DEPARTURE** up to £3,000: If your outward or return trip is delayed for more than 12 hours at the final departure point to/from UK due to adverse weather conditions, mechanical breakdown or industrial action, you are entitled to either (a) £20 for the first 12 hours and £10 for each further 12 hours delay up to a maximum of £60, or (b) the cost of the trip (up to £3,000) if you elect to cancel after 12 hours delay on the outward trip from the UK.

**MISSSED DEPARTURE** up to £500: Additional travel and accommodation expenses incurred to enable you to reach your overseas destination if you arrive too late at your final UK outward departure point due to failure of the vehicle in which you are travelling to deliver you to the departure point caused by adverse weather, strike, industrial action, mechanical breakdown or accident to the vehicle.

**PERSONAL LIABILITY** up to £2,000,000: Covers your legal liability for injury or damage to other people or their property, including legal expenses (subject to the laws of England and Wales).

**LEGAL EXPENSES** up to £25,000: To enable you to pursue your rights against a third party following injury.

### POLICY EXCESSES:

**Cancellation or Curtailment:** The first £50 of each and every claim per Insured Person claimed for under this Section is excluded, increased to £100 where You are aged 66 to 75 years and to £150 where You are aged 76 to 90 years.

**Medical and Other Expenses:** The first £75 of each and every claim per Insured Person claimed for under this Section is excluded. Where You are aged 66 to 75 years the first £150 of each and every claim per Insured Person claimed for under this Section is excluded. Where You are aged 76 to 90 years the first £300 of each and every claim per Insured Person claimed for under this Section is excluded.

**Other Sections:** An excess of £50 applies to each and every claim each insured person under the Personal Luggage Money & Valuables and Delayed Departure (b) sections, and £250 under the Personal Liability section.

If you are travelling to North or Central America or the Caribbean you must first contact MEDISCREEN in order to establish whether we can provide cover for your trip. If you are accepted then the following levels of excess will apply and you will receive written confirmation that you are covered for the trip. The number to call is 0344 892 1698.

### INCREASED EXCESS FOR PRE EXISTING MEDICAL CONDITIONS

Unless you are travelling to North or Central America or the Caribbean, there is no need to advise us of your pre existing health conditions. Provision for the acceptance of all pre existing health conditions has been made by the application of increased excesses in the event of claims arising. For claims arising from the treatment of any pre existing illness the excess is further increased as follows – Under the Cancellation Charges and Curtailment sections - double the normal excess. Under the Emergency Medical and Associated Expenses section: For persons aged 65 years or less the excess is increased to £500. For persons aged 66 to 75 years the excess is increased to £1,000. For persons aged 76 to 90 years the excess is increased to £1,500. You will also need to obtain confirmation from your GP of your fitness to travel.

### EMERGENCY ASSISTANCE:

There is a 24-hour emergency assistance service included in the policy so that any insured person may seek assistance in medical emergencies whilst on holiday. Full details are contained in the policy document.

### MAIN HEALTH EXCLUSIONS:

We will not pay for claims arising directly or indirectly from the following circumstances existing on the date of applying for this insurance:

- Where You (or any person upon whose health the Trip depends) have or have had symptoms which are awaiting or receiving investigation, tests, treatment, referral or the results of any of the foregoing, unless We have agreed in writing to cover You.
- From any terminal illness suffered by You (or any person upon whose health the Trip depends).
- From any medical condition for which You (or any person upon whose health the Trip depends) have within 12 months prior to the date of issue of this insurance been diagnosed with a medical condition or have been admitted or undergone a procedure/ intervention.
- From any reoccurrence of any psychiatric disorder, anxiety state and/or depression suffered by You (or any person upon whose health the Trip depends).
- Where You travel against any health requirements stipulated by the Carrier, their handling agents or any other public transport provider.
- Medical conditions existing prior to the payment of the insurance premium or any consequence thereof in respect of which a Medical Practitioner would advise against travel or that treatment may be required during the duration of the Trip.

### INSURANCE PRODUCT DISCLOSURE

#### Cancellation Rights

The Insurer provides a Money Back Guarantee enabling you to cancel the insurance within 14 days of issue should the policy not meet your requirements. No refund of premium is provided for cancellations after this time.

#### Claims

Claims are handled by Towergate Chase Parkinson who act on behalf of the Insurers and not the customer in relation to any claim. The telephone number is 01932 344300

#### General Queries

If you have any query regarding the cover provided you must contact Global Travel Insurance on 01903 235042 for advice.

#### Applicable Law

The law applicable to this insurance contract is English Law.

#### Complaints

If you wish to register a complaint about our service please contact us in writing at the above address. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

#### Financial Security

These insurance arrangements are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our financial obligations although this depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered up to 90% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS.



[www.tangney-tours.com](http://www.tangney-tours.com)

**TANGNEY  
TOURS**  
the pilgrims choice

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