

Faith Journey Travels — Faith Journey Italy Experience

Terms & Conditions

Effective Date: June 2026

These Terms & Conditions (“Agreement”) govern all bookings, tours, travel services, retreats, pilgrimages, and experiences offered by Faith Journey Travels, including the Faith Journey Italy Experience (“Company,” “we,” “our,” or “us”). By making a payment, submitting a booking, signing electronically, or participating in any travel experience, the traveler (“Traveler,” “Guest,” or “Participant”) acknowledges and agrees to be legally bound by these Terms & Conditions.

These Terms are intended to protect both the Traveler and Faith Journey Travels and to limit the Company’s liability to the fullest extent permitted by applicable law.

1. Booking & Payment

A non-refundable deposit is required to secure a reservation for the Faith Journey Italy Experience or any travel experience offered by Faith Journey Travels. Reservations are not guaranteed until the required deposit has been received and confirmed.

Full payment must be received by the final payment deadline stated in the booking confirmation. Failure to make payments by the due date may result in automatic cancellation of the reservation without refund.

Faith Journey Travels reserves the right to:

- Decline any booking request
- Cancel reservations for non-payment
- Refuse service to any individual
- Correct pricing or publishing errors
- Modify payment schedules when necessary

Returned payments, chargebacks, or disputed transactions may result in cancellation of travel services and additional administrative fees, including reasonable costs the Company incurs in disputing an improper chargeback.

The Traveler agrees not to initiate chargebacks for services rendered in accordance with these Terms & Conditions, and agrees that doing so in bad faith may result in the debt being referred to collections.

2. Pricing, Currency & Inclusions

All prices are quoted per person in U.S. Dollars (USD) unless otherwise stated, and are subject to availability at the time of booking.

Tour prices include only the services specifically listed in the itinerary or package description for the Faith Journey Italy Experience.

Unless otherwise stated, packages may include:

- Hotel accommodations
- Ground transportation
- Guided tours and experiences
- Select meals

- Group activities
- Religious or cultural experiences

Packages generally do not include:

- International or domestic airfare
- Travel insurance
- Passport or visa fees
- Vaccinations or medical expenses
- Personal expenses
- Optional excursions
- Gratuities
- Meals not specifically listed
- Airport baggage fees
- Airline seat selection fees

Because Faith Journey Travels contracts directly with hotels, transportation providers, and guides in Italy and pays these vendors in local currency, prices are subject to adjustment prior to final payment due to:

- Currency exchange rate fluctuations between USD and EUR
- Supplier price increases
- Fuel surcharges
- Government taxes or fees
- Inflation
- Transportation cost increases
- Unexpected operational expenses

Errors in pricing, descriptions, or availability may be corrected at any time without liability to Faith Journey Travels.

3. Travel Documents & Entry Requirements

Travelers are solely responsible for obtaining and carrying all required travel documentation, including:

- Valid passports
- Visas
- Identification documents
- Vaccination records
- Entry permits
- Customs documentation

Passports should generally remain valid for at least six (6) months beyond the return travel date.

Faith Journey Travels is not responsible for denied boarding, denied entry, visa refusal, missed flights, immigration issues, customs delays, or additional expenses caused by incomplete or invalid documentation. No refunds will be issued for travel interruptions caused by failure to obtain proper documentation.

4. Travel Insurance

Comprehensive travel insurance is strongly recommended and may be required for participation in certain tours, including the Faith Journey Italy Experience. Travel insurance should include coverage for trip cancellation, trip interruption, medical emergencies, emergency evacuation, baggage loss, flight delays, and personal liability.

Faith Journey Travels is not responsible for losses that could have been covered by travel insurance. The Traveler understands and accepts all financial risks associated with declining travel insurance coverage.

5. Cancellation Policy

All deposits are strictly non-refundable and non-transferable unless otherwise stated in writing.

All cancellation requests must be submitted in writing by the Traveler.

Refund schedule:

- 90+ days before departure: refundable payments minus non-refundable deposit
- 60–89 days before departure: 50% refund of land package balance
- 30–59 days before departure: 25% refund of land package balance
- Less than 30 days before departure: no refund

The following are non-refundable: deposits, airfare, third-party supplier fees, insurance premiums, custom add-ons, processing fees, and administrative fees. Unused portions of the tour, missed activities, voluntary withdrawal, late arrivals, missed flights, or early departures are non-refundable.

No refunds will be issued for illness, fear of travel, personal emergencies, airline disruptions, weather conditions, government restrictions, border closures, or failure to obtain travel documents.

Faith Journey Travels reserves the right to issue future travel credit instead of monetary refunds at its sole discretion.

6. Changes, Modifications & Itinerary Adjustments

Faith Journey Travels reserves the right to modify itineraries, hotels, transportation, tour guides, activities, schedules, destinations, religious sites, restaurants, or group arrangements due to operational needs, safety concerns, weather, supplier availability, religious events, government restrictions, transportation disruptions, or force majeure events.

Reasonable substitutions may be made without liability or refund. Faith Journey Travels is not responsible for expenses incurred by Travelers due to itinerary changes, including airline penalties or additional hotel costs.

7. Force Majeure

Faith Journey Travels shall not be liable for delays, cancellations, interruptions, injuries, losses, damages, or additional expenses resulting from events beyond its reasonable control, including but not limited to natural disasters, severe weather, floods, earthquakes, fires, pandemics, epidemics, government actions, civil unrest, terrorism, war, labor strikes, transportation disruptions, airline schedule changes, border closures, supplier bankruptcy, or utility failures.

In such circumstances, refunds may not be possible due to supplier policies and contractual obligations. The Traveler assumes all risks associated with force majeure events.

8. Health, Medical & Physical Responsibility

Travelers are responsible for determining whether they are physically, emotionally, and medically fit for international travel and participation in tour activities.

Travelers must disclose any medical conditions, mobility limitations, dietary restrictions, allergies, disabilities, or special assistance needs prior to departure.

Faith Journey Travels does not provide medical services and is not responsible for medical treatment, emergency care, medication access, hospitalization, or medical evacuation costs.

The Traveler authorizes emergency medical treatment if necessary and accepts full financial responsibility for all related expenses.

9. Minors & Family Travel

Travelers under the age of 18 (“Minors”) may only participate when accompanied by a parent or legal guardian, or with the express written consent of a parent or legal guardian and under the supervision of a designated adult approved in advance by Faith Journey Travels.

The accompanying parent, guardian, or designated adult assumes full responsibility for the Minor's conduct, safety, and compliance with these Terms & Conditions throughout the travel experience.

10. Group Leaders

Where a Traveler registers a group and serves as a designated Group Leader, the Group Leader is responsible for accurately relaying these Terms & Conditions, payment deadlines, and itinerary details to each member of their group.

Faith Journey Travels is not responsible for a Group Leader's failure to communicate accurate information to their group members. Each individual Traveler remains independently bound by these Terms & Conditions regardless of information received through a Group Leader.

11. Traveler Conduct & Removal

Travelers are expected to conduct themselves respectfully and lawfully throughout the trip.

Faith Journey Travels reserves the right to remove any Traveler from the tour, without refund, for behavior deemed disruptive, dangerous, abusive, harassing, intoxicated, illegal, offensive, or threatening to group safety or enjoyment.

Any costs resulting from removal from the tour shall be the sole responsibility of the Traveler.

12. Assumption of Risk & Limitation of Liability

Travel involves inherent risks, including but not limited to illness, injury, theft, accidents, transportation delays, political instability, food-related illness, physical exertion, and exposure to unfamiliar environments.

The Traveler voluntarily assumes all risks associated with participation in the Faith Journey Italy Experience and all other travel experiences offered by Faith Journey Travels.

Faith Journey Travels acts solely as an intermediary between Travelers and independent suppliers, including airlines, hotels, transportation providers, tour operators, restaurants, guides, and activity providers.

Faith Journey Travels shall not be liable for personal injury, illness, death, emotional distress, property damage, theft, delays, supplier negligence, airline cancellations, acts of third parties, loss of enjoyment, or financial losses.

To the fullest extent permitted by law, Faith Journey Travels' total liability shall not exceed the amount paid directly to the Company for the applicable tour.

13. Indemnification

The Traveler agrees to indemnify, defend, and hold harmless Faith Journey Travels, its owners, employees, agents, and representatives from and against any claims, damages, losses, liabilities, and expenses (including reasonable attorneys' fees) arising out of or related to the Traveler's own negligence, misconduct, violation of these Terms & Conditions, or violation of any applicable law during participation in a Faith Journey Travels experience.

14. Photography & Media Release

Faith Journey Travels may photograph or record Travelers during tours for promotional, advertising, website, and social media purposes.

By participating, the Traveler grants permission for the use of their image, likeness, voice, or appearance without compensation, unless a written opt-out request is submitted prior to departure.

15. Religious & Cultural Experiences

Faith Journey Travels provides faith-based and cultural experiences intended for inspiration, education, and fellowship through the Faith Journey Italy Experience and related travel programs.

The Company does not guarantee spiritual outcomes, religious experiences, personal transformation, or access to specific religious ceremonies or sites. Religious schedules and access may change without notice.

16. Privacy & Personal Information

Faith Journey Travels collects personal information (which may include passport details, medical and dietary information, and emergency contact information) solely for the purpose of arranging and operating the Traveler's trip.

This information will not be sold to third parties and will be shared only with the suppliers, guides, and partners necessary to deliver the booked travel experience, or as required by law.

17. Electronic Signature & Legal Agreement

By submitting payment, checking agreement boxes, signing electronically, or participating in travel services, the Traveler confirms that they have read these Terms & Conditions, understand the policies, voluntarily agree to all provisions, and accept the Liability Waiver and Cancellation Policy.

Electronic signatures and digital acknowledgments shall be considered legally binding and enforceable to the same extent as a handwritten signature.

18. Notices

Any notice required under this Agreement shall be sent to the email address or mailing address provided by the Traveler at the time of booking, and shall be deemed received upon sending (for email) or upon confirmed delivery (for mail).

19. Waiver

Faith Journey Travels' failure to enforce any provision of these Terms & Conditions shall not constitute a waiver of that provision or of the Company's right to enforce it at a later time.

20. Entire Agreement

These Terms & Conditions, together with the applicable booking confirmation and any signed waiver forms, constitute the entire agreement between the Traveler and Faith Journey Travels regarding the applicable travel experience, and supersede any prior verbal or written representations not contained herein.

21. Governing Law & Dispute Resolution

These Terms & Conditions shall be governed by applicable laws governing the operations of Faith Journey Travels.

Any disputes arising from travel services shall first be addressed through good-faith negotiation. If unresolved, disputes may be subject to mediation, arbitration, or legal proceedings in the jurisdiction determined by Faith Journey Travels.

The Traveler agrees to waive participation in class-action lawsuits against Faith Journey Travels to the fullest extent permitted by law.

22. Severability

If any provision of these Terms & Conditions is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

Contact Information

Faith Journey Travels

Faith Journey Italy Experience

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