

Twelve Pilgrims Travel – Booking Terms & Conditions

Last updated: January 10th, 2026

Thank you for choosing Twelve Pilgrims Travel. Please read these Terms & Conditions carefully, as they form the basis of your contract with us.

1. Your Contract

Your contract is with Twelve Pilgrims Travel Ltd (“we”, “us”, “our”).

When you make a booking with us, the person making the booking (the “lead traveller”) confirms on behalf of all persons named on the booking that:

- They have read and agree to these Terms & Conditions;
- They consent to our use of personal data in accordance with our Privacy Policy and UK GDPR;
- They are over 18 years of age and authorised to make the booking for all members of the group.

A contract comes into effect once we issue a booking confirmation and receive the required deposit or full payment.

2. Financial Protection, ATOL & PTS

We offer package holidays that may include flights and/or land arrangements.

Where your booking includes flights, Twelve Pilgrims Travel Ltd will be licensed by the UK Civil Aviation Authority before taking deposits under the ATOL scheme. When you buy an ATOL-protected flight or flight-inclusive package holiday from us, you will receive an ATOL Certificate confirming what is protected and who to contact if things go wrong.

In addition, customer monies paid to Twelve Pilgrims Travel are protected through Protected Trust Services (PTS). PTS provides independent trust account protection for customer payments, ensuring funds are held securely and released only in accordance with travel industry regulations.

Further information about this protection, including details of our trust arrangements, can be found on our dedicated page on the PTS website.

Land-only arrangements (where flights are not included) are clearly identified at the time of booking and are protected in accordance with the applicable regulations and trust arrangements.

3. Payments

Deposit: A non-refundable deposit (as specified in your tour details) is required at the time of booking to secure your place.

Balance: The remaining balance must be paid no later than 12 weeks before departure, unless otherwise stated.

Late bookings: For bookings made within 12 weeks of departure, full payment is required at the time of booking.

Failure to make payments on time may result in cancellation of your booking and loss of monies paid.

4. Price Policy

We reserve the right to amend prices before your booking is confirmed.

Once confirmed, the price of your holiday will not change except in the event of changes to:

- Government taxes or fees;
- Transportation costs, including fuel;
- Exchange rates.

If the total increase exceeds 8% of the holiday price, you will have the right to cancel your booking and receive a full refund of monies paid (excluding insurance premiums).

5. If You Cancel

If you wish to cancel your booking, written notification is required. Cancellation charges apply as follows:

Period before departure

Cancellation charge

More than 70 days

Deposit only

70–43 days

50% of total cost

42–29 days

75% of total cost

28 days or fewer

100% of total cost

We strongly recommend that all travellers take out comprehensive travel insurance at the time of booking.

6. If We Change or Cancel Your Tour

Occasionally, it may be necessary to make changes to your itinerary or to cancel a tour.

If we cancel your tour, you will be offered one of the following:

- A full refund of monies paid;
- An alternative tour of equal or greater value (where available);
- A credit for use on a future Twelve Pilgrims Travel tour.

Minor changes (such as accommodation substitutions or itinerary adjustments) may be made where necessary for operational or safety reasons. Where a significant change occurs, you will be informed as soon as reasonably possible and offered appropriate options.

7. Force Majeure

We will not be liable to pay compensation where the performance of our obligations is affected by events beyond our reasonable control. These may include (but are not limited to) war, terrorism, natural disasters, pandemics, civil unrest, industrial action, or adverse weather conditions.

8. Your Responsibilities

By joining one of our tours, you agree to:

- Comply with health, safety, and conduct guidance provided by us or our representatives;
- Hold a valid passport (with at least 6 months' validity) and any required visas;
- Take out suitable travel insurance;
- Respect local laws, customs, religious sites, and fellow travellers;
- Declare any medical, dietary, or mobility conditions that may affect participation.

We reserve the right to refuse or remove any participant whose behaviour causes distress or risk to others, without refund.

9. Our Responsibilities

We are responsible for arranging and delivering your holiday as described in your booking confirmation and itinerary.

We work with reputable suppliers and partners and take reasonable care to ensure the quality and safety of services provided.

Our total liability shall not exceed the total price of your booking.

10. Travel Insurance

It is a condition of booking that all travellers hold adequate travel insurance covering medical emergencies, cancellations, repatriation, and personal belongings. Proof of insurance may be requested.

11. Health, Fitness & Medical Information

Our pilgrimages may involve walking, steps, uneven terrain, and long travel days. You must ensure that you are fit to participate and consult your doctor if necessary. Any relevant medical conditions must be disclosed at the time of booking.

12. Data Protection & Privacy

Your personal information will be processed in accordance with UK GDPR. We only collect and share data necessary to arrange and operate your tour.

13. Complaints Procedure

If you have a complaint during your trip, please inform your tour leader or local representative immediately so we can try to resolve the issue.

If the matter remains unresolved, please contact us in writing within 28 days of your return. We aim to respond within 14 days.

14. Jurisdiction

These Terms & Conditions are governed by English law, and any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

15. Code of Conduct

Twelve Pilgrims Travel seeks to foster fellowship, respect, and spiritual enrichment. Travellers are expected to act with courtesy and consideration at all times. Failure to do so may result in removal from the tour without refund.

16. Intellectual Property

All itineraries, written materials, and content produced by Twelve Pilgrims Travel remain our intellectual property and may not be reproduced without written consent.

17. Contact Details

Twelve Pilgrims Travel Ltd

Suite 1, 8 The Bridge

Chippenham, Wiltshire

SN15 1FY

United Kingdom (England)

 [Twelve Pilgrims Travel](mailto:TwelvePilgrimsTravel@gmail.com)

 www.twelvepilgrims.co.uk