

Guidelines for Participation

General Guidelines:

- Only one participant per registration form is allowed.
- Each participant will read and submit, either electronically or in writing, an agreement that releases CANDLES Holocaust Museum and Education Center from liability to his/her person and belongings while on the trip.
- All participants under 18 years of age must be accompanied by an adult. Due to the graphic nature of some content on this trip, caution is recommended for participation of children age 14 and under. Travelers under age 10 are not permitted on this trip.
- All participants understand that CANDLES Holocaust Museum and Education Center offers this trip as educational programming and is not a travel agency.

Participants:

- CANDLES Holocaust Museum and Education Center reserves the right to refuse participation in its domestic and international trips to anyone who might present a physical, mental, or emotional threat to other participants/staff.
- All participants may be asked to undergo a limited criminal history background check from their state of residence and Indiana at their own expense.
- Trip participants are not allowed to use their access to other group members as a way to sell or solicit goods, products, or services to or from other group members.

Registration:

- To confirm your registration and secure your spot on this trip, a **non-refundable deposit of \$600** per person plus your insurance premium in full (if purchased) is required with your registration. **Your spot will not be guaranteed until your deposit has been received by CANDLES.**
- Payment options:
 1. By mail to CANDLES Holocaust Museum and Education Center, Attn: Auschwitz Trip, 1532 South Third Street, Terre Haute, IN 47802
 2. Call CANDLES at 812.234.7881 and pay by credit card over the phone (***Note: a 3% transaction fee will be added to all credit/debit card payments**)
 3. Complete the Credit Card Authorization Form (see page 14 of the registration packet) and mail to CANDLES (***Note: a 3% transaction fee will be added to all credit/debit card payments**)
- **CANDLES does not accept checks drawn on foreign banks.** Those living outside the U.S. are asked to pay via credit card or wire transfer. If paying by wire transfer, there will be a \$20 acceptance fee in addition to any fees charged by the bank initiating the transfer.
- Your full trip balance is to be **paid in full by November 8, 2019.**
- After November 8, 2019, any change from the “complete” trip package to the “land” trip package will result in a \$100 fee, and your flight reservation will be forfeited.
- If you are registering online but mailing your payment, payment should reach CANDLES within 10 days of online registration.

Cancellation Policy:

- Cancellations received prior to close of business on November 8, 2019 will result in a cancellation fee of 50% of monies paid (not including the nonrefundable \$600 deposit).
- For cancellations received between November 9, 2019 and close of business on December 9, 2019: the “land” trip package is nonrefundable and nontransferable; for those booking the “complete” trip package, the economy class airfare of \$950 (less a \$100 airline fee) can be refunded.
- Beginning December 10, 2019, all monies paid are nonrefundable and nontransferable.
- All merchandise sales are nonrefundable.

Drug Policy:

- The use of illegal drugs is strictly prohibited at any time. International laws and penalties with regard to the possession and use of narcotics are more severe than in the United States. Whether a juvenile or adult, you are subject to Polish law and policies while in the country.

Guidelines for Participation (cont.)

Passports:

- A passport valid through August 3, 2020 is required for international travel.
- Those booking the “complete” travel package are required to provide CANDLES with a copy of the passport you are traveling with no later than **November 8, 2019**.
- **Travelers who do not submit a passport copy by this date will be charged a fee of \$100, moved from the “complete” trip package to the “land” trip package, and will be responsible for booking his/her own international flights.**

Trip Services:

- For updates to the itinerary or requests for information, CANDLES staff will use the contact information you provide. Registrants are asked to respond in a timely manner to all communications from CANDLES staff.
- Flight and hotel rewards for participants booking the “complete” trip package are not available.
- Trip packages are purchased as offered.
- Because hired services for the trip are contracted based on the number of total participants, registrants will not be permitted to switch from one trip to another in the event that a second trip becomes available.

Accommodations:

- A single/private room is available on a limited basis at an additional cost of \$400.
- Most rooms can accommodate a maximum of two (2) people. Some rooms may be available that accommodate three (3) occupants, but this must be requested in advance and availability is not guaranteed.

Travel Arrangements:

- Tour bus transportation from Terre Haute, IN to O'Hare International Airport in Chicago, IL is available to trip participants at no additional cost.
- Participants flying with CANDLES from O'Hare that are not riding the bus from Terre Haute will meet at the airline check-in counter.
- Participants not flying with CANDLES will submit their travel arrangements in advance for scheduling purposes.
- Participants not arriving and/or departing Krakow with CANDLES are responsible for their own transportation to and from the airport/train station. If you need assistance with these arrangements, please contact CANDLES for suggestions.
- One checked bag and one carry-on are included with the economy class group airfare.

Media and Photos:

- All participants are asked to read and sign the CANDLES Publicity Release.
- Participants agree to the use of their image and likeness in trip media and photos while on the trip.
- Any use of participant images/likeness by third party individuals/organizations that are not affiliated with or approved by CANDLES will require additional permissions from the trip participants.

Trip Insurance:

- Actual trip insurance rates vary depending on state of residence and purchase of a single room supplement. Participants will be charged according to the insurance rate schedules provided on the CANDLES website.
- Trip insurance is highly recommended. For questions about trip insurance, please contact CANDLES for insurance resources and information.

Law Enforcement While Abroad:

- CANDLES trip participants arrested by foreign authorities, juvenile or adult, are not the responsibility of CANDLES. If arrested, the participant may be subjected to prosecution by local law enforcement authorities and must understand that CANDLES has no obligation to defend him/her in such proceedings. Parent/guardian and chaperone will be given the phone number and address of the appropriate law enforcement agency to contact.