

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. 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 the trip, a **nonrefundable deposit of \$750** per person is required with your registration. **Your spot will not be guaranteed until your deposit has been received by CANDLES. Please send deposit in with mailed registration or within 10 days of electronic registration.**
- 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 13 of the registration packet) and mail to CANDLES (***Note: a 3% transaction fee will be added to all credit/debit card payments**)
- Your full trip balance is to be **paid in full by June 16, 2018.**
- After March 31, 2018, 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.

Cancellation Policy:

- Cancellations received prior to close of business on June 16, 2018 will result in a cancellation fee of 50% of monies paid (not including the nonrefundable \$750 deposit).
- For cancellations received between June 15, 2018 and close of business on August 4, 2018: the “land” trip package is nonrefundable and nontransferable; for those booking the “complete” trip package, the economy class airfare of \$1000 (less a \$100 airline fee) can be refunded.
- Beginning August 5, 2018, all monies paid are nonrefundable and nontransferable.
- All merchandise sales are nonrefundable.

Passports:

- A passport valid through March 14, 2019 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 **August 3, 2018.**
- **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.**



Guidelines for Participation (cont.)

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 promised and may not be available.
- Trip packages are purchased as offered.

Accommodations:

- A single/private room is available on a limited basis at an additional cost of \$575.
- Rooms can accommodate a maximum of two (2) people.

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 Cluj/Budapest with CANDLES are responsible for their own transportation to and from the airport. If you need assistance with these arrangements, please contact CANDLES for suggestions.

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.

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.

Please Note:

- Air travel to Cluj, Romania is very limited regarding travel dates, times, and air lines. **Please be sure that if you choose the “land” trip package, you have your flight arrangements secured with deposits.**
- Arrival into Cluj, Romania by train is not recommended.

