



Ampleforth Hospitalité of our Lady of Lourdes

Application Form for Assisted Pilgrims on the 2024 Pilgrimage

Friday 12 July 2024 to Friday 19 July 2024

Applications for the 2024 Pilgrimage are now open. Thank you for your interest in applying. Please read the following guidance notes before completing your Application. Further information about the Pilgrimage can be found on the [ALH website](#).

If you have any problems completing the Application Form, please contact the Assisted Pilgrim Coordinator, Belinda Twort tel: 07808 864644, email: bt.alh@ampleforthabbey.org.uk

- 1. Application Timetable.** Please send in your application as soon as possible. This will increase the likelihood of your being accepted as places are limited. It also greatly helps the organisation of the pilgrimage. We hope that Assisted Pilgrims will apply by the 1 April 2024, however late applications due to unforeseen circumstances can be considered. Our acceptance of you as an Assisted Pilgrim depends on our ability to look after you safely and any mobility restrictions that are required by the airline.
- 2. Price.** It costs the pilgrimage £990 for each assisted pilgrim that joins us in Lourdes. We ask that assisted pilgrims contribute as much as they are able towards this cost. The pilgrimage fundraises throughout the year so we can provide support with the cost to those who need it.
- 3. First time pilgrims on the Ampleforth Pilgrimage or those returning after a gap of 10 years or more.** Before completing this form, please contact the chief doctor (bcb.alh@ampleforthabbey.org.uk) or chief nurse (jm.alh@ampleforthabbey.org.uk). You will also need to provide details of two suitable independent referees. Click [here](#) to learn more about what we mean by a suitable independent referee.
- 4. Statement of Commitment and Safeguarding Summary.** Before completing the Application Form, please ensure that you have read and agreed the [Statement of Commitment and Code of Conduct](#) and the [Safeguarding Summary](#). These should be printed off and signed and kept by you for your own records.
- 5. Telephone Numbers.** When completing the Application Form, you will be asked for contact telephone numbers. In the Home Telephone Number, please enter the telephone number that you would prefer the pilgrimage to use (mobile or landline). If it is not always possible to contact you on this number, please consider adding an alternative telephone number which can be used.
- 6. Other Documents.** You will need to have the following documents in order to complete the form:
 - Passport (On the day you travel, you'll need your passport to:
 - be valid until at least 19 February 2025
 - be less than 10 years old (even if it has 6 months or more left) – issued after 19 July 2014
 - GHIC (details on how to apply for a GHIC can be found at <https://www.gov.uk/global-health-insurance-card>) - if you have an EHIC with an expiry date after 19 July 2024, you can use that.
 - GP's contact details

Disclaimer

If you have selected a flight package in your application form, the following disclaimer will apply: The Committee of the Ampleforth Hospitalité of our Lady of Lourdes (ALHC) assists Pilgrims with their travel arrangements by introducing them to the Pilgrimage tour operator Tangney Tours. Your application, should it be accepted by the ALHC, will be subject to the terms and conditions of Tangney Tours which will be made available on the back of your invoice, once you have been accepted on the Pilgrimage. These booking conditions are provided in accordance with the ATOL regulations and the ATOL guarantee secures all aspects of the Pilgrim's travel and accommodation arrangements. The Committee shall not be responsible for any act, error or omission of Tangney Tours, including the bankruptcy, administration or liquidation of them or any other third party, which may result in loss or damage howsoever arising of whatever nature.

If you are travelling to Lourdes independently, and have only requested the reservation of accommodation with the provision of meals, the following disclaimer will apply:

The Committee of the Ampleforth Hospitalité of our Lady of Lourdes assists Pilgrims with their accommodation arrangements whilst in Lourdes and has accepted the booking conditions of the hotel(s) used for the 2024 pilgrimage. These booking conditions are available on request from the hotel(s) in question. The Committee shall not be responsible for any act, error or omission, including the bankruptcy, administration or liquidation of any third party, which may result in loss or damage howsoever arising of whatever nature.

The Committee will not be responsible for any lack of COVID cover in independently arranged insurance.

Tips on Completing the Application Form for Assisted Pilgrims

As an Assisted Pilgrim you do not need to complete all the fields in the Application Form. The information below will identify those fields that you need to complete.

Page 1 (About you)

Ignore the 'Find your details' section and start at Ampleforth 2024.

Complete the questions for page 1, (answer 'yes' to the question 'Do you meet any of the criteria in the medical information section of the Application Notes?'), then press the **Next** button. If something has been missed an error message will be displayed and the line with the error in it will turn red. Just go back and complete it, and then press the **Next** button.

Page 2 (Your trip)

Answer 'yes' for Flight and Accommodation package (this includes the flight and your accommodation in Lourdes). Press the **Next** button.

Page 3 (Safeguarding and Background Checks)

You do not need to provide DBS information, but the three questions starting with "Do you have any convictions or cautions" must be answered.

You only need give details of 2 referees if this is your first pilgrimage or you have not been on the pilgrimage in the last 10 years.

Press the **Next** button.

Page 4 (Other Information)

For your Role, use the drop-down menu to select Assisted Pilgrim. Ignore the next two questions. Please answer all other questions. For the question about Night Duty, please select No. For the training question, use the drop-down menu to select 'I am an assisted pilgrim'. Press **Next** button.

Page 5 (Commitments and Data Protection)

Please answer all the questions. Press the **Next** button.

Page 6 (Submit your Application)

Please follow the instructions, and re-check your application. If everything is correct, press the **Next** button. An automatic confirmation email of the submission of your application will be sent to the email address that you have entered on your application form. If you do not receive one, please let [Belinda](#), [Jenny](#) or [Bruce](#) know.

If you are now ready to apply,

[Click here to go to the Application Form](#)

(holding the Ctrl key while clicking will open the Application Form in a new window)

Statement of Commitment and Code of Conduct

"Jesus said "You must Love the lord your God with all your heart, with all your soul, and with all your mind." This is the greatest and first commandment. The second resembles it: "You must love your neighbour as yourself." On these two commandments hang the whole Law, and the Prophets also."

We come to Lourdes to try to love our neighbours as ourselves.

"This then is the good zeal which all must foster with fervent love. They should each try to be the first to show respect to one another, supporting with the greatest patience one another's weaknesses of body or behaviour, and earnestly competing in obedience to one another. No one should pursue what they judge better for themselves, but what they judge better for someone else... Let them prefer nothing whatever to Christ, and may he bring us all together to everlasting life" Rule of St Benedict, c.72

STATEMENT OF COMMITMENT

Everyone has their own reasons for going on Pilgrimage to Lourdes and individual wishes and preferences are respected. However, whilst no one should feel compelled to do more than they are capable of, the Pilgrimage does have a code with which pilgrims are expected to comply. There are good reasons for this:-

- We make our Pilgrimage to Lourdes in response to Our Lady's invitation. We are made aware there of her love and her wish that we should be drawn closer to her Son. We are conscious of her request that we should do penance and pray for sinners. No member of the Pilgrimage should prejudice the spiritual benefit that others are searching for.
- We enable the Assisted Pilgrims to go to Lourdes and care for them there, both physically and by praying with them. There will be many other fellow pilgrims whom we can help in a variety of ways. For the week of Pilgrimage, we try to put the interests of others before our own.
- Lourdes is administered by the Sanctuary authorities, as well as the Hospitalité Nôtre Dame de Lourdes, under the Bishop of Tarbes and Lourdes, and we go there at their invitation. Any behaviour that falls short of the standard they expect is likely to lead to that invitation being withdrawn. It is the duty of those entrusted with the running of the Ampleforth Pilgrimage to take whatever action they consider necessary to ensure that the correct standard is maintained.
- The Pilgrimage is under an obligation to comply with certain policies, including Health and Safety and the Safeguarding Policy. The Policies, the Code of Conduct and the Dress Code, have been prepared by the Ampleforth Lourdes Hospitalité Committee ("ALHC") and will be enforced to protect the good name of Ampleforth and to ensure the safety and enjoyment of everyone on our Pilgrimage.

CODE OF CONDUCT

All Pilgrims are required to abide by the following Code of Conduct:

General Comments:

- All should be aware of their own behaviour and how it impacts on others. We recognise that personalities and characters are all different, but the expectation is that the way that we approach the Pilgrimage must always be acceptable to others through applying principles such as:
 - All should treat each other with respect and courtesy at all times.
 - Conduct must uphold the good reputation of the Pilgrimage.
 - The Pilgrimage will not condone or tolerate unacceptable behaviour, including any form of bullying and harassment. If proven, such behaviour may result in disciplinary action being taken.
 - Should any Pilgrim experience what they feel is unacceptable behaviour, they should report it to one of the Pilgrimage Officers.

Safeguarding:

- The Pilgrimage is committed to safeguarding and promoting the welfare of vulnerable adults, of children and young people and expects all Pilgrims to share this commitment. All Pilgrims should behave in a way that keeps vulnerable adults and children safe and free from harm, or risk of harm. All concerns should be raised immediately with the Pilgrimage Safeguarding Officer and will be dealt with promptly, in line with the Safeguarding Policy.

Alcohol

- We are committed to providing a safe, healthy and productive environment for all Pilgrims. This includes ensuring that all are fit to carry out their designated tasks safely and effectively. Absence from or incapacity/poor performance in our care for the Assisted Pilgrims due to the taking of alcohol will be treated as a serious breach of this Code of Conduct.
- Our social activities together are a strong and lively feature of our Pilgrimage. All pilgrims are asked to remember to drink in moderation, since alcohol can inhibit good judgement and lead to inappropriate behaviour.
- Many people today choose not to drink alcohol, for a variety of good reasons. No one should ever feel under any pressure to drink alcohol, nor be put under pressure by another member of the Pilgrimage. Alcohol-free beverages will always be available at Pilgrimage events.

Equal Treatment

- We are committed to equal treatment for all, regardless of age, sex, sexuality, race, caste, disability, religion or belief. We will keep a record of discriminatory incidents.
- We aim to create a friendly and caring environment in which every individual is valued. We endeavour to contribute positively towards the autonomy, self-esteem and safety of all our Pilgrims – both Assisted Pilgrims and Helpers alike.

Bullying and Harassment

- Bullying, harassment or any form of discrimination will not be tolerated. We ask each Pilgrim to treat everyone fairly and with consideration, with the same standard of consideration they would expect for themselves. Any kind of bullying, including cyber bullying, is unacceptable. The Pilgrimage will keep a record of any incidents of bullying or harassment which are reported.

Use of Language

- All Pilgrims should ensure that their language is appropriate at all times. In particular, pilgrims should:
 - avoid the use of vulgar, offensive and foul language;
 - avoid words or expressions of a sexual nature;
 - not use any language which may be considered to go against the Pilgrimage's commitment to Equal Treatment for all (see above) and the AAT Equal Opportunities policy;
 - not use language that promotes extreme political ideas or that promotes any form of radicalisation;
 - avoid any words or actions that are over-familiar;
 - not swear, blaspheme or use any sort of offensive language;
 - understand that the use of sarcasm or derogatory words should be avoided, and that negative comments about others must also be avoided;
 - take great care if engaging in "banter", especially with younger helpers, however well-intended

Personal Space

- All Pilgrims should respect the 'personal space' of others. This includes:
 - Ensuring that Assisted Pilgrims' privacy is respected when giving personal care e.g.
 - Knocking before entering bedrooms
 - Explaining what you are about to do before you do it, especially when touching Assisted Pilgrims for personal care or for other reasons
 - Ensuring that privacy is respected during showering/washing/toileting
 - Not doing tasks which the Assisted Pilgrim can do for themselves
 - The 'personal space' of others should also be respected in social situations – no pilgrim, especially younger helpers, should be made to feel uncomfortable by others getting 'too close' – no matter what the intention.

Breaches of this Code of Conduct

- Breaches of this Code of Conduct will be recorded and dealt with according to the Pilgrimage Complaints Policy, a link to which can be found [here](#) unless they fall under the Safeguarding Policy

We therefore require you, as an Ampleforth Pilgrim to Lourdes, to sign that you accept the Code of Conduct which confirms your understanding of the Statement of Commitment and your willingness to respect and comply with its intentions in spirit and in practice.

- I will accept the authority of those appointed to positions of responsibility by the ALHC and will be honest and open in my dealings with them
- I agree to abide by advice from the UK Government, French Government, the Sanctuary authorities and the ALHC with respect to infection control
- I agree to take part with the Assisted Pilgrims in all the main pilgrimage ceremonies
- I will attend all meetings at which my presence is required
- I will put the interests of others and particularly the Assisted Pilgrims, before my own and not, by act or omission, diminish their Pilgrimage experience.
- I accept responsibility for the security of my own belongings and valuables
- I will ensure that any private information that I receive as part of my role as a helper is kept confidential.
- I will behave in such a way as to uphold the good name of the Ampleforth Pilgrimage
- I will accept and comply with the Policies, codes of practice and dress laid down by the ALHC. (A copy of these policies will be available in hardcopy from the Chief Lady Helper's office in the St Frai Assisted Pilgrim Accueil in Lourdes.)
- I will ensure that I report or highlight any breaches of policy, near misses or accidents during the pilgrimage to the ALHC in order to ensure the welfare of my fellow pilgrims and the Ampleforth Pilgrimage.

I have read and understand this Statement of Commitment and Code of Conduct and will comply with it.

OR
I have read this Statement of Commitment and Code of Conduct to _____ who has told me he/she will comply with it.

Name (Please print)

Signed

Dated

Safeguarding Summary

Ampleforth Lourdes Pilgrimage: Safeguarding summary for Assisted Pilgrims

'You must love your neighbour as yourself' Mt 22:39

We treat each other with dignity and respect.

We all have to keep ourselves and each other safe throughout the pilgrimage. That includes, but is not limited to, preventing abuse of any sort.

If you follow the key points below, this will help to ensure everyone is looked after and any matters requiring intervention can be dealt with appropriately.

A few key points:

1. There should always be two helper pilgrims with red or green lanyards present when someone needs assistance with personal care.
2. If in doubt seek help and guidance.
3. Ensure that immediate safety needs are met. This may mean summoning help from others.
4. If you witness abuse or behaviour that raises a safeguarding concern, or someone tells you about it, you must report it to the Pilgrimage safeguarding officer or assistant safeguarding officer and, if what you have learnt relates in any way to a person under 18, their chaperone as soon as possible.
5. If in any doubt about the well-being of another pilgrim, or a possible safeguarding issue, speak with one of your care team or ask to speak to the nurse on duty.

The Pilgrimage has a variety of policies and procedures to help ensure our safety – for example Safeguarding, Health and Safety, Missing persons, Complaints and Whistle-blowing, and Data protection. The policies and procedures are all kept in the pilgrimage office on our floor of the St Frai.

Lanyards and badges, Group leaders, *Responsables*, Personal care buddies and the Clinical team all help us look after one another.

Sorting out concerns or allegations can be difficult, upsetting and disruptive for all concerned, but this should never be a reason to avoid reporting a concern. If you follow the key points above, this will help to ensure everyone is looked after and any matters requiring intervention can be dealt with appropriately.

Contact phone numbers (consider using WhatsApp when phoning to avoid Roaming Charges)

Pilgrimage Safeguarding officer (Mateo Domecq) +32 493335490

Assistant Safeguarding officer (Nikki Young) +44 7701 066305

I have understood this Safeguarding summary and will comply with it.

OR

I have read this summary to

who has told me he/she will comply with it.

Name (Please print)

Signed

Dated

Suitable Referees

A. Guidance on References for the Ampleforth Lourdes pilgrimage.

All first-time pilgrims, and those who have not been on the Pilgrimage in the last 10 years, are asked to provide details of two referees.

The process is intended to be proportionately robust but not unduly cumbersome and time consuming for either pilgrims, especially Assisted Pilgrims, or for the organisers.

If you have any questions or doubts about our procedures on references, or difficulties in identifying suitable referees, please contact the Safeguarding Officer, Philip Westmacott, who will be pleased to help. Tel: 01653 628035, westmacottphilip@gmail.com

1. Suitability

The referees must be independent - so not a relation or just a close friend of the prospective pilgrim. Referees should have sufficient knowledge of the prospective pilgrim to comment on their suitability for the role to be performed by that pilgrim.

Referees should have known the prospective pilgrim for at least 1 year. If a person has recently moved school or job, references should generally be offered from both the current and immediately preceding employer or school so as to cover at least the last year.

2. Guidance on who should normally give references for different classes of pilgrim: Clinical team – normally at least one from the pilgrim's current employer, unless they moved jobs recently (e.g. in the last year), in which case also one from the former employer (or University tutor, if in first job).

Students – normally tutor and another teacher with pastoral overview – e.g. a Housemaster/mistress from current and, if necessary, immediately past school.

Young pilgrims – e.g. at university - Tutor and school; could also be an employer.

All other pilgrims (and in some cases the second referee) – Employer (and former employer where appropriate), otherwise, if possible, someone who understands the reputational risk of giving a reference which is incomplete or inaccurate, e.g. a professional person subject to registration.

One of the two references might be from a member of the pilgrimage who knows the pilgrim e.g. from working with them, including in a volunteer capacity, not just as a friend.

3. How references are obtained

Referees will be provided with a standard form for giving the reference, together with a brief explanation of the pilgrim's role.

References given by letter should normally be given under the letter head of any organisation concerned (e.g. school, parish, employer).

If a reference from an employer is sent by email it should be sent from an organisational email account, rather than a private email account, and include the sender's signature block – typically including the physical address and contact phone number. Reasonable checks may be made as to authenticity – e.g. to check that a parish priest's reference has been sent from the email address advertised on the parish website.

An SAE will be provided to all (non-school) referees unless the reference is to be given by email.

4. Review of references

All references will be read and considered, and any doubts investigated and resolved before a prospective pilgrim is accepted. Follow up calls to referees may be made.

The satisfactory review of references received will be recorded by the person who reviewed the reference or by the Safeguarding Officer ('SO').