

GENERAL TERMS AND CONDITIONS FOR PARTICIPATION IN THE OMNIA VATICAN&ROME INITIATIVES PROMOTED BY OPERA ROMANA PELLEGRINAGGI *(Rev. 01/01/23)*

1. Vicariate of Rome-Opera Romana Pellegrinaggi: presentation and mission

Opera Romana Pellegrinaggi (for brevity referred to also as Opera Romana Pellegrinaggi or O.R.P.) is an institutional activity of the Vicariate of Rome, an organ of the Holy See, its missions are the promotion and organization of pilgrimages to all Sanctuaries and places of particular religious, cultural and ecumenical interest.

To achieve this goal, O.R.P. makes use of a coordinated set of services (transport, accommodation, ancillary services) necessary to allow the pilgrim, through logistic support, to fully realize the spiritual experience connected to the visit of destinations and itineraries of faith of Christianity.

Opera Romana Pellegrinaggi also offers its **services for the reception and assistance of those who come to Rome as pilgrims**; acceptance and dialog between peoples are, in fact, the cornerstones of its pastoral mission.

Omnia Vatican&Rome is the sector of O.R.P. dedicated to creating and offering visitors of the Eternal City of every language, nation and religious creed visits and pilgrimage itineraries - on foot or by open bus - to places of worship and/or Christian memory, as well as to discovering and enhancing the historical-artistic heritage present in the city as in the places entrusted to the care of the Church. The **Omnia Vatican&Rome" proposals** can be viewed on the dedicated website www.omniavaticanrome.org.

On the other hand, those who wish to carry out a pastoral journey to discover the numerous artistic, cultural and religious assets present on the Italian territory are addressed to the **"OmniaforItaly" proposals**, which can be viewed on the website www.omniaforitaly.org.

The pilgrimage proposals and the other initiatives offered by O.R.P., although similar, in the organizational procedure, to the forms of tourism, differ in their primary religious and spiritual purpose.

2. Headquarters and offices of Opera Romana Pellegrinaggi

Opera Romana Pellegrinaggi is located in Palazzo del Vicariato Vecchio "Maffei Marescotti", extraterritorial area, based in Via della Pigna 13/a, 00186 Rome, Italy.

The location of the other offices and Info Points of Opera Romana Pellegrinaggi is specified on the website www.operaromanapellegrinaggi.org.

3. Subject

These General Terms and Conditions govern the offer and sale of the Omnia Vatican&Rome initiatives proposed by Opera Romana Pellegrinaggi.

4. Understanding of the applicable regulation and amendment of these Terms and Conditions

Participation in any Omnia Vatican&Rome initiative presupposes knowledge of the regulation applicable and the relevant full and integral acceptance, in compliance with these General Terms and Conditions and with the further specific information that is provided for each initiative on the website www.omniavaticanrome.org and which is intended to be referred to herein.

The General Terms and Conditions, available on the website and upon request in the offices of Opera Romana Pellegrinaggi in paper format, can be updated at any time as well as the initiatives could be changed or temporarily suspended, also due to the Covid-19 pandemic.

Any changes will be effective from the time of their publication on the website.

Before joining or benefiting from any initiative, it is, therefore, advisable to view the website www.omniavaticanrome.org where the most updated version of the General Terms and Conditions and information relating to the initiatives is published.

5. Information on initiatives and admission titles

5.1 For each initiative, detailed and useful information is provided, such as the description of the visit, the type of tickets with the specification of free admissions and applicable reductions, the languages available for the guided tours, the closing times, the accessibility to people with disabilities or motor difficulties, the rules of behavior to be observed, useful references in case of need.

For the sacredness of the places covered by the initiatives, we invite you to maintain a respectful attitude and to wear decent clothing.

On the website www.omniavaticanrome.org, notices and operational communications updated in real time are available.

5.2 To carry out the visit and for its entire duration, it is necessary to have the ticket/voucher corresponding to the day and time booked.

5.3 In the event of loss or deterioration of the tickets/vouchers, you can write info@omniavaticanrome.org or go to one of the O.R.P. offices.

6. Disclaimer

6.1 Initiatives in collaboration with other Partners

For the Omnia Vatican&Rome initiatives created by Opera Romana Pellegrinaggi in collaboration with other Partners, we invite you to view the related institutional websites to find out about the terms and conditions governing the services they manage that, as such, are beyond the control of O.R.P. which declines any responsibility in this regard.

6.2 Changes or cancellation of initiatives due to extraordinary circumstances

Opera Romana Pellegrinaggi cannot be held responsible for changes and/or cancellations of the Omnia Vatican&Rome initiatives due to extraordinary events and/or conditions beyond its control such as, by way of example but not limited to, religious celebrations and/or provisions of the Holy See and/or the Authorities and/or Third Parties, demonstrations, strikes, the Covid-19 epidemic, security reasons, extraordinary events and extreme weather conditions.

In these circumstances, Opera Romana Pellegrinaggi **will not be able to refund the purchased ticket**, but it will try to move the visit to the first possible date, doing everything possible to facilitate the visitor.

7. Exclusion of the withdrawal right

Once you have signed up for the chosen initiative by paying the relevant ticket, it will no longer be possible to cancel the transaction and request a refund of the ticket you purchased.

The right of withdrawal does not apply.

O.R.P., if possible and provided that it becomes aware of the renunciation well in advance of the date booked for the visit/entry, will in any case try to facilitate the pilgrim.

8. Covid-19

O.R.P. and the Project Partners guarantee the maximum commitment in taking all the necessary measures to allow the safe use of the various initiatives, in compliance with the government provisions for the prevention and containment of the Covid-19 epidemic.

9. How to purchase the initiatives

9.1 Joining the Omnia Vatican&Rome initiatives can be done at all O.R.P. offices, on the website www.omniavaticanrome.org. or on the OmniaVaticanRome App. **Completing the purchase implies acceptance of these Terms and Conditions, none excluded.**

9.2 To make a purchase on the website www.omniavaticanrome.org, it is necessary, after having chosen the product, to enter all the requested data (name, surname, email, telephone number, Country) and confirm that you have read, understood and accepted the details of these regulations, including the authorization to process personal data, by mandatory selection of the appropriate box.

If the data entered are correct, you can complete the purchase and pay or cancel the request.

Once the purchase order has been completed, a confirmation email with the voucher containing a purchase code (for initiatives without a reservation obligation) and a voucher with a purchase/reservation code will be sent to the email address specified (for all initiatives with mandatory booking).

The voucher with the codes and the QR codes will allow you to directly use the service purchased in the manner described during the purchase phase.

NB: If you purchase an Omnia 72h service, you will necessarily have to pick it up at one of our offices.

The visits contained in the Omnia 72h or 24h service can be booked at the same time as the purchase or subsequently through the website www.booking.omniakit.org, the OmniaVaticanRome App or by writing to info@omniavaticanrome.org.

Although the voucher contains a QR code that can be read on your smartphone or tablet, we recommend that you print it and bring the paper copy with you.

We advise not to purchase the tickets close to departure as, although unusual, computer malfunctions can occur.

9.3 If you do not receive the confirmation email (we suggest you check if, due to your computer's security settings, the email had not ended up in your junk mail), despite having followed the online purchase procedure, it means that the transaction was successful and the bank has not debited the cost of the order from your account; in this case, we recommend waiting a few minutes and repeating the operation. If, on the other hand, you do not receive the confirmation email, but the bank communicates the debit, we advise you to write us an email to info@omniavaticanrome.org to allow us to verify and give you feedback. In the latter case we need at least 3 days to complete the checks; therefore, the Omnia card can be used after the check.

10. Personal data protection

In order to process your request to join our initiative and subsequently to manage it, Opera Romana Pellegrinaggi needs to process your personal data. Therefore, the provision of your data is mandatory and the completion of the procedures to join our initiative implies acceptance of the processing of your personal data as described below.

The Data Controller is the Vicariate of Rome-Opera Romana Pellegrinaggi, via della Pigna 13/a, 00186 Rome, Italy - email: privacvorp@orp.org.

The Data Manager can be contacted at the email addresses: rpd@diocesidiroma.it and rpd.diocesiroma@pec.it. You can refer to these contacts for all the questions you want to ask O.R.P. concerning the protection of your good reputation and the confidentiality of your private life.

The legal basis of the processing is the contract on the basis of which Opera Romana Pellegrinaggi will provide you with the service you request and your consent to be subscribed to the newsletter.

Opera Romana Pellegrinaggi guarantees the security and confidentiality of your data, informing you that it will use them according to principles of correctness, lawfulness and transparency, exclusively for the **purpose** of managing your request to join our initiative and within the limits of its institutional mission; the transfer to third parties for purposes other than those provided for in this contract is excluded for any reason.

Where necessary, the **communication of data** can be made to the competent authorities and/or to insurance companies and/or in any case to third parties who provide Opera Romana Pellegrinaggi with collateral and instrumental services to allow you to use the initiative.

It may be necessary to **transfer your data** to third Countries, but this will only take place to an ancillary and instrumental extent for the purpose of making the chosen experience possible for you.

Your data will be **deleted** after the mandatory retention period imposed on us by the regulations to which we are subject.

At any time, **you can exercise the rights contemplated by the current regulations on Data Protection**, more specifically the right to access personal data, rectify and, where possible, cancel them, limit the processing that concerns you or opposition to the processing, the right to the portability of your data and the right to lodge a complaint with a supervisory authority.

To exercise your rights, you can contact the Vicariate of Rome-Opera Romana Pellegrinaggi, via della Pigna 13/a, 00186 Rome, Italy - email: privacvorp@orp.org.

11. Disputes

O.R.P. and the participant undertake to resolve in an amicable way any disputes on the interpretation and application of these General Terms and Conditions or, in any case, dependent on participation in the initiatives of O.R.P., also through out-of-court settlement procedures (negotiation and/or mediation).

In the event that it is not possible to resolve the dispute amicably, it is agreed that the exclusively competent Court will be that of Rome (Italy), to the exclusion of any other.