ORDER OF MALTA
GREAT BRITAIN

FROM: THE HOSPITALLER: **LOURDES PILGRIMAGE – FRIDAY 1 TO THURSDAY 7 MAY 2026**

1 February 2026

Dear Fellow Pilgrim,

Thank you for applying to join our 2026 pilgrimage to Lourdes. To make your booking, please fill in your details and organize payment through the Tangney Tours website by **no later than Monday 23 February 2026**.
Tangney Tours are organizing our flights as usual from Stansted to Lourdes, as well as your accommodation. Your contract with them will be governed by their terms and conditions. BASMOM Ltd does not accept any liability in respect of those matters on this pilgrimage.
Please read carefully and confirm agreement to our Code of Conduct which accompanies this letter. The safety and wellbeing of our pilgrims remain of paramount importance to us.

A few points to note which I hope will be helpful:

1. With Tangney Tours you have the possibility to pay in three instalments. All such payments do, however, need to be paid by the time that Tangney Tours become liable for the full cost of the aircraft charter. The deadline for booking and making the first instalment payment is, as above, Monday 23 February 2026.

2. If you are 35 or under and wish to apply for a discount, on the basis that you will be coming for the week and will stay at the Hotel Esplanade Eden, please contact Eleanor Maxwell, Pilgrimage Secretary, at lourdes@orderofmalta.org.uk.

3. You will also find a uniform order form on the booking system.

4. If you wish to volunteer with the Hospitalité de Notre Dame de Lourdes (HDNL), you should tick the appropriate box.

Lastly, please do not be surprised if you are contacted by Stephen Reeve-Tucker, Hospitaller Secretary, to ensure that you have an up-to-date DBS enhanced certificate or confirmation, via the update service with the appropriate consent, that there is no change from your previous certificate. Please give Stephen your full attention and cooperation in these important matters.

Yours sincerely

James Pavey Hospitaller

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Order of Malta Pilgrimage Code of Conduct

The Order is committed to creating a safer environment for all pilgrims. To achieve this, everyone on the pilgrimage must adhere to this code of conduct which includes what steps must be taken in the event of a safeguarding situation. Responding to them correctly is vital for keeping the victim safe.

Do:

- Make sure that you can recognise all forms of abuse and know how to deal with it appropriately (see below);
- Speak to the Hospitaller, James Pavey as soon as possible if you have concerns, suspect or see abuse. Record the facts as you have been told or seen, do not make assumptions;
- Challenge unacceptable behaviour and report allegations and suspicions;
- Treat people how you would expect people to treat you by demonstrating dignity and respect;
- Be an example you wish others to follow, remembering that your actions or words could be misinterpreted no matter how well intentioned;
- Promote an environment and atmosphere where others can challenge unacceptable behaviour;
- Respect people's right to privacy.

Physical abuse	Including: • hitting • slapping • pushing • misuse of medication • restraint	**Domestic violence**	Including: • psychological • physical • sexual • financial

			• emotional abuse

Don't:

- Have any inappropriate physical or verbal contact with others;
- Allow, encourage or engage in any form of inappropriate touching;
- Make inappropriate sexually suggestive comments to a protected pilgrim, even in fun;
- Use inappropriate language around a protected pilgrim;
- Fail to act upon and record any allegations of abuse made by a protected pilgrim;
- Do things of a personal nature for a protected pilgrim that they can comfortably do for themselves;
- Speak to any pilgrim in a way that could cause offence or upset;
- Use any form of physical restraint during the care of a protected pilgrim.

What constitutes abuse and neglect?

The definitions below do not provide an exhaustive list of examples for adults who have needs for care and support.

Sexual abuse	Including: • sexual harassment • inappropriate looking or touching • sexual teasing or innuendo • witnessing sexual acts • sexual assault • sexual acts to which the adult has not consented or was pressured into consenting	**Psychological abuse**	including: • emotional abuse • humiliation • blaming • controlling • intimidation • coercion • harassment • verbal abuse • cyber bullying • isolation

Financial or material abuse	Including: • theft • fraud • internet scamming • coercion in relation to an adult's financial affairs or arrangements • the misuse or misappropriation of property, possessions or benefits	**Discriminatory abuse**	Including forms of: • harassment • slurs or similar treatment: • because of race • gender and gender identity • age • disability • sexual orientation
Neglect and acts of omission	Including: • ignoring medical emotional or physical care needs • the withholding of the necessities of life, such as medication, adequate nutrition and heating	**Self-neglect**	This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.
Organisational abuse	Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or in relation to care provided in one's own home. This may range from one off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, and practices within an organisation.	**What to do...** If you have concerns, suspect, see or are told of abuse • Ensure the immediate safety of the child or adult at risk; • Listen and don't ask questions; • Do not promise confidentiality; • Accept what you are being told without interruption; • Record the facts as you have been told or seen, do not make assumptions and pass the information on to the Hospitaller, James Pavey at +7774 737295 • Contact the Police if there is immediate danger; • Do not investigate yourself or talk to/contact the person who is the subject of concern.	