

DIVINE MERCY SUNDAY 2018
FREQUENTLY ASKED QUESTIONS (FAQs)

BUS REGISTRATION PROCESS

NEW FOR 2018:

Bus spots are limited for Saturday and Sunday. Each group/parish will be permitted to register **THREE** buses. We are doing this to be fair and allow as many groups to attend as possible. Any additional bus registrations will be returned and not processed.

All bus coordinator who register are **REQUIRED** to give us the contact information for the bus company on the registration form. If you do not fill this in your bus permit will **NOT** be mailed!

How do we register our bus?

Please go to our website at www.thedivinemercy.org. On the Homepage will be a picture of a bus which will send you directly to the registration page. Your bus offering/donation of One Hundred Fifty US dollars **(\$150.00) PER BUS/PER DAY** will assist us greatly in defraying the operating expenses for this event and to continue to provide all the services for the weekend for our visitors. Thank you for your continued support of the Marian Fathers!

Can we call in our registration?

We are not taking any registrations over the phone. You are requested to go **ONLINE** and register. You are **NOT** considered registered until you go online and complete the process. You will receive an automatic confirmation email from our Customer Service Department a few days later. Mailing in checks and forms only delays the process and since bus spots are limited you may **NOT** get registered in time. Bus permits are typically mailed **THREE WEEKS** before the event. If you have not received yours email: pilgrims@marian.org immediately.

How can secure our bus spot?

You can use all of the major credit cards when you register **ONLINE**. If you are registering by mail, send check or mail order (not recommended as it will delay the process) with the registration form. If your information is received **AFTER** all the spaces are taken your registration form and bus offering will be returned. **REMEMBER: Sending in a form with a check DOES NOT guarantee you a spot! Please do not send cash in the mail.**

What if I don't have Internet access?

Perhaps someone else in your family, group or from your parish office can handle this detail. Public libraries often provide free Internet service. Remember, all weekend spaces fill up very quickly. If you send in a paper form with a check that **DOES NOT** guarantee you a spot! Your Information will be returned if registration closes early. Register online to be safe!

(SEE OTHER SIDE)

Is there a benefit to registering early?

The first 185 buses will be allowed to park on Eden Hill. Alternatively, we have satellite parking with school buses running every 10 minutes which will bring you directly to our site free of charge for those coming by car (SUNDAY ONLY). Your bus driver will be directed by our personnel where to park once you enter our property. Your bus parcel will contain all the necessary information. **NO BUS OR BUS DRIVER MAY LEAVE THE PROPERTY AT ANY TIME THE ENTIRE WEEKEND. THIS IS FOR THE SAFETY OF THE PASSENGERS. EVERY BUS COORDINATOR IS RESPONSIBLE TO INFORM THEIR DRIVER OF THIS REGULATION!** Cars will be permitted to park on-site on Saturday since the number of buses is far less.

Where are these satellite sites for car parking on Sunday?

The sites are located along Route 102/Pleasant Street in Lee, MA and easily spotted with signs at the driveway entrances of local businesses. There is also parking for the first time this year at the Lee Outlet Mall. **There IS NO OFF-SITE PARKING AT THE GREAT BARRINGTON SCHOOLS THIS YEAR. NO BUSES WILL BE PERMITTED TO PARK IN THE OFF-SITE AREAS.** This will be strictly enforced by local police. There are attendants at every parking lot. **Remember, this off-site parking is for SUNDAY ONLY.** There is no charge for parking in these areas. **After 12 NOON on Sunday there is limited car parking on Eden Hill.**

What is the registration period?

Tuesday, January 16, 2018 through Tuesday, February 27, 2018. If we reach our bus capacity of 190 BEFORE February 27, 2018 we will close registration.

May we register after that timeframe?

Unfortunately no, because you will NOT receive your documents in time especially if you are out of the United States which requires a much longer postal time.

How long after we pay do I receive our documents?

This year, *all* bus registration packets will be mailed by the middle of March, regardless of when you registered. No bus parcels will be mailed out earlier, so please do not request them.

What should I expect to receive in the mail?

You will receive *many* documents: a bus number placard & explicit instructions to your bus driver; a set of name badges for the members of your group, pre-printed with your bus number that will help our volunteers locate your bus in the event someone gets lost. Please be sure to open your packet upon receipt and carefully read through it well in advance of your visit. **Keep in a safe place as duplicates will NOT be reissued.**

Is there a place to stay on Eden Hill?

There is **no onsite housing available during the Divine Mercy Sunday timeframe.** To check on lodging availability in the area go to: www.stockbridgechamber.org

If you have additional questions or concerns please email: pilgrims@marian.org that is the fastest way to get a response during this extremely busy time, thank you! Alternatively, you may call and leave a voice message at 413.298.1119.