

**DIVINE MERCY SUNDAY 2015
FREQUENTLY ASKED QUESTIONS (FAQs)**

BUS REGISTRATION PROCESS

Is there a cost to register a bus?

The registration fee is one hundred U-S dollars (\$100.00) per bus. Regardless of whether you are registered for Saturday or Sunday or both days, the fee remains \$100 per bus, not per day.

Why are we assessed a fee?

The fee helps to defray costs and services associated with putting on an event of this magnitude. Although more than 600 *volunteers* assist us in organizing and managing this event, we still have the expense of feeding them, tent rentals, port-o-potties, security, transportation costs for special guests, and so much more.

Can we call in our registration?

Your bus is not considered registered until we have received the \$100 fee. Calling in to tell us you want to attend Divine Mercy Sunday does *not* secure your group's reservation.

How do we pay?

The fastest and easiest way is to register online with a credit card over our secure Internet site. Go to:

www.thedivinemercy.org/shrine, click on Divine Mercy Sunday in the left column, then Bus Registration. You will receive an immediate, online acknowledgment of your reservation.

What forms of online payment do you accept?

All major credit cards or if by mail we accept a check or money order.

Do you accept registrations over the phone?

For your safety and security, we do not.

What if I don't have Internet access?

Perhaps someone else in your group or from your parish office can handle this detail. Alternatively, you may call 1-413-298-1119 for a paper form that you may return to us by mail with your check or money order. Or ask someone to email pilgrims@marian.org with your name & address so we can mail a registration form to you. Public libraries often provide free Internet service.

Does our registration guarantee a spot for our bus on Mercy Sunday?

Yes. Once we have received your registration fee, you are officially registered.

Are we limited to one bus?

No. Your group may register as many buses as you can fill with pilgrims.

(see other side)

BUS REGISTRATION PROCESS

Is there a benefit to registering early?

The first 200 buses will be allowed to park on Eden Hill. Depending on field conditions ALL buses may be allowed to park there; however that decision will NOT be finalized until a couple of days before the event. Alternatively, we have satellite parking with buses running every 10 minutes which will bring you directly to the site free of charge. Your bus driver will be directed by our personnel at all locations where to park. All buses can park on the Hill on Saturday since the amount of buses is far less. Your bus parcel will contain all the necessary information.

What is the registration period?

Wednesday, January 15, 2014 through Monday, March 10, 2014 (online or received in the mail).

May we register after that timeframe?

You may; however, doing so will NOT guarantee that you will receive the documents you need from us in time for your visit on Divine Mercy weekend.

How long after we pay do I receive our documents?

This year, *all* bus registration packets for reservations received by Monday, March 10, will be mailed by mid - March, regardless of when you register.

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; individual registration forms for a Divine Mercy giveaway, and several other important items. So 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 du

Can I get extra materials if I lose our packet?

Even though most items can be replaced, they may not make it to you in time for Mercy Sunday. PLEASE NOTE: WE are unable to DUPLICATE BUS NUMBERS. REPLACEMENT PACKETS WILL CONTAIN A HIGHER NUMBER THAT LIKELY WILL RESULT IN OFF-SITE PARKING!

What if I do not receive our registration packet?

Please call the Pilgrimage Department at 413.298.1119.

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, we recommend you call a toll-free lodging hotline that is run by the Stockbridge Chamber of Commerce: 866-626-5327 or use their website: www.stockbridgechamber.org