

Terms and Conditions for Umrah Packages

Terms and Conditions for Visa and Documentation

Visa Types and Validity

1. Electronic Visa Waiver (EVW) for UK Passport Holders:

1.1 Validity: Single-entry e-visa valid for 3 months.

1.2 Stay Limit: Maximum stay of 90 days within the validity period. Extended stays beyond 90 days are not permitted.

2. 1-Year Multiple Entry Visa:

2.1 Eligibility: Available for UK, US, Canadian, European passport holders, and residents of these countries.

2.2 Validity: E-visa valid for 1 year with multiple entries.

2.3 Stay Limit: Each stay must not exceed 90 days. Continuous stays exceeding 90 days are not permitted.

3. Non-UK Passport Holders:

3.1 Visa Type: For passport holders of other countries residing in UK/US/Canada/Europe, the 1-Year Multiple Entry Visa applies.

3.2 Validity and Stay Limit: Same as mentioned in section 1.2.

Visa Inclusion and Additional Charges

4. Inclusion in Packages:

For our standard Umrah packages, the visa provided is the Electronic Visa Waiver (EVW) for UK passport holders, included in the package cost.

4.1 For UK passport holders requesting the 1-Year Multiple Entry Visa, additional charges apply and are not included in the standard package cost.

4.2 For non-UK passport holders or those requiring the 1-Year Multiple Entry Visa, additional charges apply and are not covered by the standard package.

5. Additional Charges:

Additional fees apply for the 1-Year Multiple Entry Visa and are payable separately from the standard package cost.

Visa Application and Processing

6. Application Handling:

Our agency will handle the visa application process, including providing forms, documenting requirements, and assisting with application completion. It is your responsibility to ensure that all information provided is accurate and truthful.

7. Accuracy of Information:

You must provide accurate and complete information. Our agency will verify documents and information but is not liable for errors or omissions in the application.

Processing Time

8. Estimated Time:

Visa processing times vary based on the Saudi authorities' requirements. While we provide an estimated processing time, we cannot guarantee exact timing or approval.

9. Delays:

Processing times may be affected by factors beyond our control, including the volume of applications or system issues.

Passport Validity:

10. Validity Requirement:

Your passport must be valid for at least 6 months from the date of application. If your passport does not meet this requirement, your visa application may be delayed or rejected.

10.1 Document Check:

It is your responsibility to ensure your passport meets the validity requirements. Our agency can provide guidance on passport validity but cannot guarantee visa approval if your passport does not meet the necessary criteria.

Portal System Errors:

In rare cases, errors in the Saudi visa portal system may occur, resulting in a status of "under process" with no approval or rejection notice. Our agency is not responsible for such system errors. If a visa is not issued due to a portal error, you may need to pay for a new application, and no refunds will be provided.

Rejections and Refunds:

12. Rejections:

Visa rejections due to system errors or other issues will not result in a refund. You will need to make a new payment for reapplication.

13. Refund Policy: Visa fees are non-refundable once the application process has started. No refunds will be provided for issues arising from portal errors or visa rejections.

Reapplication:

If the visa application encounters issues or errors, reapplication may be necessary. Additional payments for reapplication will be required.

Responsibilities and Liability

14. Visa Fees:

Visa fees are non-refundable once the application process has commenced, including for both Electronic Visa Waiver and 1-Year Multiple Entry Visas.

15. Document Submission:

You are responsible for submitting all required documents accurately and timely. Delays or rejections due to incomplete or incorrect documentation are not our responsibility.

16. Visa Approval Discretion:

Visa issuance is at the discretion of the Saudi authorities. Our agency cannot guarantee visa approval and is not liable for any issues arising from visa rejections or delays.

Agency Liability

Our agency is not liable for any loss, damage, or inconvenience resulting from visa application errors, rejections, delays, or other issues beyond our control.

General Terms

17. Communication:

Report any issues or discrepancies related to visa processing to our agency immediately. We will assist in resolving these issues as best as possible.

18. Updates and Changes:

Terms and conditions may be updated periodically. Review the most current terms before booking.

19. Customer Support:

Our team is available to assist with visa-related queries and concerns. We aim to provide clear guidance and support throughout the visa application process.

Terms and Conditions for Flights

Flight Inclusions and Specifics

1. Package Flights:

If a flight is mentioned in your Umrah package, it is included in the package cost. This includes the base fare ticket, which typically comes with non-refundable and non-changeable conditions. Standard baggage allowance as per the airline's policy is also included.

2. Specific Airline and Airport:

If a specific airline or departure airport is mentioned in your package, we will ensure your flight is booked accordingly. In the event that the specified airline or airport is unavailable, we will provide an alternative option of equal or higher quality.

Alternative Arrangements:

3. Substitution:

Should we be unable to secure the specified airline or airport mentioned in your package, an alternative flight or airport will be arranged. Before booking any alternative, we will contact you for confirmation. The alternative will only be booked once you approve it, ensuring it meets your needs and expectations.

Base Fare Ticket

4. Non-Refundable/Non-Changeable:

All flights booked as part of our Umrah packages are typically booked at the base fare, meaning the tickets are non-refundable and non-changeable. If you choose not to travel or wish to change your flight, additional costs will apply, and you will be responsible for these extra charges.

Payment and Flight Confirmation

5. Confirmation:

Flight confirmation will only be provided after receiving full payment or the required deposit for your Umrah package. No confirmation will be issued before the payment is received.

6. Deposit Payments:

If only a deposit is paid, the final payment must be completed by the specified deadline to secure your flight booking. Failure to pay the remaining balance on time may result in cancellation of your booking.

Baggage Allowance and Excess Baggage

7. Airline Policies:

Baggage allowance varies from airline to airline. Before confirming your booking, you may inquire with us regarding the specific baggage limits for your flight.

7.1 Exceeding Allowances:

If you exceed the baggage allowance stated by the airline, you will be responsible for any additional charges. Our agency will not compensate for excess baggage fees.

7.2 Customer Responsibility:

If you bring more baggage than allowed and incur additional fees, we are not liable for these charges. It is your responsibility to adhere to the airline's baggage policy.

Flight Delays, Changes and Cancellations

8. No Liability:

We are not responsible for any flight delays, cancellations, or other issues caused by the airline. While we will assist you in resolving such matters, we cannot offer compensation for delays, missed connections, or cancellations due to airline errors.

8.1 Resolution of Issues:

If the flight issue arises due to an error on our part, such as booking the wrong flight, we will take responsibility for resolving the matter. Depending on the situation, we will either book you on a different flight or provide appropriate compensation.

8.2 Change Requests:

If you need to change your flight after booking, any additional costs or penalties imposed by the airline will be your responsibility. We will assist in making the changes, but all associated costs will be borne by you.

8.3 Changes Due to Availability:

If we must change your flight due to availability issues, we will notify you as soon as possible and arrange an alternative flight. If the alternative flight does not meet your satisfaction, we will work with you to find a suitable solution.

8.4 Non-Refundable Tickets:

Many flights are booked under non-refundable terms, especially those included in our Umrah packages. If you cancel your flight, any refund or change will be subject to the airline's policies. We are not responsible for refunds or changes once a flight is confirmed and paid for.

Luggage and Liability

9. Customer Responsibility for Luggage:

You must adhere to the airline's baggage policies, including weight limits and item restrictions. Our agency is not liable for any issues that arise from non-compliance with these policies.

9.1 Overweight or Excess Luggage:

If you bring more luggage than allowed and incur additional fees at the airport, you are solely responsible for these charges. We will not compensate for any excess baggage costs.

9.2 Lost or Damaged Luggage:

Any claims related to lost or damaged luggage must be directed to the airline. Our agency is not liable for luggage issues that occur during transit.

General Terms

10. Communication:

If you encounter any issues related to your flight, including delays or cancellations, notify us immediately. We will do our best to assist, but our liability is limited to the terms mentioned above.

11. Updates and Changes:

Terms and conditions related to flights may be updated periodically. Ensure you review the most current terms before finalizing your booking.

12. Customer Support:

Our team is available to assist with flight-related queries and concerns. We aim to provide clear guidance and support throughout your journey.

Terms and Conditions for Hotel Accommodation

1. Room Sharing Arrangements:

The Umrah package pricing is based on quad-sharing accommodation unless otherwise specified. Customers who wish to upgrade to a triple or double room must pay the additional charges at the time of booking. If no upgrade is requested or paid for, the customer will be accommodated in a quad-sharing room by default, irrespective of personal preference.

2. Room View Preferences:

While we endeavour to fulfil specific room view requests, such as Kaaba view or Haram view, these are subject to hotel availability and cannot be guaranteed. If the hotel provides a different view (e.g., partial Kaaba view instead of full Kaaba view), the company is not responsible for any discrepancies, and no refunds or compensation will be issued. In packages with a tour guide, the guide will assist in communicating with the hotel to request a room change, but the final decision lies with the hotel.

3. Group Package Room Allocation:

For group tour packages (15-20 participants) with a tour guide, rooms will be allocated on a shared basis, with males and females accommodated separately. The tour guide will attempt to facilitate room assignments during check-in, but specific room or bed allocations cannot be guaranteed in advance. Guests are expected to manage bed assignments among themselves, with the tour guide available to help mediate any disputes.

4. Check-In and Check-Out Policy:

Hotel check-in times may vary, and delays can occur due to hotel management processes. These delays can sometimes extend to 2-3 hours. The company is not responsible for these delays, and no refunds will be provided for time lost during check-in. However, if the hotel offers compensation due to the delay, it will be passed on to the customer. In packages with a tour guide, the guide will assist in expediting the check-in process as much as possible.

4.2 Check-Out Time: Customers must adhere to the hotel's check-out time policy. Late check-out may result in additional charges, which are the responsibility of the customer. Requests for late check-out are subject to hotel availability and approval.

5. Room Occupancy Limits:

The maximum number of occupants per room is determined by the room type (quad, triple, double). Exceeding this limit may result in additional charges or the need to book additional rooms. Customers must adhere to the occupancy rules to avoid any inconvenience.

6. Children and Extra Beds:

Policies regarding children and extra beds vary by hotel. If travelling with children or requiring extra beds, customers should notify the company in advance. Additional charges may apply for extra beds or cribs, and availability is subject to the hotel's discretion.

7. Room Cleanliness and Amenities:

Any concerns regarding room cleanliness or missing amenities (such as towels, blankets, etc.) should be addressed directly with the hotel. In customised packages without a tour guide, customers are responsible for resolving these issues with hotel management. In packages with a tour guide, the guide will assist in communicating with the hotel to address such concerns on behalf of the customers.

8. Representation of Hotel Rooms:

The hotel room images displayed on our website or in promotional materials are for illustrative purposes only. These photos may not accurately represent the actual room assigned. While we strive to ensure accuracy, the actual room may differ in appearance, and the company does not guarantee that it will match the promotional images.

9. Hotel Policies and Additional Charges:

Any additional charges for services such as mini-bar usage, room service, laundry, or other hotel amenities are the customer's responsibility and are not included in the package price. These charges must be settled directly with the hotel at the time of check-out.

10. Special Requests:

Special requests, such as early check-in, late check-out, connecting rooms, or specific floor preferences, are subject to hotel availability and cannot be guaranteed by the company. In packages with a tour guide, the guide will communicate these requests to the hotel, but the final decision lies with hotel management.

11. Security of Personal Belongings:

Customers are responsible for securing their personal belongings. The company and the hotel are not liable for any loss, theft, or damage to personal items left in the hotel room or public areas. In tour guide-assisted packages, the guide will advise on best practices for securing belongings, but responsibility remains with the customer.

12. Room Damage or Loss:

Customers are responsible for any damage to the hotel room or loss of hotel property during their stay. Any costs incurred for repairs or replacements will be charged to the customer. In tour guide-assisted packages, the guide will assist in communicating with the hotel to resolve any disputes.

13. Accessibility Requests:

Customers requiring accessible rooms (e.g., wheelchair access) should notify the company in advance. The company will do its best to accommodate such requests, but availability is subject to the hotel's discretion and cannot be guaranteed. In packages with a tour guide, the guide will assist with any accessibility needs during the stay.

14. Early Departure or No-Show:

If a customer departs early or fails to check in without prior notice, the customer may be subject to penalties or charges according to hotel policy. No refunds will be issued for early departures. In packages with a tour guide, the guide will inform the hotel of any itinerary changes as soon as possible.

15. Emergency Situations:

In the event of an emergency, such as overbooking by the hotel or unavailability of rooms upon arrival, the company will strive to arrange alternative accommodation of similar quality. This is subject to availability, and the company cannot guarantee an exact match. In tour guide-assisted packages, the guide will coordinate with the hotel to manage the situation.

Terms and Conditions for Transportation

1. Transportation Inclusions:

Transportation services will be provided only if explicitly mentioned in the package details. If transportation is not included in the package but has been separately booked by the customer for an additional charge, it will be provided accordingly. The type and extent of transportation services vary based on the selected package.

2. Full Transportation Coverage:

For packages where full transportation is included, the service typically covers the following:

2.1 Makkah First: Transportation from Jeddah Airport to the Makkah hotel, from Makkah hotel to Madinah hotel, and from Madinah hotel to Madinah Airport or Jeddah Airport, depending on the return flight.

2.2 Madinah First: Transportation from Madinah Airport to the Madinah hotel, from Madinah hotel to Makkah hotel, and from Makkah hotel to Jeddah Airport.

3. Haramain High-Speed Rail (HHR) Specific Terms:

In some packages, transportation between cities like Makkah to Madinah, Madinah to Makkah, or Jeddah to Makkah may be provided via the Haramain High-Speed Rail (HHR). The following terms apply specifically to rail travel:

3.1 Ticket and Boarding: Customers are responsible for holding a valid ticket for the entire journey. Identification must be presented when purchasing tickets and travelling. Boarding gates close 10 minutes before departure, and the ticket office closes 20 minutes before departure for sales and inquiries.

3.2 Baggage and Check-In: Baggage check-in desks open 2 hours before departure. Baggage is not permitted onboard without a valid ticket.

3.3 Missed Train: If a customer misses the Haramain Rail train, no refund will be provided. It is the customer's responsibility to arrive on time.

3.4 Transportation to Train Stations: In some cases, transportation from the hotel to the train station (e.g., Makkah hotel to Makkah train station) may not be included in the package. Customers must arrange and pay for this transport independently unless the package explicitly includes this service.

3.5 Seating and Refunds: Customers must sit in the seat allocated on their ticket. Refunds or compensation will be provided in line with HHR's Passenger Charter if services are cancelled or delayed beyond 2 hours due to circumstances within HHR's control. No compensation is provided for delays or cancellations due to force majeure.

3.6 Other Regulations: Smoking is prohibited on trains and in station facilities. Dress code must comply with KSA laws. Weapons, flammable materials, and animals are not permitted on trains. Food and beverages are also prohibited from being brought on-board.

4. Customised Packages:

For customers who book a customised package without a tour guide, all transportation arrangements included in the package will need to be managed by the customer according to the itinerary provided. The customer is responsible for ensuring they meet the scheduled transportation times and locations.

5. Tour Guide-Assisted Packages:

In packages that include a tour guide, the guide will assist in coordinating transportation throughout the trip. The guide will make every effort to ensure that transportation is timely and in accordance with the itinerary. However, delays due to traffic or other unforeseen circumstances are beyond the tour guide's control, and the company cannot be held liable for such delays.

6. Types of Transportation:

The type of vehicle provided will depend on the package selected and may include a 4-seater car, a private 50-seater bus, or other vehicles such as GMCs. The specific type of transportation included in each package will be clearly stated at the time of booking.

7. Delays and Refund Policy:

Transportation delays may occur due to traffic conditions or other unforeseen circumstances. Unless the delay results in a missed flight or a significant issue directly attributable to the company or its representatives, no refund will be issued for transportation delays. In tour guide-assisted packages, the guide will work to mitigate the impact of any delays on the group.

8. Customer Responsibility:

Customers are responsible for being punctual at the designated pick-up locations. In the event a customer misses a scheduled transportation service due to their own delay, they will be responsible for arranging and covering the cost of alternative transportation. In tour guide-assisted packages, the guide will attempt to assist in making alternative arrangements where possible, but the additional costs will be borne by the customer.

9. Transportation Changes or Cancellations:

If the company is unable to provide the transportation as mentioned in the package due to unforeseen circumstances, the customer may claim reimbursement for the actual taxi fare incurred, provided the claim is valid and the situation was not caused by customer negligence. The reimbursement will be subject to the approval of the company after evaluating the circumstances.

10. Luggage Policy:

Customers must adhere to the luggage policies specified by the transportation provider. Excess or oversized luggage may incur additional charges or may not be accommodated depending on the vehicle capacity. In tour guide-assisted

packages, the guide will assist in managing luggage arrangements, but the responsibility for adhering to luggage restrictions remains with the customer.

11. Airport Transfers:

Airport transfers are only included if specified in the package. Customers are responsible for providing accurate flight details at the time of booking. Any changes to flight schedules must be communicated to the company as soon as possible to adjust transportation arrangements. In tour guide-assisted packages, the guide will help coordinate airport transfers, but last-minute changes may not always be accommodated.

12. Emergency Situations:

In case of an emergency or transportation failure, the company will strive to provide an alternative mode of transport as quickly as possible. In tour guide-assisted packages, the guide will coordinate any necessary adjustments to ensure minimal disruption to the itinerary. However, the company cannot guarantee an immediate solution in all cases, and customers may need to wait for alternative arrangements.

13. Transportation During the Stay:

For travel between hotels and during excursions, transportation will be provided as per the package details. In customised packages, customers will need to manage their transportation according to their personal schedule. In tour guide-assisted packages, the guide will organise and coordinate all group transportation, ensuring that all members of the group are accounted for and that travel proceeds smoothly.

14. Behaviour During Transit:

Customers are expected to behave respectfully and follow the instructions of the driver or guide during transit. Any damage to the vehicle caused by a customer will be the responsibility of that customer, and they will be liable for any repair costs. The company reserves the right to refuse service to any customer who behaves inappropriately or disruptively during transportation.

15. Special Requests:

Any special transportation requests, such as wheelchair-accessible vehicles or additional stops, should be communicated at the time of booking. The company will make every effort to accommodate these requests, but availability and feasibility cannot be guaranteed. In tour guide-assisted packages, the guide will assist with special requests to the best of their ability, subject to the limitations of the transportation provider.

Terms and Conditions for Hotel Meals

1. Meal Inclusions:

Meals are provided according to the specific package selected, which may include breakfast, half board (breakfast and one additional meal), or full board (breakfast, lunch, and dinner). The type and number of meals included will be clearly stated in the package details.

2. Meal Timing and Availability:

Meals will be served in the designated hotel restaurant during specified hours. The timing and menu for each meal are set by the hotel and may vary daily. Guests are responsible for attending meals within the allocated time slots, and missed meals due to late arrival or personal scheduling conflicts will not be compensated.

3. Customised Packages (Without Tour Guide):

For customised packages where no tour guide is provided, customers must manage their meal times and ensure they adhere to the hotel's schedule. The company is not responsible for any missed meals due to the customer's own planning or delays.

4. Tour Guide-Assisted Packages:

In packages that include a tour guide, the guide will assist the group by communicating meal times and guiding them to the designated dining area. However, the guide cannot guarantee seating availability, specific meal choices, or the accommodation of special requests during busy periods. Guests are encouraged to arrive early for meals to avoid congestion and ensure a wider selection of food options.

5. Dietary Preferences and Restrictions:

Customers with dietary restrictions or specific preferences (such as vegetarian, gluten-free, or halal options) should inform the hotel upon arrival. While the hotel will attempt to cater to these needs, availability cannot be guaranteed, particularly during peak periods. The company will not be held responsible if the hotel fails to meet these dietary requirements.

6. Meal Quality, Taste, and Cuisine:

The hotel is responsible for the preparation, quality, and taste of all meals. The type of cuisine offered (e.g., Turkish, Asian, Indian) is determined by the hotel and may vary. The company cannot specify or guarantee the type of cuisine in advance. If customers have concerns regarding the food, they should address them directly with hotel management. For tour guide-assisted packages, the guide can help communicate these concerns, but the company is not liable for any dissatisfaction with the meals provided.

7. Sharing and Non-Transferability:

Meals included in the package are intended only for the guests registered under that specific package. Sharing meals with non-registered individuals is not allowed. Additionally, meals are non-transferable and cannot be exchanged for cash or other services.

8. Additional Meals and Beverages:

Any meals or beverages not included in the package (such as room service, additional snacks, or drinks) must be paid for by the customer directly to the hotel. These extras are not covered by the package, and the company bears no responsibility for the costs or availability of such items.

9. Changes to Meal Arrangements:

The hotel reserves the right to alter meal timings, menus, or dining locations due to operational requirements or unforeseen circumstances. The company will not be liable for such changes. However, the tour guide (in relevant packages) will inform the group of any adjustments and assist where possible.

10. Cultural and Religious Considerations:

Meal offerings will align with the cultural and religious practices of the region. During religious periods such as Ramadan, meal times and availability may be adjusted to accommodate fasting schedules. Customers are advised to check with the hotel for specific arrangements during such periods.

Terms and Conditions for Bookings, Payments, Cancellations, and Refunds

Bookings

1. Booking Confirmation:

To secure your booking, a deposit or full payment must be made as per the package details. Bookings are not confirmed until payment is received, and you have received a booking confirmation from our agency.

1.1 Documentation:

It is your responsibility to provide all necessary documentation (e.g., valid passport, visa information) at the time of booking. Ensure all details are accurate, as errors may result in delays or additional costs.

1.2 Booking Details:

Your booking details, including flight arrangements, accommodations, and any other services, will be outlined in the confirmation sent to you. Any special requests or additional services must be agreed upon in writing and may incur extra charges.

1.3 Changes to Bookings:

Should you need to make any changes to your booking after confirmation, such changes will be subject to availability and may incur additional costs as outlined in the relevant sections below.

1.4 Flight and Accommodation Availability:

All bookings, particularly for flights and accommodations, are subject to availability at the time of confirmation. If your preferred options are unavailable, we will offer suitable alternatives, which may require your approval and additional payment.

Payments

2. Deposit and Final Payment:

A deposit is required to secure your booking, with the final payment due by the specified deadline. The exact amounts and deadlines will be communicated to you during the booking process.

2.1 Payment Methods:

Payments can be made via bank transfer, credit/debit card, or any other method specified by our agency. All payments must be completed in the currency specified in your invoice.

2.3 Non-Payment or Late Payment:

Failure to pay the deposit or final payment by the due dates may result in the cancellation of your booking. In such cases, any payments made up to that point may be forfeited as per our cancellation policy.

2.4 No Confirmation Without Payment:

No booking, including flights or accommodations, will be confirmed until full payment or the agreed deposit has been received.

2.5 Additional Costs:

Any additional services requested after the initial booking, such as flight changes or special accommodations, will incur extra costs. Payment for these services must be made promptly to avoid delays or cancellations.

Cancellations

3. Customer-Initiated Cancellations:

Cancellations initiated by you are subject to our refund policy, as detailed below. Non-refundable portions of your booking (e.g., certain flights or hotel bookings) will not be refunded.

3.1 Cancellation Fees:

Depending on the timing of your cancellation, cancellation fees may apply. These fees will be deducted from any refundable amount, if applicable.

3.2 Agency-Initiated Cancellations:

In the event that we need to cancel your booking due to unforeseen circumstances beyond our control (e.g., natural disasters, political unrest, airline strikes), we will offer alternative arrangements or a refund, as appropriate. However, we are not liable for any additional costs or inconveniences incurred.

3.3 Lack of Payment:

If we cancel your booking due to non-payment or incomplete payment, you will forfeit any payments made up to that point, and no refund will be issued.

Refunds

4. Refund Eligibility:

Refunds will only be issued for services that are explicitly stated as refundable at the time of booking. Non-refundable services (e.g., base fare flights, certain accommodations) will not be refunded under any circumstances.

4.1 Processing Time:

Refunds, if applicable, will be processed within 30-60 days from the date of cancellation. The time frame may vary depending on the payment method and financial institutions involved.

4.2 Refund Deductions:

Any applicable cancellation fees will be deducted from your refund amount. These fees are determined based on the timing of your cancellation and the specific terms of your booking.

4.3 Non-Refundable Amounts:

Any non-refundable components of your booking will be excluded from the refund amount.

4.4 Special Circumstances:

In cases where a flight or visa is not issued due to errors or delays in the system (e.g., Saudi visa portal issues), no refund will be provided if the visa or flight payment has been deducted. In such rare cases, re-application or re-booking will require additional payment from you.

4.5 Customer No-Show: If you fail to show up for your flight or accommodation, no refund will be issued. This includes cases where non-refundable tickets or services were booked.

General Terms

5. Responsibility and Liability:

It is your responsibility to provide accurate and truthful information during the booking process. Any errors may lead to delays, additional costs, or cancellation, for which we will not be liable.

5.1 Assistance: While we will assist you in addressing any issues that arise during your travel, such as flight delays or cancellations, we are not responsible for compensating any inconvenience or additional costs unless the issue was directly caused by our agency's error.

6. Updates and Changes:

These terms and conditions may be updated periodically. It is your responsibility to review the most current terms before finalising your booking.

6.1 Communication:

Any changes or updates to your booking will be communicated to you promptly. Ensure that your contact information is accurate and up-to-date.

7. Governing Law:

These terms and conditions are governed by the laws of the jurisdiction in which our agency operates. Any disputes arising from these terms will be subject to the exclusive jurisdiction of the relevant courts.

Liability and Disclaimers

Liability

1. Agency Responsibility:

Our agency is responsible for providing the services outlined in your booking confirmation, including flights, accommodations, and visa processing, as per the agreed terms. We will make every effort to ensure that these services are delivered as described.

1.1 Third-Party Services:

Our agency acts as an intermediary between you and third-party service providers, such as airlines, hotels, and transport companies. While we carefully select these providers, we are not liable for their actions, omissions, or failures to deliver services as expected.

2. Limitation of Liability:

We are not liable for any indirect, incidental, or consequential losses, including but not limited to lost profits, lost savings, or damages arising from the use of our services.

2.1 Force Majeure:

We are not liable for any delays, cancellations, or failures to deliver services due to events beyond our control, such as natural disasters, political instability, strikes, or technical failures (including online visa portal errors). In such cases, we will make reasonable efforts to provide alternative arrangements, but we cannot guarantee their availability or bear additional costs.

3. Customer Responsibility:

You are responsible for ensuring that all information provided to us, including passport details, visa applications, and booking preferences, is accurate and up-to-date. We are not liable for any delays, additional costs, or cancellations arising from incorrect or incomplete information provided by you.

3.1 Compliance with Laws:

You must comply with all relevant laws, regulations, and requirements of the destination country. We are not liable for any issues, including denied entry or deportation, resulting from your failure to meet these legal requirements.

3.2 Travel Insurance:

Our agency does not include travel insurance in any of our packages. It is your responsibility to obtain travel insurance separately if desired.

Disclaimers

4. Service Availability:

While we strive to provide accurate and up-to-date information regarding availability and pricing of services, we do not guarantee that all services (e.g., flights, accommodations, or visas) will be available at the time of booking. Availability is subject to change without notice, and we disclaim any liability for such changes.

4.1 Errors and Omissions:

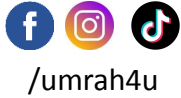
We are not responsible for any typographical errors, inaccuracies, or omissions in our promotional materials, website content, or booking confirmations. We reserve the right to correct any such errors without prior notice.

5. Third-Party Actions:

We disclaim any liability for the performance, actions, or omissions of third-party service providers, including airlines, hotels, transport companies, and visa authorities. This includes, but is not limited to, flight delays, cancellations, overbooking, lost baggage, or denied visa applications.

5.1 Changes to Services:

Third-party service providers may alter or cancel their services due to operational or other reasons. While we will assist you in making alternative arrangements, we are not liable for any inconvenience, additional costs, or losses incurred as a result of such changes.



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6. Visa Processing:

Visa approval is solely at the discretion of the relevant embassy or consulate. We provide assistance with the application process but do not guarantee that a visa will be granted. We disclaim any liability for visa rejections, delays, or errors in the visa processing system.

6.1 Non-Refundable Visa Fees:

Visa fees and related costs are generally non-refundable, even in cases where a visa application is denied or delayed. We disclaim any liability for such non-refundable costs.

7. Travel Risks:

Travel to certain destinations may involve health or safety risks. It is your responsibility to seek advice on such risks and to take appropriate precautions. We disclaim any liability for health issues, accidents, or safety incidents that may occur during your trip.

7.1 Changes in Travel Conditions:

We are not liable for any changes in travel conditions, including but not limited to changes in entry requirements, visa policies, or local regulations that may affect your travel plans.

8. Customer-Induced Issues:

We disclaim any liability for issues arising from your failure to comply with the terms of your booking, including failure to show up for flights, exceeding baggage limits, or providing inaccurate information.

8.1 Additional Costs:

Any additional costs incurred due to your actions, such as changing flights or exceeding baggage allowances, are your responsibility, and we disclaim any liability for these costs.

These terms and conditions are designed to ensure transparency and protect both you and our agency throughout your Umrah journey, covering accommodation, transportation, visas, flights, booking, payment, cancellations, and liabilities. For any questions or further assistance, please contact our customer service team.

Thank you for choosing our agency for your Umrah journey. We appreciate your attention to these terms and conditions, which are designed to ensure a smooth and transparent experience. Should you have any questions or need further assistance, please do not hesitate to contact our customer service team. We wish you a blessed and fulfilling trip.