

**RAHAT GROUP becomes
Indias First & Only Tour
Operator to Give You**

**MONEY BACK
GURANTEE**

**On All Umrah
& Ziyarat Tours**



Terms & Conditions Apply

www.rahat.in info@rahat.in



MUMBAI OFFICE
305 SVP ROAD
DONGRI - 03

DELHI OFFICE
OFFICE NO 109-110
VARDHMAN COMPLEX

TANZILA :: 9326 75 34 85 **SUMAIYA** :: 937 254 5559
ZAID :: 892 851 5439. **HAMMAD** :: 750619 5551

ILSA :: 786 10 78618 **IFFAT** :: 93 55 35 98 74
NAZISH :: 97 11 59 65 36 **UMAR** :: 9711 596 534

Delhi :: Office no 109 /110.1st Floor, Vardhman City 2 Plaza, Asaf Ali Road, Next to Hajj Manzil, New Delhi 110002.

Mobile :: +91 786 10 786 17 / +91 786 10 786 18 **Landline** :: +91 11 69 26 29 45.

Mumbai :: Shop No. 305, SVP Road Dongri, Near Shalimar Hotel, Bhindi Bazar Corner, Mumbai - 400 003

Mobile :: +91 998 786 4449 / +91 9967 786 446 **Landline** :: +91 22 2340 77 22

Rahat Groups has truly become Indias No. 1 tour by giving its Guest **Value for Money and Complete Satisfaction** on their tour and It is Only Travel Group in India that Guarantees you Return of Your Money if you are not satisfied with our services but with a few terms and conditions Of course.

Terms & Conditions:

1. Amount paid for Ticket and Visa is Non Refundable as that money is not received by Rahat Group that money is forwarded to AIRLINES and SAUDI MINISTRY hence that component of your package is non refundable and any claims for that amount should be made directly to AIRLINES and SAUDI AMBASSY.
2. Only those bookings which are done at our HEAD Office in Mumbai, Delhi & Dubai or which are coming through our AUTHORISED CHANNEL PARTNERS only those bookings are covered in this Money Back Guarantee.
3. Only Those Guest who have signed Umrah Agreement and have read the Terms and conditions of Money back Guarantee Scheme are covered.
4. If you are Not Satisfied with our Services in Makka or Madina or any other city you will have to Raise the problem in proper format to the Management present in Saudi and to your Booking Office and if they are Not able to solve it you can claim your Money Back.
5. These Offer is available only in First 24 Hrs of Checkin to your Hotel in Makka and Madina. You cannot claim it after Returning from your trip to India.

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How it Works :

1. Raise a Complaint with our Hotel Staff in Makka and Madina or any City which you are touring with us.
2. Inform your Booking Office in INDIA about your concern and Issues they will contact the Head Office in DELHI & MUMBAI and will try to solve the issue.
3. 99% times all issues are solved but in Extreme Cases if you are Not Satisfied with the Solution.
4. You can hand over the keys back to our Hotel Incharge and Vacant the Rooms and We will refund your amount in Saudi Riyals at the same time.

Important Note :

1. We do not refund any money to any Guest after he has come back to INDIA.
2. For Refund it is mandatory to Vacant the ROOM and LEAVE Our Hotel immediately once you get your Refund.
3. Ticket Visa and all Services that you have utilized will not be refunded.
4. Refund can be taken in Saudi Riyal or in Indian Currency whichever you like
5. After You have taken your Refund we will not be responsible for your Stay Food and Transportation.
6. Your Ticket and Visa will still be valid and you can travel on the same.
7. We do not cover your Lost Baggage and Items.
8. No Claim will be entertained for Missed Clothes, Laundry Issues, and Missed & Lost Items.
9. In Case of Any Dispute all cases will be referred to MUMBAI JURISDICTION.

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