

GUEST UMRAH AGREEMENT

Personal Details of Passengers Travelling.

Full Name : _____

Occupation: _____ Package Type : _____ Travel Date : _____

Present Address: _____

City: _____ Pin code : _____ Contact Number: _____

CONDITIONS OF BOOKING: All India Hajj and Umrah Tours Pvt. Ltd. is Travel & Tour operators only, we do not control any Airline, Nor do we control any Government, Hotel, Transport, or any other service mentioned in the brochure / pamphlet, as they are Independently operating agencies. But we take care in selecting the necessary ingredients required for conducting the Tour keeping in mind your benefit & comfort. And just because we select them & inspect them we cannot be responsible for any Delay or Improper services provided by these Independent agencies. Also in case of Injury, Death or Loss / Damage which is caused by the act or default of the management or employees of any Hotelier, Airlines, Coach Operator Company who are independent contractors arising outside our normal selection and inspection process. We are not responsible for the delayed / deficient services if any granted by them or / any act or actions of co-travelers which may result in availing the following and / or other services on the Tour.

CONDITIONS OF TRAVEL: The Tour Participant will have to strictly follow the Tour program and return to India as per the validity of the Tour. Strict Action will be taken against any person overstaying his VISA and not returning to India as per the tour program.

Important Terms & Conditions:

LAUNDRY ::

1. Laundry service will be provided 2 times in Makka and 2 times in Madina.
2. We will not be responsible for Damage and Lost clothes.
3. Please do not give your very Expensive and New Clothes for Laundry.
4. Please inform your guest not to give their **Undergarments, Curtains, Bedsheets** and **Pillow** covers of hotel In laundry.
5. No Laundry will be provided **3 Days Before Eid and 3 Days After Eid.**

ZIYARATS ::

1. Makka Ziyarats and Madina Ziyarats will be provided in Sharing Bus.
2. Timings for Ziarats will be informed to guests 24 hrs prior and if Guests are not present on mentioned timings Guest will have to manage their own Ziarats.

ZAMZAM ::

1. ZAMZAM Cans are provided as a Complimentary Return Gift to the Guest on their Return from Saudi Airport.
2. Providing Zamzam Stock on airport is responsibility of Saudi government and we cannot be held responsible if there is shortage of zamzam on airport or zamzam counters are closed on airport.
3. We cannot be held responsible if Zamzam Counters are closed on Airport or if Zamzam is Not Available.
4. All Guests are supposed to arrange for their own Zamzam stock if they wanna be double sure.

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

OTHER TRAVEL CONDITIONS

- Any increase in Air Ticket or Saudi Riyal will have to be paid before departure.
 - Private Transfers, Personal Expenses & Room Service are not included in Package.
 - Satisfaction of the pilgrim is our prime consideration** any claim or complaint by the client must be intimated to ALL INDIA HAJJ AND UMRAH TOURS PVT LTD in proper format. In the very unlikely event of there being something not to your satisfaction on the pilgrimage that is directly under our control, it should be reported immediately so that there is an opportunity to correct / rectify the same. The Tour Operator shall not accept liability in respect of claims which are not reported to us immediately.
 - Room Allotment** as per our arrangement, No Choice of room will be entertained.
 - Personal food demands will not be entertained. Special food for Infants, Old Age people or Medical patients will have to be arranged by Guest himself.
 - Friends and Relatives of Guests are not allowed to Eat or Stay in our Hotels. Especially Iqaama Holders will not be allowed within our Hotel Premises.**
 - Excess baggage fees to be paid by Pilgrim.
 - AIHUT accepts no responsibility** for Luggage Losses, Money Loss, Injuries, Damages, Accidents and Additional Expenses due to any reason for example delay of flights, Misconnection, Sickness, Bad Weather, Strike, War, Transport breakdown or the closure of Airport. You are sole responsible for your luggage and belongings be it at Airport or Hotel premises.
 - AIHUT will not be responsible if the pilgrim misses his flight** due to any reason and in such case the passenger will have to bear the cost of rescheduling in case the ticket can be rescheduled or else if the ticket is Non Refundable no refund will be made at all. If during the period of rescheduling the Umrah Visa Expires New Visa fees has to be paid by Pilgrim.
 - Laundry services:** All India Hajj and Umrah Tours Pvt. Ltd. shall not be responsible for any Loss, Delay, and Fading of color, Stains of any type or Shrinking of clothes by the Laundry service provider. Laundry is Complimentary service.
 - Due to unavoidable circumstances** changes and alterations in the package have to be made regarding Hotel, Bus, Staying period or change of flight. ALL INDIA HAJJ AND UMRAH TOURS PVT. LTD. Reserves the Right to make alterations which pilgrim has to accept and for which no refund shall be made nor any claim shall be entertained.
 - After entering into Saudi Arabia** no pilgrim of ALL INDIA HAJJ AND UMRAH TOURS PVT. LTD. shall be allowed to give up his/her companionship with his/her group. He/she will have to travel with the group and will not be allowed under any circumstances to leave the group. Nobody will be allowed to Travel outside the tour plan without permission
 - Partly utilized services are also considered as fully utilized.** In such circumstances no refund shall be applicable.
 - For all claims, disputes** of whatever nature relating to the tours Marketed / Coordinated by All India Hajj and Umrah Tours Pvt. Ltd. the Courts in Mumbai shall alone have jurisdiction.
 - Handicap passengers are requested to carry their own Wheelchair.** Special requests (Pregnant or Handicapped) if any please inform us before departure without fail.
 - All payments should be cleared Two Weeks before departure. **Visa stamping is subject to approval by Saudi Embassy.** AIHUT will not be responsible for any Delay, Rejection or Mistake by Saudi Embassy.
 - Visa stamping fees is Non Refundable.
 - Any person using Foul language or Bad Words or trying to create nuisance and fight in the group will** be immediately removed from the group.
 - Zamzam and Saudi Sim Card are complimentary services and are subject to availability by Saudi Government
 - Under unforeseen circumstances Hotel Names mentioned on Brochures can change and Similar Hotels may be provided to the Guests.
 - It is advisable to carry Saudi Riyal from Home Country as Exchange rates are high on Airport & Foreign Country.
 - Terms & Conditions / Package prices / Airfare are subject to change without any prior notice.
- I have read and understood all the above terms and conditions.

Guest Signature :

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