

Transglobal Travel & Tours Ltd

12886-96 Ave, Surrey, BC V3V 6A8 Canada
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Terms & Conditions For UMRAH PACKAGE

The Responsibility of **Transglobal Travel & Tours Ltd, 12886-96 Ave, Surrey, BC V3V 6A8 Canada**, acts as Umrah agent and protector for the passengers 'rights in making arrangements for the airlines, hotels, buses, or any service in connection with the tour and assumes no liability whatsoever for injury, damage, loss, luggage, accidents, delay irregularity which may be occasioned either by reason or defect, though the acts of GOD, dangerous incidents in the air, sea, land, fire, breakdown of machinery or equipment, acts of government or other authorities de jure or de facto, wars, whether declared or not, hostilities, civil disturbances, strikes, riots, theft, pilferage, epidemics, quarantine, medical or customs regulations, or from any loss or damage resulting from improper passports, visas, or other documents.

Transglobal Travel & Tours Ltd, will not accept any responsibilities for loss or additional expenses due to delay or changes in schedule or other causes from Saudi government and Ministry of Hajj and Umrah and Embassy and Airline. **Transglobal Travel & Tours Ltd** shall not be liable or responsible for any inconvenience, loss, damage or injury arising in connection with such service. **Transglobal Travel & Tours Ltd** shall not be responsible for the failure to follow instructions, including but not limited to check-in and delay, loss of luggage or personal belongings (**Medicine**). It is the responsibility of the airline to determine exactly what procedure will be followed. The policy chosen by that carrier shall be based on their procedure and shall not be the responsibility **Transglobal Travel & Tours Ltd** and its affiliates. They will also not be responsible for any person(s) missing and part of the program due to his negligence or delay or absenteeism for any time during the tour and will not be responsible for any additional expenses for the participant to rejoin the tour. Moreover, no charges or upgrades in the program chosen will be the honored after departure as well as no refund will be given for any services rendered not utilized.

Note: Pilgrims agrees not to exceed stay more 15-29 days in Jeddah, Makah, and Medina. Overstay will be penalized and fine according to the local law, can be fined up to \$ 5000.

RESERVATION / DEPOSITS(For Group only): For Umrah \$500.00 with the application, & 1500.00 for ticketing within 20-days and rest full payment 60 days prior to departure to arrange all package reservation. For Large Group Payment must be submitted 120 days prior to departure.

CANCELLATION: All cancellations must be in writing. **Hotel Cost/Visa and processing fees are NON REFUNDABLE** and **Airfare** are subject to Airline’s cancellation policy. Administrative charges and those received less than 30 days prior departure are non refundable. In addition to above, additional penalties and/or charges imposed by hotel/airline/bus companies together with services or hotel space may be imposed.

I agree to the above terms and conditions:

Print Name Pilgrim: _____ **Tel:**----- **Email:** _____

Signature: _____ **Date:**-----

Witness Name & signature of agent: -----Date:.....