

## Terms & Conditions

Your contract is with Maqaam Tours Ltd (Powered by Albrek International Ltd). Below are some of the obligations which are required under this agreement. Please read them carefully. When you make a booking for Pilgrimage with us, you thereby accept this agreement and make it a legally binding contract between us.

### Booking

All applications for travel with Maqaam Tours must be completed using our manual or online booking forms. Both forms of booking must be accompanied by a non-refundable deposit of £1,500 for each applicant, (this includes bookings for Hajj and Umrah) in the case of online bookings, no firm commitment is made until your deposit has been received. Once your deposit has been received, we will send you your booking confirmation. No commitment will be entered into between the applicant and Maqaam Tours unless a confirmation invoice has been received. It is therefore in your interest to ensure that you are in receipt of a valid confirmation invoice. Completed and signed hard copies of the application form should be returned to Maqaam Tours, Office G8, East London Business Centre, 93-101 Greenfield Road, London E1 1EJ

### Payment

The balance of the payment must be settled in full by 20<sup>th</sup> Ramadan. All payments must be in pounds sterling. If the full payment is not received on time, Maqaam Tours Ltd reserves the right to cancel the booking and forfeit the deposit without notice. Installments can be arranged under special circumstances. All necessary documents should arrive at our office no less than Eight weeks prior to departure date.

### Documents

It is the responsibility of the applicant to provide all necessary documentation for processing at least six (6) weeks prior to departure. Any applicant who fails to pay his/her balance before 20<sup>th</sup> of Ramadan deadline but who have supplied the necessary documentation will have such documentation returned to them and will forfeit the deposit. Applicants who have paid the balance and do not supply the correct documentation before the deadline date will have their booking cancelled forfeiting their deposit and part of the package cost as stated in paragraph below.

### Cancellation

For cancellation applicants are required to send a request letter stating reasonable grounds, signed and dated. Each applicant is entitled to cancel their Hajj Package booked through Maqaam Tours providing that they give Maqaam Tours a valid cancellation period as stated below. If the full payment has been received, then a refund as stated below, providing that an adequate cancellation time has been notified, will be paid. Persons who have yet to complete payment will be charged accordingly, should the cancellation notification period be less than that as stated below. Please note, all deposits are non-refundable and no correspondence will be entered into concerning this. The cancellation period does not include the preceding seven (7) days prior to departure date

Cancellations will be subject to a levied charge to the customer relative to the date of departure as follows:

- a) The day of booking to 90 days before the date of departure 10% of the package price
- b) 29-42 days before the date of departure 50% of the package price cost
- c) 0-28 Days before the date of departure 95% of the package cost

### Visa and Tickets

In the case of Hajj, Visa and plane tickets will be issued nearer to the departure date – usually this can range from 7-14 days prior to departure.

### Delays & Changes to Dates

Due to the large number of pilgrims delays and queues are expected in Saudi Arabia. Times that we have provided are tentative and delays may occur from time to time. You are requested to abide by the times appointed by your group leader, as that would override our times. Maqaam Tours Ltd reserves the right to change the departure if necessary but will inform you of the changes made. Date changes are extremely rare and usually results from bad weather conditions,

rescheduling times by the airlines, action by air traffic controllers, mechanical fault or industrial actions, sighting of the moon, all of which are beyond our control. Maqaam Tours Ltd is not to be held responsible in any way for the loss or the invalidity of connecting tickets/flights due to any delays beyond our control. It is your responsibility to ensure that your luggage weight is within the carrier's allowance; extra weight is chargeable by the airline and must be paid to them directly upon request. We are not responsible for freighting your baggage, and we do not give credit or lend money nor are we responsible for any lost baggage. You must inform the director of Maqaam Tours in person if you decide to visit Jeddah or drop out of the group for any reason during the Hajj. Failure to do so could result in the cancellation of your contract with Maqaam Tours Ltd and you shall be responsible for the completion of the remaining official paperwork as well as making your own way to the airport for departure.

### **Accommodation**

All accommodation is shared and is of very good standard; star rating is according to the Saudi Ministry of Trade standards. The distances advertised are according to the calculations of relevant authorities in Saudi Arabia as shown in the official licenses. Accommodation in Mina & Arafat is in the tents provided by the Hajj Ministry; please note that there will be no tents in Muzdalifah.

### **Food and Refreshments**

During the days of Hajj, breakfast, lunch and dinner will be provided daily.

Due to hygiene issues all meals are prepared and delivered by an external caterer; meals will be packed and served in individual portions.

### **Price Changes**

It may be necessary to increase the cost of the advertised package at any time without notice due to unforeseeable circumstances.

### **Health**

Health services are free as provided by the Saudi authorities, however if any passenger is on regular medication, he or she should consult his or her GP and inform us of any special requirements on the form. In case of death, the deceased is buried according to the regulations of Saudi Arabia and repatriation of the body is not possible.

### **TRAVEL INSURANCE**

We strongly recommend you to take out Travel Insurance for your peace of mind to protect you against any unforeseen circumstances.

### **DISCLAIMER REGARDING AUDIO/VIDEO RECORDING OF PILGRIMS**

During our trip; photography, video and audio recording will occur.

By joining our group, you consent to interview(s), photography, audio recording, video recording and its/their release, publication, exhibition, or reproduction to be used for news, web casts, promotional purposes, telecasts, advertising, inclusion on web sites, or for any other purpose(s) that Maqaam Tours Ltd, its vendors, partners, affiliates and/or representatives deems fit to use.

You release Maqaam Tours Ltd, its officers and employees, and each and all persons involved from any liability connected with the taking, recording, digitizing, or publication of interviews, photographs, computer images, video and/or or sound recordings.

By joining our group, you waive all rights you may have to any claims for payment or royalties in connection with any exhibition, streaming, web-casting, televising, or other publication of these materials, regardless of the purpose or sponsoring of such exhibiting, broadcasting, web-casting or other publication irrespective of whether a fee for admission or sponsorship is charged. You also waive any right to inspect or approve any photo, video, or audio recording taken by Maqaam Tours Ltd or the person or entity designated to do so Maqaam Tours Ltd. You have been fully informed of your consent, waiver of liability, and release before joining our group.

### **Behaviour**

Generally in Maqaam Tours reasonable opinion or in the reasonable opinion of the airline pilot, the hotel manager, the tour leader or the other person in authority, your behavior is causing danger, damage to property or clearly affecting the enjoyment of others, Maqaam Tours reserves the right to terminate your contract. Should this happen, no refund or compensation would be paid. If your behavior results in Maqaam Tours being forced to pay additional charges, Maqaam Tours will seek to recover these in full from you.

Maqaam Tours will not tolerate any kind of verbal or physical abuse to its employee by anyone before or during Hajj package.

**Hajj Visa**

Maqaam Tours (powered by Albrek International Ltd) visa service allows applying on your behalf for Hajj visas to Saudi Arabia. The Company is unable to guarantee the obtaining of any visa and consequently accept no liability whatsoever for any refusal or delay in obtaining Hajj visa. The Company reserves the right to claim any associated costs incurred as a result of the delay or refusal.

The Company is also not liable for any delay in obtaining Hajj visa due to misplace/lost of passport in embassy. The Company is not liable if embassy keeps passport for longer period due to additional checks.

**Room Allocations during Hajj:**

Maqaam Tours Ltd staff and Volunteers will try their utmost to allocate appropriate rooms for all hujjaj. If at any point hujjaj decide to change rooms, it would be the ownness of the individual to try and swap rooms with other hujjaj. Maqaam Tours Ltd will not be obliged or held responsible for swapping rooms due to individual's preferential needs.

In any case of disputes between any hujjaj, Maqaam Tours Ltd staff will try and mediate the situation and their solution/ decision will be final.

**Expectation from Hujjaj and those coming Umrah:**

1. Respect and care for all fellow Hujjaj in rooms and during travel
2. Do not abuse or disrespect other hujjaj, especially those within our group
3. Follow all instructions of team leaders, hajj organisers and guides
4. You are responsible for all your property and belongings and Maqaam Tours will not be liable for any damages or loss

**Our Pledge**

Maqaam Tours pledges to make your Hajj journey a success, Insha'Allah. In the event of any difficulty we will try our level best to remedy the situation as quickly as possible.

**Financial protection**

Maqaam Tours Ltd is Powered by Albrek International Ltd who holds an Air Travel Organiser's Licence (ATOL) granted by the Civil Aviation Authority. The Authority checks ATOL holders finances and requires ATOL holders to arrange a bond which protects the money paid to us for air pilgrimages. Albrek International Ltd ATOL number is 9969. If you require further information please do not hesitate to ask.

**Consumer protection**

The Hajj and Umrah packages we offer are ATOL Protected, since we hold Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 9969.

In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website.