

# Terms & Conditions

## **Inclusions:**

- ✚ Economy class air-fare.
- ✚ Umrah Visa.
- ✚ Meet & Assist at Jeddah Airport on Arrival.
- ✚ Transportation by Air Conditioned coaches in groups.
- ✚ Stay for 7 Days in Makkah & 7 Days in Madinah in Star Hotels.  
(Including Travel Time)
- ✚ Duration of stay in each city may change for any group by 1 or 2 days, depending upon hotel availability & transport facilities.
- ✚ Daily Delicious Meals - Breakfast, Lunch & Dinner in Buffet system prepared by Indian chefs in hygienic kitchens.
- ✚ Zam-Zam Can (5 Liters), subject to availability at Saudi Airports.
- ✚ Local historical tour (Ziyarat) of Makkah and Madinah.

## **Exclusions:**

- ✚ Guests and relatives of Hajjis are NOT ALLOWED to stay/eat at our hotels. In case of urgent situation, they can be accommodated by paying extra charges.
- ✚ Room service & house-keeping is not included.
- ✚ If you travel individually other than group dates, you will bear the additional transportation charges as per your itinerary.
- ✚ Additional Stay/Transfers other than group would be charged extra.
- ✚ No Refund in case of unused services or lesser duration of stay.
- ✚ Extra luggage other than mentioned on the flight ticket would be paid by the pilgrim.
- ✚ Coolie services are Not Included. Everyone carries their own luggage.
- ✚ Tips to Drivers or Waiters.
- ✚ We are not responsible for waiting time at Hotel Reception due to Difference in Check in and Check Out time of the Hotel in Comparison to Flight Arrival or Departure Time.

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- ✚ Room Allotment will be as per our arrangements.
- ✚ Umrah cost does not include any personal expenses during travel.
- ✚ Tour dates, itinerary & prices are subject to change as per flight and hotel availability without prior notice.
- ✚ Everyone carries his own baggage; hence please travel 'light'. Excess baggage fees to be paid by Haji.
- ✚ Food will not be provided on airports & during inter-city transfers.
- ✚ Fixed timings have to be followed strictly for Ziyarats & food.
- ✚ Diabetic patients and other pilgrims who require special meals to please arrange for their own food.
- ✚ Infants & Child without Bed will not be given Zam-Zam cans.
- ✚ Towels, Buckets & Tumblers are not provided in any of the Hotels in Makkah and Madina in basic packages.
- ✚ We are not responsible for loss/theft of passports or luggage at airports.
- ✚ Pilgrims requiring wheelchair, please carry their own wheelchair.
- ✚ We will not be responsible for any delay, rejection or mistake in Umrah visa by Saudi embassy.
- ✚ In all cases Visa, MOFA Fees is Non Refundable.
- ✚ Subject to BTQ (Basic Travel Quota) passengers only.
- ✚ Subject to Delhi Jurisdiction only.

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**NOTE:**

- ✚ **Service Tax 4.5% is applicable.**
  - ✚ Hotel Distance may vary (Distance given are from outer border of Haram Shareef & Masjid-e-Nabvi)
  - ✚ The tour dates and tour programs are provisional and subject to change without notice.
  - ✚ All services are from Airport Ex-India.
  - ✚ The tour cost are based on the net airfare Rs.35000/- EX-DELHI and rate of Saudi Riyal @ Rs.17.5/- mentioned on the Cost Sheet
  - ✚ Tour operator is not responsible for the lost and damage baggage.
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