



**AL-BADAR**  
**Tours & Travels**

البدار توريانز  
AN ISO 9001-2008 CERTIFIED COMPANY

## HAJJ, UMRAH & ZIYARAT SERVICES

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### **SERVICE AGREEMENT**

Customer ID: \_\_\_\_\_HAJJ/UMRAH/ZIYARAT 14..... H (20.....)

Photograph of

Umrah Pilgrim

#### **Personal Details of Passengers Travelling.**

Full Name: \_\_\_\_\_

Occupation: \_\_\_\_\_ Umrah/ Hajj Package Type: \_\_\_\_\_ Travel Month: \_\_\_\_\_

Present Address: \_\_\_\_\_

City: \_\_\_\_\_ Pin Code: \_\_\_\_\_ Contact Number in India: \_\_\_\_\_

Passport No: \_\_\_\_\_ D.O.I: \_\_\_\_\_ D.O.E: \_\_\_\_\_ D.O.B: \_\_\_\_\_

#### **Any Contacts in Saudi Arabia**

Name: \_\_\_\_\_ Relation: \_\_\_\_\_ City: \_\_\_\_\_ Mobile: \_\_\_\_\_

**PAYMENT TERMS:** All Payments should be made through Cash/DD/Online Transfers in favor of "AL-BADAR TOURS & TRAVELS" J&K. Please do not give CASH to any of our Agents. AL-BADAR TOURS & TRAVELS will not be responsible for any Cash Payments to Agents. CASH Deposits should only be made at the Head Office only, Agents please give them CHEQUE or Demand Draft in favor of AL-BADAR TOURS & TRAVELS.

**UMRAH TRAINING** is conducted before departure for all Umrah Groups. Training is always conducted on Last Sunday before departure in Srinagar office 10.00 am to 1.00 pm. Hajjis can also purchase Umrah Kit, Ahraams, Belts, Forex and other necessary things that may assist them in their holy journey from our Office before departure. Welcome Kits are also distributed the same day.

**CANCELLATION POLICY:** Before 30 Days- 20% of the Tour cost will be charged to the traveler, Before 20 Days-50% of Tour cost will be charged to the traveler, Less than 10 Days-100% of Tour cost will be charged to the traveler. Minimum cancellation of Rs5000 is applicable after original passport submission.

**CONDITIONS OF BOOKING:** AL-BADAR TOURS & TRAVELS is Travel & Tour operators only, we do not control any Airline, nor we control any Coach Company, 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.

**Terms and Conditions for Umrah Visa.**

- Single Gent must be above 40 years of age.
- Below 40 years males and females should be accompanied by Mehram and family relationship must be proved on the passports or either by any original document for example Nikahnama, Additional passport etc...
- Male Child below 17 years should be accompanied with a Male Mehram and Child above 17 years should be accompanied by Female Mehram.
- Ladies cannot travel Alone without a Mehram.

**Important Terms & Conditions:**

- 1. Any increase in the Ticket Cost, Visa Cost or Foreign Exchange has to be paid by the haji before departure. Ticket cost, Visa cost and Foreign Exchange is clearly mentioned on Broachers and our Websites at the time of booking.**
  - 2. Satisfaction of the pilgrim is our prime consideration** any claim or complaint by the client must be intimated to AL-BADAR TOURS & TRAVELS. 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.
  - 3. Room Allotment** as per our arrangement, No Choice of room will be entertained.
  - 4. Food will NOT be provided on Airports & during intercity transfers.** Personal food demands will not be entertained. Special food for Infants, Old Age people or Medical patients will have to be arranged by Haji himself. **Tea will be provided only at food timings.**
  - 5. Guests and Relatives of Haji are not allowed to eat or Stay in our Hotels.**
  - 6. Maximum baggage** allowed per person is 25 Kgs. One Pax One Piece Rule Applies. Means Every Person will be allowed only One Check in and One Cabin Baggage. Everyone carries his own baggage hence please travel light.
  - 7. Coolie services** will not be provided. Excess baggage fees to be paid by pilgrim himself.
  - 8. AL-BADAR TOURS & TRAVELS** 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 of the closure of Airport. You are sole responsible for your luggage and belongings are at Airport or Hotel Premises.
  - 9. AL-BADAR TOURS & TRAVELS 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 the pilgrim.
  - 10. Due to unavoidable circumstances** changes and alterations in the package may have to be made regarding Hotel, Bus, Staying period or change of flight. **AL-BADAR TOURS & TRAVELS 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.
  - 11. After entering into Saudi Arabia** no pilgrim of **AL-BADAR TOURS & TRAVELS** is 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 go to Jeddah outside the tour plan. **Once the pilgrim reaches Jeddah Passports will be taken by Umrah Company** and will be under their custody till the return.
  - 12. No liability on the part of AL-BADAR TOURS & TRAVELS** arising in any way out of this contract in respect of any tour shall exceed the total amount paid or agreed to be paid.
  - 13. Partly utilized services are also considered as fully utilized.** In such circumstances no refund shall be applicable.
  - 14. For all claims, disputes** of whatever nature relating to the tours Marketed or coordinated by **AL-BADAR TOURS & TRAVELS.** The courts in Srinagar alone have jurisdiction.
  - 15. Handicap passengers are requested to carry their own wheelchair.** Special requests (pregnant or handicapped) if any please inform us before departure without fail.
  - 16. All payments should be cleared Two Weeks before departure. Visa stamping is subject to approval by Saudi Embassy. AL-BADAR TOURS & TRAVELS** Will not is responsible for any Delay, Rejection or Mistake by Saudi Embassy and in that case Mofa Fees will have to be paid by Haji. Visa stamping fees is Non Refundable. It generally takes 15-20 Days for Umrah Visa to get stamped.
  - 17. 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 and will be left on his own. No refund will be given to him whatsoever and in extreme cases he will be handed over to the police.**
  - 18. Package cost** does not include any Personal expenses or room service cost.
  - 19. As per new SAUDI TELECOM RULES Saudi Sims CAN NOT** be distributed free and Hajis have to purchase it themselves showing their passport copies.
  - 20. Departure and Arrival dates** are flexible and can be changed + or -1 or 2 Days as per allotment given by Airlines.
  - 21. In case a pilgrim falls severely ill and is hospitalized** all the expenses incurred on him has to be paid by him or by his relatives in India has to pay it in our Head Office.
  - 22. In case a pilgrim expires in Saudi Arabia** his body will not be flown back to India under any circumstances. All his final rights will be done according to Saudi Rules and Regulations and he will be buried in the city in which he expired. No graveyard preferences will be entertained at all.
  - 23. All tours are subject to Flight and Hotel Availability.**
  - 24. Terms & Conditions / Package prices / Airfare** are subject to change without any prior notice.
- I have read and understood all the above terms and conditions.**

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Name: \_\_\_\_\_ Package Type: \_\_\_\_\_

S/o/D/o/W/o \_\_\_\_\_

Passenger Signature & Thumb Impression

Company Seal & Signature