
Terms and Conditions of Liability

Al Hafiz Travel acts only as an agent in arranging the airlines, hotels and accommodations, ground transportation, or any service in connection with Hajj trip. Al Hafiz Travel assumes absolutely no liability for inconvenience, injury, damage, loss, accidents, delay, and irregularities. The listed scenarios may occur through the will of GOD, dangerous incidents in the air, sea, or land, fire, breakdown of machinery or equipment, acts of government or other authorities *de jure* or *de facto*, declared or undeclared wars, local, national, or international hostilities, civil disturbances, strikes, riots, theft, pilferage, epidemics, quarantines, medical or customs regulations, any loss or damage resulting from improper submission of documents or failure to follow instructions, or additional unforeseen reasons and/or defects. Al Hafiz Travel will not be responsible for any person(s) missing any part of the program due to individual negligence or delay or absenteeism for any time during the tour and will not be responsible for any reimbursement or additional expenses for the participant(s) to rejoin the tour.

Airline carriers have the ultimate authority to change and/or cancel the airline booking at their convenience. Al Hafiz Travel assumes no liability for damage or loss of any kind resulting, directly or indirectly, from schedule changes, re-routing of flights, service delays, voluntary or involuntary service cancellations, loss of luggage, delayed luggage, or change of airline carriers. In all cases, the airline carrier follows its own policies for compensation or allowing changes or refunds with or without penalties. Travelers are encouraged to deal with the airline carrier directly in any such cases. Travelers must notify Al Hafiz Travel of any missing information or discrepancies in an airline booking within 24 hours of receipt of the itinerary. Al Hafiz Travel is unable to add or amend any information after this 24-hour *void window* has passed, with no exceptions. Al Hafiz Travel will assume no liability after this *void window* has passed. Travelers must follow the airline carrier's policies for any changes, amendments, or cancellations thereafter. *Please read our baggage recommendations and tips for Hajj trip.*

Al Hafiz Travel strictly follows guidelines and policies set forth by the Ministry of Hajj, and its affiliate or subsidiary agencies and/or accommodation and ground service provider partners, in arranging accommodation and ground services for its customers and assumes absolutely no liability for damage or loss resulting directly or indirectly from policy changes, changes in service, delays in service, or cancellation of service. Travelers are responsible for their personal belongings and must cover all expenses resulting from any cases, in which their personal belongings are damaged and/or lost, with no exceptions.

All travelers are required to submit the exact documentation specified by Al Hafiz Travel. Please remember, document requirement may change for each individual traveler. Al Hafiz Travel assumes absolutely no liability for any loss or damage resulting from, but not limited to, lost documents, delayed documents, or otherwise incomplete documents. Al Hafiz Travel maintains the right to cancel any reservation or travel package, with a penalty fee, if it does not receive the proper documents by the given deadline. Al Hafiz Travel recommends using secured and trackable mailing options, such as FedEx, UPS, Certified Express, or Priority Mail to send payments, documents, and return shipments to us. Al Hafiz Travel assumes absolutely no liability for damage to or loss of your documents by shipping companies, the Saudi consulate(s), and all the agencies of the Ministry of Hajj in Saudi Arabia involved in this process, and any inconvenience, loss, or damage resulting from it. All documents must be mailed to:

All payments must be made exactly as per the amount agreed with Al Hafiz Travel for all requested services before given deadlines. A minimum deposit of \$2000 is required to confirm registration and is due immediately upon signup, unless agreed to otherwise in writing by Al Hafiz Travel. Travel, hotel, and transportation reservations are not guaranteed without deposit payment. Full balance payment, including additional surcharges,



must be paid by the given deadline unless agreed to otherwise in writing by Al Hafiz Travel. All payments must be made only by personal checks, money orders, or cashier's checks, made payable to Al Hafiz Travel. All payments must be mailed to:

Attn: Accounts
Al Hafiz Travel
44900 Acacia Lane, Unit 101 Sterling VA 20166

Please use secured mail (at the very least, certified mail) to send your payment. Al Hafiz Travel assumes absolutely no liability for damage or loss resulting from, but not limited to, loss or delay of payments, returned or voided checks, and/or failed or denied transactions. Travel, hotel, and transportation reservations are subject to cancellation with penalties in case correct payments are not received by the given deadline. All refund or reimbursement requests must be submitted in writing by email to samiullahsafi321@yahoo.com or by mail to the 'Accounts' address mentioned in this document. A refund penalty will be charged on all payments towards land packages to cover the administrative fees as per the following timeline:

- \$500 penalty per person will be charged if the cancellation request is received after accepting payment on or before 1st of May 2017.
- \$1000 penalty per person will be charged if the cancellation request is received between 15 th of Jun 2017 and 15th of July 2017.
- A 100% payment, including payments for additional services requested by the traveler, is non-refundable if the cancellation request is received on or after 16th of July 2017.
- A 100% payment, including payments for additional services requested by the traveler, is non-refundable if the cancellation request is received after the trip departure date (22nd of August 2017) or if the package is utilized partially.
- A 100% payment, including payments for additional services requested by the traveler, is non-refundable if the cancellation request is not received by Al Hafiz Travel at any time before or after the departure. - The policy and the date of the next deadline are applicable if a payment is made after a deadline has already passed.

For example, if the first payment is made on 18th of June 2017 and a cancellation request is submitted before 15th of July 2017, the payment is subjected to a minimum penalty of \$1000, since the first cancellation deadline on 15th of July 2017 has already passed.

Accommodation and ground services partners may impose additional penalties based on their policies. Commonly, all airline tickets for Hajj are non-refundable, unless authorized otherwise by the carrier's policies. All refund requests involving airline tickets are processed based on the airline carrier's policies and must be pursued directly with the airline carrier.

Advertised package prices only include the services as per your personal contract (the final version will be sent to each customer by 15th June 2017 i.e., package price does include Ministry of Hajj fees and sacrifice. All travelers can pay an additional \$150 per person for sacrifice.

By signing below, I willfully agree to the above terms and conditions of liability:

Signature

Print Name

Date:

Hajj visas cannot be processed until Al Hafiz Travel has received a signed Terms and Conditions of Liability for each pilgrim.