

Terms and conditions for Hajj

Naasir Travel / Pan Express Travel Hajj - Phone: 604-726-5343 Fax: 604-304-8530

Liability:

Naasir Travel / Pan Express Hajj makes arrangements with airlines, hotels and ground operators to Provide the travel services purchased. The travel services provided are subject to the applicable provincial Travel Industry acts and regulations there under and subject to the conditions Imposed by the suppliers and their liability is limited by their tariffs, conditions of carriage, tickets and vouchers. It is the responsibility of the traveler to know the rules and regulation of the airline and follow them.

Naasir Travel / Pan Express Hajj Shall not be responsible for any loss, Inconvenience, disappointment, distress or frustration, damage, or injury whether physical, or mental, or to property, resulting from any delay, overbooking of seats by airlines, or any act, omission, negligence or commission of any party supplying any of the services or accommodation, the agents, servants, employees and subcontractors further.

Naasir Travel / Pan Express Hajj Shall not be liable for any damage, loss, claim, additional expenses due to delay or changes in schedule or other causes, arising out of personal injury, accident or death, loss, airline delay, damage or delay of baggage or other property, resulting from act of God, fire, sickness, theft, labours disputes, mechanical breakdown, government actions, regulations and formalities, epidemic, quarantine by health authorities, weather, failure to follow instructions, missing any part of the package, missing person due to their negligence or delay at any time during the HAJJ tours, failure to show up at appointed place and time for the group, improper visa or documents, refusal by Saudi Embassy to issue HAJJ visa, or any other cause beyond the direct control of **Naasir Travel / Pan Express Hajj** not responsible for persons who choose to leave the group. Not responsible for providing personal items or food items not provided in the package. **Naasir Travel / Pan Express Hajj** is NOT RESPONSIBLE for delays, poor service or omissions from third party service providers due to their errors, such as Mutawaf services, transportation providers, restaurants and hotels. **The days of Mina we will keep our keys to access our Hotel during the Hajj period.**

HAJJ PERFORMER RESPONSIBLE OF THE FOLLOWING MATTERS:

- To observe regulations, laws and instructions effective in Saudi Arabia.
- Leave kingdom and never stay more than the period mentioned in your Visa.
- Never work in the Kingdom with or without a salary.
- Round-trip ticket in case of lost or damage.
- Traveling insurances, medical, treatment or any other emergency expenses.
- All kind of vaccination to meet the health requirements imposed by The Saudi Health ministry.
- Education regarding the correct way to perform Umrah & Hajj.
- To understand that Hajj is a challenging journey that involves **a lot of WAITING, DELAY, physical activity (walking),**

SUBR!

After booking, cancellation must be received in writing by Pan Express Hajj/Naasir Consulting, and you acknowledge and understand that Pan Express Hajj/Naasir Consulting incurs significant expenses and losses if a traveler cancels a booking. You express and understand that the following cancellation fees will apply be strictly adhered to by Pan Express Hajj/Naasir Consulting.

- First payment of **\$2000** paid by February 28, 2019 (minimum non-refundable Deposit).
- Second payment of **\$3000** paid by March 31, 2019
- **Full** and final payment due by April 30, 2019
- Cancellation after April 30, 2019 will be 100% non-refundable.
- Written cancellation must be received before April 30, 2019
- Minimum deposit of **\$2000** is Non-Refundable
- Saudi Bank draft **INCLUDED**

TO CERTIFY THAT I UNDERSTAND AND AGREE TO THE CONDITION ABOVE. *MY SIGNATURE IS CONFORMATION OF MY ACCEPTANCE:

Name: _____ Date: _____ Signature: _____