

Terms and Conditions

I understand and acknowledge that I have booked with Naasir Travel, operating in accordance with The Federal Government of Canada Travel Industry, carrying on business as Naasir Travel which is a section specialized and focus on tours, Umrah and international tour services, Naasir Travel makes arrangements with suppliers who provide travel services such as air travel, hotels, buses, sightseeing, vehicle, food & beverages or other activities included in or offered in addition to Umrah and tour package. Naasir Travel does not control, operate, own or manage any resort, hotel, vehicle, or other suppliers of services. Naasir Travel is not responsible for any incorrect information provided by you. Naasir Travel is not obligated to confirm whether the information provided by you is correct and accurate. Naasir Travel will make reasonable attempts to correct any errors made by you. When travelling with Naasir Travel, you agree that Naasir Travel is not liable for any additional costs that incur as a result of incorrect information provided. All additional costs and fees that incur as a result of incorrect information provided will be solely your responsibility.

Naasir Travel – assumes no liability whatsoever if travel outside Canada for an entry visa, airline border denial or entry denial at the port of entry to which country that you intend to enter or transit through, and we advise you that (1-i) about typical information and travel documents, such as passports, visas and affidavits, that will be needed for each person for whom travel services are being purchased you must consult our Umrah and Tour requirements. (1-ii) that entry to another country may be refused even if the required information and travel documents are complete, and 1-(iii) that living standards and practices at the destination and the standards and conditions there with respect to the provision of utilities, services and accommodation may differ from those found in Canada.

RESERVATION / PAYMENTS / CANCELLATION

Full payment is due upon submission of registration form unless a prior agreement is made. Umrah and Tour packages are non-refundable. NAASIR TRAVEL pricing policy is mentioned on the website including the factor that the prices may be subject to change without prior notice. Know that the right is reserved by NAASIR TRAVEL to reject/refuse any application at any time prior to the departure for any reason. Additional visa processing fees may apply for non Canadian Citizens.

PRICE, TAXES & FEES:

I understand prices are per person in Canadian Dollars unless otherwise stated and are subject to availability at the time of booking. Pricing is based on the occupancy chosen. A non-refundable travel counselling fee is included in the package price. This contract permits price increases. The prices advertised are based on the costs of the suppliers at the time of booking. These costs are dependent on suppliers who provide travel services, rate of exchange and other factors and the price may increase due to a change in these fixed costs.

SUPPLIERS:

Naasir Travel packages together services from Umrah and Tour operators and other suppliers of service [travel ticketing agencies, destination management companies, airlines, hotels, coach companies, ground operators, Mutaweefs, event planners and others] which, together, form the Umrah and Tour package you purchase, these are independent parties over which we exercise no direct control. Naasir Travel shall not be liable for any claims, losses, damages, costs, expenses, delays or loss of enjoyment of any nature or kind whatsoever, to you or your travelling companions or group members, resulting from the acts, omissions or negligence of any of these independent parties.

UMRAH/TOUR PACKAGES:

Tour Packages include the following [unless otherwise stated]: Return Airfare, Hotel Accommodation [number of nights and inclusions as stated], Hotel Transfers, and Assistance at Destination. Departures are generally as declared on your package Naasir Travel reserves the right to withhold or change exact travel dates within 40 days of the travel date. Naasir Travel and suppliers reserve the right to cancel a tour or modify the travel service you have purchased by changing the destination, substituting services, varying the itinerary, changing the aircraft, hotel or otherwise. In this case, a comparable or superior product will be offered. Suppliers may have the right to substitute other suppliers in their place with or without notice to Naasir Travel and/or

pilgrims/travellers. Naasir Travel does not assume responsibility for any claims whatsoever resulting from such substitution. Naasir Travel reserves the right to change the destination, tour package and/or itinerary whenever, in its judgement, conditions warrant, or it is deemed necessary for the convenience, comfort or safety of the tour.

AIR TRANSPORTATION:

Naasir Travel may use both scheduled and/or chartered air carriers. The routing may include a stopover or a connection via international cities, highway coach or air carrier. In some cases, overnight stays in a city that is not your final destination may be required. In this case Naasir Travel may provide overnight accommodation as part of the package price. It is the sole responsibility of the passenger to reconfirm inbound and outbound flight times with the respective carrier. Baggage allowances vary and should be verified with the air carrier. Airline tickets state the conditions of carriage and liabilities. Scheduled flight times are not guaranteed and may affect the duration of your stay at your destination without any compensation. Expenses incurred due to transportation delays or missed connections are beyond the control and responsibility of Naasir Travel.

UMRAH / TOUR PACKAGES:

Unless otherwise stated tour packages include: Round Trip Air Ticket, Transportation, Hotel Accommodation [number of nights as stated], Daily Schedule of Events & Activities, Additional Inclusions if applicable [as stated], Hotel Security and Staff on-site. Naasir Travel and suppliers reserve the right to cancel a tour or modify the travel service you have purchased by substituting services, varying the itinerary, changing the type of transportation, hotel, food service type or otherwise any time. In this case a comparable or superior product will be offered. Suppliers may have the right to substitute other suppliers in their place with or without notice to Naasir Travel and/or pilgrims. Naasir Travel will make every effort to accommodate pilgrims should a service be substituted, however, Naasir Travel does not assume responsibility for any claims whatsoever resulting from such substitution. Naasir Travel reserves the right to change the tour package and/or itinerary whenever, in its judgement, conditions warrant, or if deemed necessary for the convenience, comfort or safety of the tour, and those changes it may takes some time, so pilgrim must understand and cooperate with Naasir Travel staff if

this situation accrued.

ACCOMMODATION:

The hotel accommodation selected is your preferred selection and may be substituted or modified for a hotel within the same category, or from a higher category, at any time. Reasons for a modification in hotel accommodation may include, but are not limited to construction, change in hotel policy, change in services standards or overbooking.

charge for the use of safety deposit boxes. At the hotels discretion a security deposit may be required. Naasir Travel does not requires a security damage deposit, or the purchase of room damage protection. Naasir Travel does not hold responsibility for charges incurred by passengers in the hotel such as, but not limited to: mini-bar, room service, phone calls, safety deposit boxes or damage to the room or premises. Naasir Travel is not liable and cannot control the decision of the hotel management to remove a passenger from the hotel.

DAMAGES:

I understand and acknowledge that I and my roommates collectively are responsible for damages to the hotel room and common areas and that we will pay the cost of any damage regardless of how caused, will be the responsibility of the occupants of the room.

NAASIR TRAVEL will not have any liability in accordance to the things which are beyond its control like acts of terrorism, processions, remote areas exposure, any medical incurred, accidents, sickness or any other issue relating but not limited to the trains, airplanes, buses, vehicles, boats or other means of transportation being considered at that time of travel or as result of it; although NAASIR TRAVEL will try to do its best regarding any emergency or unforeseen situations.

Baggage: Customers are responsible for their baggage, do not leave your luggage unattended, during any transfer situation. NAASIR TRAVEL cannot be held responsible for baggage loss. The customer may file claims directly with his/her insurance provider if the customer has decided to purchase a travel insurance plan with the Umrah or tour package.

DOCUMENTATION:

Naasir Travel requires that every passenger have a valid issued government passport – in acceptable conditions, no damage or any condition that may prevent travel – when traveling out of their home country for Umrah and Tour. In certain cases, a visa may be required. It's the passengers sole responsibility to verify with the consulate or embassy of the country of travel to ensure that you have all necessary travel documents. Please note that entry to another country may be refused even if the required information and travel documents are complete. Naasir Travel will neither reimburse nor assume responsibility for any passenger denied boarding or refused passage or entrance to any destination for any reason. It is the sole responsibility of the passenger to ensure proper and valid documentation, visa requirements and boarding requirements, especially if the passport is not a Canadian passport.

MISCELLANEOUS:

Naasir Travel makes every effort to ensure the accuracy of our publications, we cannot be held responsible for typographical or printing errors, including prices

Naasir Travel recognizes that some passengers may have severe food allergies. We make every effort to ensure that our suppliers are notified and prepared but cannot guarantee that the request will be accommodated, it's the passengers responsibility to make sure the food is safe for him/her to consume. Our advice is to avoid all food type that may cause an issue to yourself.

Additionally, passengers grant Naasir Travel permission to take photographs or film recordings of trips for promotional and commercial use, without remuneration now or in the future. The passenger agrees to assign all right, title, and interest they may have in or to any media in which their name or likeness might be used to Naasir Travel.

passengers agree that Naasir Travel may use any testimonials regarding services rendered for promotional and/or commercial purposes without any remuneration now or in the future. Naasir Travel photography within this website is copyrighted by Naasir Travel and may not be reproduced without permission.

FORCE MAJEURE:

Naasir Travel shall not be liable for any claims, losses, damages, costs, expenses, delays or loss of enjoyment, of any nature or kind whatsoever, to you or your travelling

companions or group members resulting from a Force Majeure, that is an event beyond our or a supplier's reasonable control including, but not limited to, acts of nature, strikes, lockouts or other labour disputes or disruptions, wars, blockades, insurrections, riots, earthquakes, weather conditions, illnesses and diseases outbreaks, embargoes, floods, acts of war (whether war be declared or not), acts of terrorism, insurrections, riots, civil commotions, strikes, lockouts or other labor disturbances, acts of God or acts of restraints imposed by government authorities. omissions or delays in acting by any governmental authority, entry denial, visa or services cancellation for any above mentioned reasons or others or the other party, embargoes, omissions or delays in acting by any governmental authority, entry denial, visa or services cancellation for any above-mentioned reasons or others or the other party.

PRIVACY:

By registering the passenger and/or parent/guardian understands and acknowledges that Naasir Travel may share this personal information with companies providing travel services including, but not limited to tour operators, airlines and hotels, and with other tour related companies. Registered passengers and/or parents/guardians also agree to be contacted by Naasir Travel via email, phone, or mail with information relevant to their trip. Any photographs or videotape taken of passengers by Naasir Travel or its affiliates shall remain the property of Naasir Travel and may be used for promotional or marketing purposes without further permission or compensation.