

Booking Form

Please fill in all sections of this form in BLOCK CAPITALS. Your name must be exactly as it appears on you passport. This information is required for visa application. A separate form is required for each individual Pilgrim travelling.

Please tick your required room size: Quad/Quant: Triple: Double:

Personal Details

Forenames: _____

Surname: _____ Date of Birth: _____

Place of Birth: _____ Mothers Name: _____

Sex: Male Female Marital Status: Married Single

Profession: _____

Name of Mehram _____
(female applicants only)

Relationship: _____

Contact Details

Address: _____

Town/City: _____ Postcode: _____

Telephone: _____ Mobile: _____

Passport Details

Nationality: _____ Passport Number: _____

Date of Issue: _____ Date of Expiry: _____

Place of Issue: _____

Medical Details

Please state any medical conditions that may affect your journey: _____

Payment

I have enclosed a cheque/postal order for the sum of £..... payable to 'Sada-E-Madina Hajj & Umrah' as a non-refundable deposit for passenger(s) at 50% of the total package cost. The total remaining balance of £..... will be paid in full at least 8 weeks before the date of departure.

Declaration

By signing this form I confirm that the information given on this form is true to the best of my knowledge. I have read and agree to abide by the terms & conditions of Sada-E-Madina Hajj & Umrah.

Signed: _____ Date: _____

Booking Terms & Conditions

1. Payment of Deposit

When we receive your completed booking form accompanied by a deposit of 75% per person requesting your chosen package we will send you or your travel agent our confirmation invoice. There will be no contract between us until the confirmation invoice has been sent and it acts as our acceptance of the booking in accordance with the contract outlined in this fair trading agreement, which is subject to English Law and Jurisdiction. Any money paid by the customer to an agent under or in contemplation of the contract is held by the agent as agent for Sada-E-Madina Hajj & Umrah until the date on which the agent pays the money to Sada-E-Madina Hajj & Umrah

2. Payment of the Balance

The balance you owe us must be paid at least 3 weeks before departure. If you do not, you will be liable for cancellation charges because we reserve the right to treat the booking as cancelled by you at the time to the date of departure. Therefore, it is very important for you to pay the balance 3 weeks prior to departure or write cancelling your pilgrimage according to paragraph 10 below.

3. Change of Booking by Sada-E-Madina Hajj & Umrah UK

As you will appreciate your pilgrimage arrangements are planned many months in advance and on rare occasions it may be necessary to make modifications to them and we reserve the right to make changes at any time. In the majority of cases such changes will be minor but if they are more substantial we will do our best to advise you. Such major changes could include the following: a change of airport, the outward or return flight rescheduled.

4. Force

Compensation arrangements do not apply to changes caused by reason of War, threat of War, riots, civil strife, terrorist activity, industrial disputes, natural disasters, fire, technical problems to transport, airport closures, adverse weather condition and similar event beyond our control.

5. Our Responsibility

Companies or people over whom Sada-E-Madina Hajj & Umrah UK has no control are involved in the planning of your pilgrimage. Sada-E-Madina Hajj & Umrah UK has taken all reasonable steps to ensure that the supplies of services provided are of an acceptable standard. In case of Visa's not being issued by the relevant authorities for any reason whatsoever, charges will still incur for cancellation. As part of our policy of customers care Sada-E-Madina Hajj & Umrah responsibility of proven negligence acts and or omissions of our employees and agents and our suppliers and sub-contractors, servants and or agents whilst acting within the scope of or in the course of their employment in respect of claims arising as a result of death, bodily injury or illness to you or any member of your party you should note: Sada-E-Madina Hajj and Umrah will not accept any liability for lost or stolen property, it is the duty of each pilgrim to look after their valuables and keep them safe. * No liability can be accepted for any negligent acts or omissions of air or sea carriers, whose responsibilities are governed by international convention, which may limit or exclude liability. *We cannot accept any liability for loss, damage or expense resulting from war or terrorist activities threatened or actual civil unrest, closure of airports, industrial action, threatened or actual or any event outside our control where such events delay, extend or compel a change in pilgrimage arrangements.

6. Delays

We cannot accept any liability for any delay in your flight to or from U.K whether the cancellation or delay is caused by adverse weather conditions, re-scheduling of times by the airline, the airport authorities and or the action or the air traffic controllers, mechanical breakdown, strike or action industrial action or otherwise. However in certain circumstances you may be able to make a claim under your Travel insurance Policy. During your pilgrimage there will be times when there will be long delays mostly at airports, passport offices and during coach transfers due to the enormous amount of pilgrims in Saudi Arabia. The Saudi Authorities do try their best to process pilgrims as soon as possible and we do not accept any liability for any such delay. *We recommend that you should consider taking Travel insurance.

7. Important information

- When you receive your tickets, you must check them carefully and notify your travel agent or us immediately if you think any details are inaccurate. We are not liable to you for any problems, which arise if you do not advise them.
- You must ensure that you have fully complied with any pilgrimage health requirements, such as vaccination. If you are taking any regular medication, please ensure that you take enough supplies with you to cover the period of pilgrimage or Umrah.
- Although we provide religious guides, we stress you are responsible for the performance of your Hajj or Umrah. You must ensure that you are fully aware of all the rituals of Hajj and how to perform them.

8. Behaviour

You must not behave in a way which causes distress, injury or annoyance to the others or create the risks of danger or damage to property. If you do so, you may be evicted from your hotel or apartment and therefore we would have no liability for you. We will not refund any portion of the cost of your pilgrimage.

9. Brochure Information

We have compiled the information in this brochure as accurate as possible. However, since we include so much information and since the brochure is prepared up to 12 months in advance there may be occasions when an advertised facility may be altered or withdrawn for reasons outside during your own particular pilgrimage e.g. planned ziyarat may be changed or cancelled. It is important to bear in mind that your expectations of pilgrimage must be reasonable and be based on what we have said to you in this brochure. We do not accept any liability for any disappointments which you may feel as a result of unrealistic expectations. Further the operation of certain amenities and facilities may be subject to local licensing laws or religious pilgrimage. Maintenance and local energy conservation measures may mean that hotel or apartment limits certain facilities, e.g. air condition or water supplies; unseasonable weather conditions may cause electricity failure. In such circumstances and described Sada-E-Madina Hajj & Umrah UK shall be under no liability for any loss or damage arising there from. The operation and supervision of overseas property, transport of other services are subjected to local laws, regulations, standards and codes of practice of individual countries. The legal and safety requirement of many foreign countries is of lower standard than that in U.K. you should note that the standards imposed will be that the country you are visiting and that not of the U.K.

All our accommodation in apartments and hotels is on a shared basis. The star rating is by the Saudi authorities. At the time of printing it is not possible to state the operator, aircraft type or destination. The accommodation for Hajj in Madina is limited to a maximum of 8 days any extra days due to any unforeseen circumstances are not included in the brochure price.

10. Cancellations

Should you or any part of your party be forced to cancel your booking once it is accepted, a valid cancellation can only be made if you give written instruction either to the travel agent through whom you made your booking so they can notify us immediately or if booked through Sada-E-Madina Hajj & Umrah then direct to us. The instructions must be signed by the person who signed the booking form. Cancellations are subject to charges to cover accommodation, administration and flight costs.

11. Complaints

In the very unlikely event of there being something not to your liking whilst on your pilgrimage that is in our direct control you must report immediately. This will give our representative an opportunity to correct the matter so it does not spoil the pilgrimage. Unless there is a valid reason why you fail to report your complaint to our representatives then we will not consider ourselves to be liable in respect of complaints, which were not registered in reports. Your pilgrimage enjoyment is our prime consideration. If the matter cannot be put right on the spot details of your complaint should be reported on a clients comment form available on request. This form together with accompanying letter must be forwarded to our passenger relations department within 28 days of the completion of your pilgrimage. We will not accept liability in respect of claims made after this date.

12. Personal Preferences

Whilst every effort is made to ensure accommodation in Saudi Arabia is of good standard, personal preferences cannot be catered for. If you find that accommodation is not up to your own personal preferences then that will be a case of "Personal Preference" and no fault or liability of Sada-E-Madina Hajj & Umrah. You are of course at liberty to look elsewhere for accommodation; but that will be at your own expense and not at the expense of Sada-E-Madina Hajj & Umrah. No refunds will be made from the package price.