

GUEST UMRAH AGREEMENT

Full NAME _____

Occupation: _____ Umrah Package Type: _____ Travel Month: _____

Present Address: _____

City: _____ Pincode: _____ Contact Number: _____

PAYMENT TERMS:

All Payments should be made through Cash / DD/ Online Transfers favoring "SULTAN INTERNATIONAL GROUP". Please do not give CASH to any of our TRAVEL PARTNER or Branch Offices. SULTAN INTERNATIONAL GROUP will not be responsible for any Cash Payments to TRAVEL PARTNER. CASH Deposits should only be made at the HEAD OFFICE (JAYANAGAR) in BANGALORE only. Our Bank Accounts are mentioned clearly on our website If you are dealing with TRAVEL PARTNER please give them CHEQUE or Demand Draft in favor of " SULTAN INTERNATIONAL GROUP " or alternatively you can also deposit the money in our Bank accounts mentioned online and show them the deposit slip to confirm your seats.

CANCELLATION POLICY:

Before 30 Days - 20% of the Tour Cost will be charged to the traveler, Before 20 Days - 70% of Tour Cost will be charged to the traveller, Less than 10 Days - 100% of Tour Cost will be charged to the traveller. Visa stamping fees (Mofa) is NON Refundable, Air Ticket NON Refundable, "Emigration Gov or Airlines Policy Rejection from Airport 100% NON Refundable"

CONDITIONS OF BOOKING:

SULTAN INTERNATIONAL GROUP, 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-TRAVELLERS 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.

Major Difference between Deluxe and Semi Deluxe:

1. Food in Deluxe Class will be Buffet Type and in Economy Class it will be in Food Packets. Food will be same but more variety will be provided in Deluxe Class.
2. Bathrooms in Deluxe Class will be all attached in Economy Class some rooms may have common bathrooms. No Guarantee of attached bathrooms at all.
3. Hotels will be of Star category in Deluxe Class and Standard Normal A/C Rooms will be provided in Economy Class package.

SHOP NO 828, 28TH B MAIN, 39TH CROSS, CORPORATION COLONY

JAYANAGAR 9TH BLOCK BENGALURU PIN: 560069

KARNATAKA, INDIA

WWW.SULTANINTERNATIONALGROUP.COM | SULTANINTLGROUP@GMAIL.COM



Important Terms & Conditions:

1. Any increase in Air Ticket or Saudi Riyal will have to be paid before departure
2. **Satisfaction of the pilgrim is our prime consideration** any claim or complaint by the client must be intimated to SULTAN INTERNATIONAL GROUP. 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 and on first day of reaching Makkah.** 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 in Breakfast in all packages.**
5. **Guests and Relatives of Haji are not allowed to Eat or Stay in our Hotels.**
6. **Coolie services** will not be provided everyone carries his own baggage. Excess baggage fees to be paid by Pilgrim.
7. **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 or the closure of Airport. You are sole responsible for your luggage and belongings be it at Airport or Hotel premises.
8. **SIG 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 Pilgrim.
9. **Laundry services:** SIG. shall not be responsible for any Loss, Delay, and Fading of color, Stains of any type or Shrinking of clothes by the Laundry service provider. Laundry is Complimentary service.
10. **Due to unavoidable circumstances** changes and alterations in the package have to be made regarding Hotel, Bus, Staying period or change of flight. SULTAN INTERNATIONAL GROUP. 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 SULTAN INTERNATIONAL GROUP. shall be 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. **Partly utilized services are also considered as fully utilized.** In such circumstances no refund shall be applicable.
13. **For all claims, disputes of whatever nature relating to the tours Marketed / Coordinated SULTAN INTERNATIONAL GROUP.** the Courts in BANGALORE shall alone have jurisdiction.
14. **Courier charges** incurred on sending Passports and Umrah Kit have to be borne by Pilgrim.
15. **Handicap passengers are requested to carry their own Wheelchair.** Special requests (Pregnant or handicapped) if any please inform us before 20 DAYS OF departure without fail
16. All payments should be cleared THREE WEEKS before departure. **Visa stamping is subject to approval by Saudi Embassy.** SIG will not be 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.
17. **Any person using Foul language or Bad Words or trying to create nuisance and fight in their 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. All prices mentioned on Websites and Brouchers are for Quint (FIVE in a Room) or More Sharing in a Room.
19. Terms & Conditions / Package prices / Airfare are subject to change without any prior notice.
20. Covid Terms & Condition to follow Accordingly to Government of India & Kingdom of Saudi Arabia
21. ZamZam Subject to Availability in airport. if not available Guest have manage by their own

I have read and understood all the above terms and conditions.

Guest Signature: _____

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