



Alwaha Travel Agency, LLC.

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Terms & Conditions

The Responsibility of **Alwaha Travel Agency For Hajj & Umarah, 60 98th Ave #100 Oakland, CA 94603**, acts as agents and protector for the passengers' rights in making arrangements for the airlines, hotels, buses, or any service in connection with the tour and assumes no liability whatsoever for injury, damage, loss, luggage, accidents, delay irregularity which may be occasioned either by reason or defect, though the acts of GOD, dangerous incidents in the air, sea, land, fire, breakdown of machinery or equipment, acts of government or other authorities de jure or de facto, wars, whether declared or not, hostilities, civil disturbances, strikes, riots theft, pilferage, epidemics, quarantines, medical or customs regulations, or from any loss or damage resulting from improper passports, visas, or other documents. DAR EL SALAM Travel will accept no responsibilities for loss or additional expenses due to delay or changes in schedule or other causes. **Alwaha Travel Agency For Hajj & Umarah** shall not be liable or responsible for any inconvenience, loss, damage or injury arising in connection with such service. **Alwaha Travel Agency For Hajj & Umarah** shall not be responsible for the failure to follow instructions, including but not limited to check-in and delay, loss of luggage or personal belongings (**Medicine**). It is the responsibility of the airline to determine exactly what procedure will be followed. The policy chosen by that carrier shall be based on their procedure and shall not be the responsibility of **Alwaha Travel Agency For Hajj & Umarah** and its affiliates. They will also not be responsible for any person (s) missing and part of the program due to his negligence or delay or absenteeism for any time during the tour and will not be responsible for any additional expenses for the participant to rejoin the tour. Moreover, no charges or upgrades in the program chosen will be the honored after departure as well as no refund will be given for any services rendered not utilized.

RESERVATION / DEPOSITS: A minimum deposit of \$3,500.00 must be made, in order for you to hold a Confirmed reservation.

CANCELLATION: All cancellations must be in writing. For early reservations (made prior to June 1st), deposit is fully refundable by June 25th, 2010. Cancellation received 120 days prior to departure will be subject to a \$500 administrative charge, and 90 days prior to departure will be subject to a \$1500 penalty. Full payment is non-refundable when cancellation is made less than 90 days prior to departure. In addition to above addition penalties and/or charges imposed by hotel/airline/bus companies together with services or hotel space may be imposed.

Travel Tip: Hajj and any other travel require early planning and may involve many unexpected possibilities. For your peace of mind and your protection, travel Insurance is highly recommended through AIG Travel Guard insurance company, to protect your Once in a lifetime journey or avoid having to pay high cancellation fees. Please ask for detail.

SACRIFICE: It is not included. It can be arranged upon request.

HAJJ FEES are additional and not included in any of the programs.

I agree to the above Terms and Conditions:

Full Name: _____ **Date:** _____ **Signature:** _____