

**Terms & Condition / Cancellation Policy for
Umrah Package Booking / Ramadan Umrah Booking / Hajj Bookings.**

Reading time is around 4 minutes

1. The contract will be not effective between the service provider agency Ar Rawla Haj N Umrah Service and the haaji until received the full amount of payment for the package chosen.
2. The umrah service provider Ar Rawla Haj N Umrah Service has the right to take decision by reason for: -
 1. To cancel the contract by reason prior to the date of service provide and if does so, its liability shall be limited to refunding amount received from client without inclusion of any percentage of interest.
 2. To amend of route / Timing of transportation service in such situation of any unavoidable circumstance.
 3. The agency Ar Rawla Haj N Umrah Service cannot be responsible for any improper services provided by any other service provider agency apart from services officially confirmed by agency Ar Rawla Haj N Umrah Service also not be responsible for the sudden situations if arise within the service providing period by agency Ar Rawla Haj N Umrah Service as damage , loss of luggage or any valuable goods, in the case of caused by the act or default of the management or employee of any hotelier, airline, surface transport, who are the agency's independent service associates.
6. agency Ar Rawla Haj N Umrah Service also will not be liable for situation arising outside of normal selection and inspection process, or acts of Government authority, war, civil or political disturbances, strike, natural calamities – such as landslide, flood, earthquake, and others of its kind. As a result of any of the causes delay of days out of contract period and changes of itinerary the extra expense will be bear by the client
7. agency Ar Rawla Haj N Umrah Service shall in no circumstances whatsoever be liable to the client or persons traveling with the agency in the contract period of service provide for any death, physical injury, sickness, accidental case, any illegal or immoral activity, any penalty by caused of activities against civic rule, any damage or loss of luggage or valuable goods.
8. The amount quoted for the package / services has been calculated as per the fuel and related cost prevailing at the time of submission of the rate quotation.
9. Ar Rawla Haj N Umrah Service reserves the right to amend the quoted rate in case of changes in any tax or surcharge's structure, increase of fuel cost, and any of cost increase beyond control of the company. On that situation the service provider agency Ar Rawla Haj N Umrah Service will inform in advance to the client or related person for additional payment amount to be paid before start of service.
- 10 This contract will be governed by Indian law. In the event of a dispute or difference between "agency Ar Rawla Haj N Umrah Service" and the client should be negotiated or finalize in the exclusive administrative jurisdiction of Tiruchirappalli subdivision of Tamil Nadu state in India.

BOOKING PROCEDURE:

- Request for package bookings to be confirmed by written only
- All booking correspondence to be made by written only
- No. verbal communication to be considered, if any dispute occurs
- Booking to be confirmed only after getting advance amount of the total package cost
- Rest of the payment to be cleared before starting the umrah trip

CANCELLATION TERMS AND POLICIES

In any case of cancellation of booking, it must inform in advance to agency Ar Rawla Haj N Umrah Service by writing

Cancellation will be effective only on the date and time of receipt of cancellation letter.
The following cancellation charges shall apply as per the period of cancellation terms.

- In case the tickets are not booked the amount paid will be refunded 100%. In case the tickets are already booked, the amount can be adjusted at any later date (against the haaji taking care of the difference amount if any) or can be returned after debiting the ticket amount.
- If the advance paid is less than the ticket amount, the haaji will be liable to pay the balance part of ticket charges if the ticket is already booked at the time of cancellation
- In case the Visa is not issued the amount paid will be refunded 100%. In case the visa is already issued at the time of cancellation, the amount can be adjusted at any later date (against the haaji taking care of the difference amount if any) or can be returned after debiting the visa amount.
- In case of any cancellation due to natural calamities such as Earthquake, Tsunami, Epidemic etc the booking amount shall be adjusted towards next upcoming trip or shall be refunded 100% in case of non-purchase of tickets and non-issuance of visa and 50% in case of either ticket or visa or both are issued.
- In case of any cancellation due to rules from the government of Saudi Arabia, the booking amount shall be adjusted towards next upcoming trip or shall be refunded 100% in case of non-purchase of tickets and non-issuance of visa and 50% in case of either ticket or visa or both are issued.
- In case of any cancellation due to personal situation at haaji's end the booking, amount shall be adjusted towards next upcoming trip or shall be refunded 100% in case of non-purchase of tickets and non-issuance of visa and 50% in case of either ticket or visa or both are issued.
- In case of any cancellation due to situation at the end of Ar Rawla Haj N Umrah Service the booking, amount shall be adjusted towards next upcoming trip or shall be refunded 100%.
- No cancellation request in lieu of adjustments shall be entertained 1 week prior to the date of travel.