

AL-Furqaan Tours & Travels

Hajj, Umrah & Ziyarat Services

AL Furqaan Tours & Travels Disclaimer / Responsibility Statement

AL Furqaan Tours & Travels or its affiliates will provide, in good faith, professional spiritual services related to the Hajj / Umrah / Ziarat rituals. The responsibility of the **AL Furqaan Tours & Travels**, located at Room No.1 2nd Floor Bakhtawar Complex Regal Lane M.A. Road Srinagar as the tour operator who will assist and guide Muslim to perform the Holy Hajj / Umrah / Ziarat is limited as agents only. We act only as agents for the pilgrims in making arrangements for the airlines, hotels, buses, or any other services in connection with the performance of Hajj / Umrah / Ziarat and assume no liability whatsoever for injury, damage, loss, accident, delay, cancellations or irregularity which may be occasioned either by reason of defect, through the acts or defaults of any company or person engaged in conveying the pilgrims or in carrying out the arrangements of the Hajj / Umrah / Ziarat trip, or as a direct or indirect result of acts of ALLAH or the acts of Governments or other authorities, whether declared or not, hostilities, civil, disturbances, strikes, riots, theft, epidemics, quarantines, medical or custom regulations, or from any cause beyond **AL Furqaan Tours & Travels or its affiliates** control, or from any loss or damage resulting from improper passports, visas or other documents.

AL Furqaan Tours & Travels or its affiliates will accept no responsibility for lost or additional expenses due to delay or changes in schedule or other cause. **AL Furqaan Tours & Travels or its affiliates** will not be responsible for the failure to follow instructions, including but not limited to check-in and checkout time and baggage handling. **AL Furqaan Tours & Travels or its affiliates** will not be responsible for any delay(s) in airline schedules, misconnections, misplaced baggage or baggage handling services at airports or otherwise. In the event of delay, it is the responsibility of the airlines to determine exactly what procedure will be followed and shall not be the responsibility of **AL Furqaan Tours & Travels or its affiliates**. Moreover, no changes or upgrade in the program will be honored once the ticket is issued and the full payment has been made. Also, no changes in itinerary will be entered and if cancel the full payment made will not be refunded. **AL Furqaan Tours & Travels or its affiliates** will not be responsible for any irregularities in hotel check-in / check-out procedures or Government transport services. Every person in the group have to comply with group procedures during the entire trip and any personal decision taken by any individual(s) will not be the responsibility of **AL Furqaan Tours & Travels or its affiliates** and the consequences will be borne by said individual(s). No refunds will be given on any service rendered not utilized. It is the responsibility of each traveler to purchase his / her own traveling insurance covering trip cancellation, medical, accident and loss baggage coverage. **AL Furqaan Tours & Travels or its affiliates** will also not be responsible for any person(s) missing any 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. The pilgrim(s) must also understand that he / she will remain with the group at all possible times and that he / she will follow any rule that applies to the group. The pilgrim(s) must behave at all times in line with local customs and abide by the laws of the host country. The pilgrim(s) are responsible for their actions; we will not be able to assist you if you knowingly or not knowingly violate local custom. Your only support will come from the Indian Embassy or your travel insurance provider.

The Company makes no representations or warranties of any kind with respect to flights for Hajj / Umrah packages including not enough time to perform 40 Salah in Madina. All hotels star rating are according to Saudi Arabian standard and some hotels rooms may change from 3 / 5 to 5 / 7 peoples. During Hajj / Umrah journey the unexpected is often the norm. Despite very careful planning and organization the Hajj / Umrah journey can never be taken for granted like a normal holiday. The pilgrim we wish it to be pleasant for a once in a lifetime experience, however the vast number of people from across the globe with a varied life style may have an impact on your pilgrim, unfortunately the company cannot be held responsible for this experience.

AL Furqaan Tours & Travels or its affiliates will not be responsible for any individual(s) missing any part of the program due to physical or medical related issues. **AL Furqaan Tours & Travels or its affiliates** will provide assistance but services will be limited. In the event of death, **AL Furqaan Tours & Travels or its affiliates** will make the necessary arrangements in the Kingdom of Saudi Arabia for burial. As is the nature of Hajj / Umrah and with the vast number of pilgrims, there is a higher probability of viruses and airborne deceases, it is therefore your personal responsibility of your well-being at all time, the company cannot be held responsible for any personal accidents, illness, and death during your travel and during the pilgrim, or any medical reason. We strongly advise you have suitable travel insurance cover for your journey and stay.

The provision of the service offered by the company is in good faith and best endeavors to meet your standard however, we, our agents or their sub agents cannot be held responsible for any short comings outside the company's control against your expectations of the pilgrimage. No express or implied, is made by us or by any person as to its accuracy, completeness or fairness and it should not be relied on as such. Any opinions and estimates expressed reflect our judgment at this date and are subject to change without notice.

The Company has taken all reasonable steps to ensure that all representatives, agents, tour operator used are reputable. However, the company does not have direct control over such organizations and shall not be responsible for any services, acts or omissions by them or their employees.

The pilgrim hold harmless the **AL Furqaan Tours & Travels or its affiliates** for any acts of irregularity in connection with this travel related with airlines, hotels, transportation, local rules / conditions, Hajj / Umrah / Ziarat conditions, health-related or other situation(s). I agree to all the above.

Name of the Pilgrim _____

Signature _____

Date _____