

Terms and Conditions

1. PILGRIM MUST / SHOULD

1. Meet the eligibility requirements of registration Umrah pilgrims. Meet the eligibility criteria for registration as Umrah pilgrims.
2. Have a valid passport with a minimum validity of 6 months from the date of departure and at least 6 blank pages.
3. Submit all the required documents for the visa application (such as a passport, proof of vaccination, proof of relationship with mahram accompanying the pilgrims, etc..) Within the required application.
Submit the required documents for visa application (eg passport, proof of VACCINATION)
4. Have read, understand and agree to all the terms and conditions of Umrah Packages offered by **AK Travels PTE LTD**.
Have read, understood and Agreed to the Terms and Conditions of Umrah Package offered

2. PURCHASE THE FULL PACKAGE INCLUDES / PURCHASE OF FULL PACKAGE includes

1. Content - (Minor program, accommodation and meals as specified, transfers in Saudi Arabia, that are required by Saudi authorities).
2. Economy class airfare and taxes when (another class tickets at your request - if available and the additional cost to you).

3. UMRAH PACKAGE EXCLUDES

1. All expenses and items of personal nature. All personal expenses related and items of a personal nature.
2. Services or products not listed on the package selected. Services or products not specified in the package selected.
3. Consolation and habuan. Gratuities and tipping.
4. Excess baggage charges, delivery expenses for personal items air. Excess baggage charge, freight charges for personal items home delivered.
5. Vaccination and inoculation fees. Vaccination or inoculation charges.

4. Deposit / DEPOSIT

1. Deposit of \$500 is required on booking Umrah packages. The balance of payment must be settled one month before departure.

5. PAYMENT IN FULL / FULL PAYMENT

1. Departures are subject to full payment, failing which the cancellation fee will be charged according to the rules and conditions contained herein.

6. PAYMENT CANCELLATION & RETURN - GENERAL CONDITIONS / Cancellation & Refund CHARGES - GENERAL CONDITIONS

No. of days between receipt of cancellation Departures &	Cancellations fees per person (S \$)
30 days and above	25% of Umrah package or \$ 150 Whichever is Higher
15-29 days	50% of Umrah package
7-14 days	75% of Umrah package
Less than 7 days	No Refund

1. No refund for cancellations made within 1 month before the date fixed for the departure.
2. Any waiver or reduction of cancellation charges on goodwill, (such as death, serious illness) is at the discretion of company and subject to the conditions imposed by the major suppliers (such as hotels, airlines, etc.). The real proof / sturdy for the reason of cancellation is required to convince the company.
Any waiver or reduction of cancellation charges based on compassionate grounds (eg death)

7. PRICE CHILD / CHILD FARE

1. ELIGIBILITY: Children under 12 years old on the date of departure from Singapore. Children fare based on sharing a twin / double room with 2 adults without extra bed for a child. If an extra bed is needed for children, please make arrangements with the employees of the Company will offer the appropriate advice, including price surcharges or supplements, if any. Additional costs will be charged for children who inhabit a room with only 1 adult.

8. PLACES ACCOMMODATION

1. Accommodation is as specified in the brochure Umrah Package and / or booking form. Unless otherwise stated, all rooms will be 'run-of-hosue. Accommodation for adults is based on sharing a twin / double or triple (if requested by the customer).
2. If accommodation in selected hotels are not available, every effort will be made to secure accommodation in another hotel or similar standard.
3. When booking the three (triple room), please note that the third bed may be a roll-away bed.
4. There will be a single supplement surcharge for single room demand: the amount as indicated in the itinerary. The Company will confirm any request at least 14 days prior to departure.

9. LIABILITY - LIMITATION OF ANSWERS AND COMPANY

1. The responsibility of States to pilgrims set forth herein. Company's responsibilities As to you are stated here.
2. In the course of your Umrah, there will be long delays at airports, Customs and Immigration, checkpoints, in transportation, etc., due to the large number of pilgrims during the Umrah and more. Saudi Arabian authorities have always sought to manage Umrah pilgrims as soon as possible and the Company will not take any responsibility for any such delay.
3. The Company will not be responsible for any expenses, reimbursement or refund of any part of the package if the Umrah pilgrims denied boarding by airlines or agencies concerned on medical grounds, were deported or refused entry by the Immigration or Customs or the authorities in Saudi Arabia or for any reason, including a passport invalid, customs and quarantine or possession of unlawful items or irregularities that may cause injury or damage to person or property.
4. The extent permitted by law of Singapore, the Company will not be responsible in the contract for any injury, damage, loss, delay, additional expenses or inconvenience caused directly or indirectly by events which are beyond the reasonable control of the Company or that can not be avoided when handled carefully by the Company including, but not limited to war, the communist tengkarah, race riots, fires, floods, unexpected bad weather, acts of God, acts of government or authority, accident or damage machinery or equipment or industrial action and protests.

10. LIABILITY - PILGRIMS' RESPONSIBILITIES

1. Perhaps, the congregation has been preparing to perform Umrah. The Company reserves the right, in its sole discretion it, to reject or accept any member of the congregation Umrah pilgrims as if someone is, reasonably, is found to be harmful to

health or safety or interfere with the comfort and peace of Umrah pilgrims others or cause damage to property.

2. The Company reserves the right to cancel any reservations if airlines, hotels, suppliers or contractors pushing the congregation or participate in the pilgrimage or on the way home, based on valid reasons and where possible.
3. If the case of the above occurs, the responsibility of the Company is limited to the terms of the return of the relevant hotels, airlines, etc.. (If obtained), less the amount of services used administrative fees have been determined.
4. If you choose, voluntarily, to diverge, extend or amend the itinerary or program Umrah determined, your own risk and are responsible for paying any additional charges as a result of the change.
5. If you have a medical condition, make sure you bring enough medical supplies to cover the period of Umrah trip.
6. You are responsible for the safety of money and property and personal health.
7. Although the Company has organized courses and Umrah guidance, we reiterate that if you are fully responsible for the execution of Umrah and you should already understand worship and aware of the rituals of the Umrah and way of working.
8. In the very unlikely event of there being something not to your liking (you at all times acting reasonably). Whilst on the pilgrimage that is in our direct control, you must immediately report to us. This will give us the opportunity to correct the matter to the best of our Abilities and within our means.
9. Any complaint or claim must be made in writing within one (1) month from the date of your return. We are not responsible for any complaint or claim filed more than one (1) month from the date of your return.

11. COVER / INDEMNITY

1. You shall indemnify and keep indemnified from and against Company all losses, actions, proceedings, Claims, demands, cost, Damages, and expenses related (including legal fees and expenses related on a full indemnity basis) which company may incur or suffer or Sustain by reason of, as a result of, in connection with or arising from your intentional or wilful breach of these Terms and Conditions.