

## Terms and Conditions

### TERMS AND CONDITIONS – Etihad Hajj & Ziyarat, LLC.

Please read the following carefully. It sets forth the obligations and limitations of liability of Etihad Hajj & Ziyarat, LLC. (“Etihad Hajj”) with respect to the services Etihad Hajj will provide on behalf of you and/or your group or family (hereinafter collectively known as the “Client”).

Etihad Hajj hereby agrees to arrange for a tour of the designated area (the “Tour”) and to provide travel arrangements for the Client relating to the Tour, including airlines, hotels, buses and any other services necessary for the Client to travel on the Tour.

There are no exemption or fast processing of Visa(s). All applications must go through the same process and procedures. We can not say whether visa(s) will be approved or not. This is the sole discretion of the embassy to decide.

There are no time restrictions for visa(s) to be issued. Though we will always try our best to get visa(s) on time, Etihad Hajj can not be held liable for Visa(s) not being issued.

Etihad Hajj **has no responsibility about your luggages**. Some of the domestic flights do not accept any luggages and that is on **CUSTOMER EXPENSE**. **Etihad Hajj is not paying for any of your luggages**. Every Airlines for their domestic and International have different policies about the luggages. **Etihad Hajj has no responsibility for overweight charges**.

**Etihad Hajj shall have no liability to any of your Luggage and overweight cost.**

Etihad Hajj is not responsible for connection flights and their connectings with International flight.

Under no circumstance shall Etihad Hajj be liable for injury, illness, ,death, damages, breaking luggages, personal item belongings, loss, accident, delay flight or missing flight or penalties in the hotel, on the way, on the transportation or at airport. **Etihad Hajj is not responsible of any above the list.**

Etihad Hajj shall have no liability for acts of God, weather delays, fire, breakdown of machinery or equipment, government actions or other authorities, 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.

Etihad Hajj shall have no liability to any Client who elects to make independent travel arrangements separate and apart from those arranged by Etihad Hajj for the Tour, nor shall Etihad Hajj be liable for any damages resulting or any reason from a Client missing a portion of the Tour, changes in schedules of the Tour or any other factor outside of the control of Etihad Hajj, and shall not be liable or responsible for any inconvenience, loss, damage or injury arising in connections with such services. It is the obligation of the Client to follow all instructions, including, but not limited to, all check-in and check-out times, departure times (including any changes to the Tour schedule due to delays) and procedures, including the procedures of all carriers providing transportation to the Tour. Etihad Hajj shall incur no expense or have any liability for the failure of the Client to comply with their obligations and Etihad Hajj shall not make any payment or refund for any Client who misses any portion of the Tour as the result of the Client’s wrongful acts.

Etihad Hajj will not provide upgrades or changes to the Tour not selected and paid for prior to departure and no refund will be issued for any services provided on the Tour not utilized by the Client. It is understood and acknowledged that accommodation classifications and ratings are derived from local custom and practice and may be unrelated to international travel standards.

Etihad Hajj shall have no liability for any perceived failure of the provider of accommodations to meet any particular standard. It is further understood and agreed that all hotel reservations are subject to availability

and that if the designated hotel is unavailable, a hotel of similar quality shall be selected, and Etihad Hajj shall have no liability for damages resulting from any such change in accommodations.

As per the NEW Umrah/Hajj regulations, **anyone who has been for Umrah or Hajj** in this Hijri year (Islamic Calendar) or 3 years before will have to pay an additional 2050 SAR or \$ 560 US (Subject to exchange rate) and (non refundable) along with the regular Umrah/Hajj processing fees.

It is the responsibility of all applicants to carry their **ORIGINAL** vaccination/immunization cards when entering to Saudi Arabia.

All cancellations must be in writing. Cancellations from registration date till 90 days prior to departure will be subject to \$1000/ person, from 85-40 day prior to departure will be \$1,500.00/ person. Any cancellation received less than 45 days from departure date is non- refundable. Notwithstanding the foregoing, all payments made with respect to the Umrah programs, including, but not limited to, air fare, transfers, accommodations and service charges, are non-refundable. Any mistake or error in Tour documents issued by or through Etihad Hajj must be immediately reported to Etihad Hajj. The failure to give Etihad Hajj a reasonable opportunity to correct any mistake prior to the commencement of the Tour shall be deemed a waiver of the right to any damages or reimbursement resulting from any such error and the Client will be obligated to pay any additional expense resulting from such error. While Etihad Hajj is a private company and not associated with any US or foreign government offices or embassies, Etihad Hajj agrees to follow the rules and regulations of the Saudi Embassy, Ministry of Hajj in Saudi Arabia and the Kingdom of Saudi Arabia.

It is understood and agreed that Etihad Hajj does not assume any responsibility for handling your passports and other documents. You hereby agree to indemnify and hold Etihad Hajj harmless against any cause of action, lawsuit, or other liability that arises from the delivery of your documents to or by any overnight mail delivery carrier, including, but not limited to, FEDEX, DHL, UPS and USPS couriers. Any issues relating to the delivery of packages/passport are to be addressed with these respective agencies.

The enforcement of any of the terms and conditions shall be governed by and construed and interpreted in accordance with the laws of the State of New York and the Client hereby consents and agrees to personal jurisdiction in the Courts of the State of New York, and further agrees that the Courts of the State of New York shall have exclusive jurisdiction of any action or proceeding to enforce any of the terms or conditions herein. It is specifically agreed that in the event any litigation arises to enforce the terms and conditions, both parties waive the right to trial by jury and the prevailing party in any litigation between the parties shall be entitled to recover as part of the judgment all expenses, including reasonable attorney's fees and costs of Court.

The foregoing has been read and fully understood, agreed and consented to:

Name | Signature | Date

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