

### AGREEMENT NO:

Title  Forename  Surname  Date of birth

Address

Town  Postcode  Tel No

### PASSPORT DETAILS:

Nationality  Passport No  Resident

Date of issue  Date of expiry

### JOB DETAILS: ONLY FOR WORKING PEOPLE:

Full Name of the Applicant  Title of the job  Type of the job

Doctor:  Civil:  Solicitor:  Barrister:

Professionals:  Notaries:  For Business: Type of Business:

Commercial:  Groceries:  News Agency:  Other:

### FLIGHT INFORMATION:

Airline:  Destination:

Date of departure:  Date of return:  Days:

### OPTIONS: PLEASE TICK ONE

- 1) Full Package:  (With home cooked food)  
Air-conditioned hotel in Makkah Al Mukaramah and Madinah Al Munawarah, a valid return air ticket, Saudi Government's arranged air-conditioned coach journey from Jeddah Airport. Air-conditioned tent arrangements in Mina. FOOD: in Makkah hotel, Breakfast, Lunch and Dinner Holy Ziyarah with professional guide, Visa services, Lunch and Dinner in Mina and Arafat. Saudi Hajj draft, NO food in Muzdaliffa (No food).
- 2) Full Package (Without home cooked food)
- 3) Package without Air Fare:  Accommodation only.

### METHOD OF PAYMENT: CASH/CHEQUE - PLEASE SPECIFY

Full payment  Part payment  Balance

### AGREEMENT NO:

Signature  Print Name  Date

مجلس لندن للحج و عمره

**London Council For Hajj and Umrah**

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## Terms & Conditions of Contract Agreement

Your contract with London Council for Hajj & Umrah Ltd

Obligation under the Agreement. Please read them carefully when you make booking.

We accept a legal binding is made.



**IMPORTANT:** Hajj can be physically very demanding. London Council for Hajj & Umrah Ltd are not able to take responsibility for any pilgrims that have special requirements. In order to complete the rites of Hajj, we require that all pilgrims are fit and able enough to walk for a distance of at least one mile if not more. Please note that we are not offering a holiday package or tour here and that the journey of Hajj or Umrah cannot be equated to holiday travel. During this journey, the unexpected is often the norm. Therefore, you must under no circumstances confuse Hajj & Umrah journey with a holiday nor can it be taken for granted like a normal holiday or vacation. Hotels, transport and public services are all pushed to their limits during the Hajj season, so do not expect the same level of service that you are used to in the United Kingdom. Due to the large number of pilgrims in a small-congested area, the crowds can be overwhelming. Due to major traffic congestion, expect very long delays while moving from one location to another. These journeys can be very frustrating and unpredictable. Hotel capacity is allowed to be stretched beyond their normal limit by the Saudi municipality, which means the normal expected room service may not be delivered. Lifts are used extensively and you may have to wait considerably to get to your room or to the street. Dining room capacity is equally stretched and you may not be able to have your meal straight away as you enter the restaurant. During Hajj season, pilgrims are required to do room service by themselves, e.g. getting towel or soap, as sometimes these cannot be provided.

**HAJJ DRAFT:** Hajj Draft is not a part of your package and there will be no refund and no responsibility will be taken if you lost or stolen. Of course we will purchase this on behalf of you for to get Hajj visa and a part of money is included in your package and the same we will return along with the passport to you after Hajj visa formalities completed from Saudi Embassy-London. These two set of Hajj Draft you have to present individually along with your passport to Saudi Ministry of Hajj appointed Agent (Mutawiff) (Europe Muallim) at the Jeddah airport on arrival, upon this you will be granted to enter in Saudi Arabia, from there they will staple surface coach transport voucher in your passport and your names will be registered for to stay in the Holy Land in Mina, Arafat & Muzdalifa, the Saudi Agent in Jeddah, Mina Arafat and Al Madinah they will use these voucher and provide coach transportation from one place to another. Now it is clear that London Council for Hajj & Umrah Ltd has no responsibility for arranging all these facilities and we will guide you there and we work as a volunteer in those places. If you face any delay for transportation and unhappy in the tent and problems and in this case you have to contact direct in writing to Europe & Turkey Muallim Office, Nuzha, Makkah, Saudi Arabia. Likewise, it may take long time to get your turn to be served during the stay in Mina and Arafat camps. Again, such camps are overcrowded beyond their capacity and limit. Sleeping arrangements in the tents is communal with a partition between the women and the men tents. Washroom facility is overused and it may be necessary for you to queue up for long time to get your turn to the toilet or washing facility etc.

**SICKNESS:** You are advised to take every precaution against likely illness you may be afflicted with because of the change in environment, climate and mixing in large crowds. You will most likely catch cold and suffer high temperature which may be quite alarming.

In case you suffer illness, we will do our best to offer assistance and to accompany you to the clinics or hospitals as necessary. We cannot nurse you nor do we have the facility to provide nursing. You may be admitted to hospital if the medical staff diagnoses your illness to warrant in-patient treatment. This would be free of cost as long as such hospitalization occurs with the parameters of Makka, Madina and Mina or Arafat. Anywhere else and such confinement would incur charges as private treatment and you will have to pay.

Men and women are segregated everywhere except in Masjid-al-Haram in Makkah. Please bear in mind this important factor as you are likely to lose contact with your family or friend. You are also issued with Identification papers which you must wear or keep on yourself all the time. This helps to trace you or find you in the event of you getting lost or suffering an accident etc. We take no responsibility should you end up in such a situation and not having any paper or documents on yourself to be identified.

In case of death, there is a local process for mortuary and burial. Under no circumstances would we agree to bring the body back to the UK in case of death. We will offer every possible assistance for the release of the body from the hospitals and for their burial in the locality.

**1-Payment of Deposit:** When we receive your completed booking form accompanied by the agreed deposit, 50% of the package and full payment for the airliner seats, we will send you or your travel agent our confirmation invoice. There will be no contract between us until the confirmation invoice has been sent and it acts as our acceptance of the booking in accordance with the contact outlined in this fair trading agreement, which is subject to English Law and Jurisdiction. Any money paid by the customer to an agent under or in contemplation of the contract is held by the agent as agent for London Council for Hajj & Umrah Ltd until the date on which the agent pays the money London Council for Hajj & Umrah Ltd

**2- Payment of the Balance:** The balance you owe us must be paid at least 4 weeks before departure. If you do not, you will be liable for cancellation charges because we reserve the right to treat the booking as cancelled by you at the time to the date of departure. Therefore, it is very important for you to pay the balance 2 weeks before departure or write to us cancelling your booking according to paragraph 9 below.

**3- Change of Booking by London Council for Hajj & Umrah Ltd:** As you will appreciate your pilgrimage arrangements are planned many months in advance and on rare occasions, it may be necessary to make modifications to them and we reserve the right to make changes at any time. In the majority of cases, such changes will be minor but if they are more substantial, we will do our best to advise you or your travel agent prior to your departure. If we are forced to make major changes to your package and you are notified before departure

**4- Luggage:** We strongly advise you to carry minimum luggage as the responsibility for its carriage and security remains with you. We will assist where we can in handling the luggage, however, the coaches have limited capacity and all excess luggage will have to be attended to by you. We agree to allow one piece of hold luggage and one hand bag which is allowed on the aircraft cabin. Any more than this borne by you will be your responsibility and we take no liability for excess charges and will charge you for engaging labour to handle such items.

**5- Qurbani:** you are obliged to offer a Qurbani (Nahar) to pay as a compensation for discharging of your Ehram after your return from Arafat/Muzdalifa and having performed the Rami of Jamarat. This sacrifice must not be confused with the normal Qurbani that you may offer on Eid ul Azha in your home state. There is a cost for this sacrifice and we will be happy to assist you with the discharge of this duty for which you will have to pay.

**6- Force:** Compensation arrangements do not apply to Hajj Packages to changes caused by reason of War, threat of War, riots, civil strife, terrorist activity, industrial disputes, natural disasters, fire, technical problems to transport, airport closures, adverse weather condition and if you refused Hajj visa, airport refused boarding, over booked, last minute no confirmed, delay or missed flight both in outbound and inbound countries or similar event beyond our control London Council for Hajj & Umrah Ltd is not responsible for such events and we do not pay compensation for this.

**7- Our Responsibility:** Companies or people over whom London Council for Hajj & Umrah Ltd have no control are involved in the planning of your pilgrimage. London Council for Hajj & Umrah Ltd has taken all reasonable steps to ensure that the supplies of services provided are an acceptable standard. As part of our policy of customer care London Council for Hajj & Umrah Ltd will only take responsibility of proven negligence, acts and/or omissions of our employees and agents and our suppliers and sub-contractors, servants and/or agents whilst acting within the scope of or in the course of their employment in respect of claims arising as a result of death, bodily injury or illness to you or any member of your party you should note:

Liability will only be accepted for any negligent acts or omissions of air or sea carriers, whose responsibility are governed by international convention, which may limit or exclude liability. \*We cannot accept any liability for loss, damage or expense resulting from war or terrorist activities threatened or actual civil unrest, closure of airports, industrial action, threatened or actual or any even outside our control where such events delay, extent or compel a change in pilgrimage arrangements.

**8- Delays:** We cannot accept any liability for any delay in your flight to or from the UK whether the cancellation or delay is caused by adverse weather conditions, re-scheduling of times by the airline, the airport authorities and or the action of the air traffic controllers, mechanical breakdown, strike or action industrial action or otherwise. However, in certain circumstances you may be liable to make a claim under your travel insurance Policy. During your pilgrimage there will be times when there will be long delays mostly at airports, passport offices and during coach transfers due to the enormous amount of pilgrims in Saudi Arabia. The Saudi Authorities do try their best to process pilgrims as soon as possible and we do not accept any liability for any such delay. \*We recommend that you should consider taking Travel insurance.

**9- Important Information:** a) When you receive your tickets, you must check them carefully and notify you travel agent or us immediately if you think any details are inaccurate. We are not liable to you any problems, which may arise as a result of failure by you to notify us. b) You must ensure that you have fully complied with any pilgrimage health requirements, such as vaccination. c) Although we provide religious advice and help, it is you who is responsible for the correct performance of your Hajj. You must ensure that you are fully aware of all the Manaseks/Procedures of Hajj and how to perform them within the remit of the school of thought you subscribe to. d) we cannot guide our Pilgrims all the times, for example: during awaiting for the local government buses from one destinations to another, it takes longer waiting, during stay in Mina, Arafat & Muzdalifa the satiation, everything is controlled by the Saudi authority there, buses can be tidy and clean and because of a mega gathering there, buses won't be like expected, and they are not very clean.

**10- Behaviour:** you must not behave in a way which causes distress, injury or annoyance to others or create the risks or danger or damage to property. If you do so, you may be evicted from your hotel or apartment and therefore, we have no liability to you nor would we refund any portion of the cost of your pilgrimage. Any payment made for Hajj package is non-refundable.

**11-Brochure Information:** We have compiled the information here as accurately as possible. However, since events often overtake prompt actions to correct and, events are indeed dynamic for the management of Hajj, there may be occasions when advertised facility may be altered or withdrawn for reasons beyond our ability during your pilgrimage e.g. planned Ziyarat (Sight seeing tour) may be changed or cancelled. It is important to bear in mind that your expectations of pilgrimage must be reasonable and be based on what we have said to you in our brochure. We do not accept any liability for any disappointments of which you may feel as a result of unrealistic expectations. Further the operation of certain amenities and facilities may be subject to local licensing laws or religious pilgrimage. Maintenance and local energy conservation measure may mean that hotel or apartment limits certain facilities, e.g. air condition or water supplies; unseasonable weather conditions may cause electricity failure. In such circumstances and described, London Council for Hajj & Umrah Ltd shall be under no liability for any loss or damage arising there from. The operation and supervision of overseas property, transport of other services are subjected to local laws, regulations, standards and codes of practise of individual countries. The legal and safety requirements of many foreign countries are of lower standard than that in the UK. You should note that the standards imposed will be that the country you are visiting and that not of the UK. All the hotels & the buildings apartments have attached, detached & sharing bathrooms.

**12- Cancellations:** Should you or any part of your party be forced to cancel your booking once it is accepted, a valid cancellation can only be made before the Islamic month 27th Shawwal every year. The instructions must be signed by the person who signed the booking form. If you cancel a cancellation charge will apply on the following basis.

**MINA, ARAFAT AND MUZDALIFFA:** all our Dear Pilgrims are staying in Europe Maullims tent in private tent arrangements. We are not responsible anyone missing, any unwanted things happen, e.g. fire, fight or other unexpected happenings, we will assist you and help you and we won't leave you there alone, these arrangements was govern by the Saudi Muallim, if you are unhappy, you can take your complain to their services directly, please make sure there is no transportation for Jamarat (Saitan). We recommend you to take your own taxi arrangements there.

Ministry of Hajj, Saudi Arabia scheme Makkah and Al Madinah hotels payment each year should be paid by the latest deadline Islamic calendar 27th Shawwal every year in Saudi Arabia, but our group has 450 Hujjaj and is not completely full by this date, maybe we have 50% Hujjaj by the time, but the payment we paid to those hotels well in advance for example: total fund transferred £500,000-00 to Saudi Arabia is non-refundable, but we have received actual fund £225,000-00, it is a big risk we have transferred fund more than what we have in hand. from this anybody cancel or became sick or unable to travel in medical reason and asking refund we are unable to pay them because already the fund is in another country, likewise the UK flights airline tickets are non-refundable, therefore the entire Hajj package is non-refundable.

