



Group members are requested to read and understand the following information and endorse at the end as a token of his/her acceptance:

1. Travel:

- a An arrangement of round trip airfare is the responsibility of This COMPANY. Pilgrims are requested to follow the program as planned in the schedule of THE COMPANY. Any change in the program is on the discretion of the management, which may alter it according to the requirement.
- b Number of days during stay at Makkah, Madinah and Azziziah can be increased or decreased, subject to the schedule of the flight. However, price of the package will remain unchanged.
- c Conditions demanding, the flights may originate/terminate from/to any location in Pakistan in any suitable /available Airline(May be Direct / Indirect). The plan of Management shall be taken as final.
- d Airfare Ticket has been priced @ (Rs. 310,000) per person (economy class) which is included in the package price communicated at the time of booking. However any increase or decrease in the airfare by the corresponding airlines, later in the process will be adjustable for both sides.
- e Group management will not be responsible for any inconvenience caused due to delay in flight and traffic situation or loss of luggage during travel.
- f In case of Cancellation of Travel Plan Ticket Amount will be refunded as per Airline Policy. Before 07 Days of Departure will be entertained. However, after this no amount will be refunded.
- g Baggage allowance as per Airline Policy. Any access baggage will be payable by the intending pilgrim himself.
- h Check Inn and immigration is the Sole Responsibility of the pilgrims. Company representative will provide necessary guidance only, if so required.

2. Accommodation at Makkah, Madinah & Azziziah:

Hotels In Makkah Mokaramah and Madinah Munawarah

- a Hotels situated within 100 meters from Haram. Hotels names and titles are given as per brochure of the company.
- b Duration of stay as per package. Details provided in Company's Brochure and Travel Itinerary.
- c Conditions demanding, number of days of the package can be increased / decreased. However price of the package will remain unchanged.
- d Each room has attached bathroom, an air conditioner, a television, telephone and a refrigerator.
- e Size of room and bedding is in accordance with the specification given by Saudi government. Instead of regular bed, extra 70cm sized bed is provided in triple or quad sharing accommodation.
- f **Star Rating** of the hotel noted above, and updated details regarding hotels standard, star rating, location can be **searched through internet**.
- g Allocation of Rooms / Provision of Floors is the responsibility of the hotel management where in by, management of the company is not able to allocate room as per its own discretion.
- h Rooms provided may be given in a suit separately having a common sitting area. However, independent entrance for the rooms and bathrooms is provided.
- i Owing rush and congested load of the pilgrims, it is likely to wait for the lifts/elevators for which group management will not be responsible.
- j Group Members should be mentally/physically prepare to wait for handing over rooms at the time of arrival to the hotels due to simultaneous checkinn and checkout of the other groups.
- k Group members should definitely checkout their rooms at the given time and must follow the instructions by group management.
- l 3rd & 4th Beds provided are additional beds. Quad sharing room is comparatively congested and provides small space to maneuver.

Accommodation in Azziziah

- a Hotel Ehda Al Wassam or similar, located at 4.5 km from Mina/ Makkah Haram.
- b The stay in Azzizia building is transit in nature with duration of stay tentatively between 2 – 3 days before Hajj and 2 – 3 days after Hajj.
- c The accommodation provided to the group will be apartment like with rooms allocated to the male and female members separately on gander basis.
- d The accommodation will be shareable along with the bath room. There will be 4-5 persons booked per room.
- e The rooms are Tiled Floor along with air conditioner, mattress, pillows and blankets.
- f It may please be noted that accommodation provided in Azzizia is a building accommodation and the amenities of hotel are not provided here. Group members are requested to equip themselves with toiletry items, towels etc for that period of time.



- g Rooms are small in size, 70cm sized bed will be provided for the space in azizia as per Saudi government rules of accommodation for hujjaj.
- h There will be two head boards of the beds in room, rest are without head boards.

3. Food:

- a The meals in hotels, in Makkah and Medina are half-board where by only breakfast and dinner will be served by the hotels in designated dining areas.
- b In Azziziah all meals will be arranged by THE COMPANY where by 3-4 dishes will be served in buffet setting.
- c Food provided in HOTELS / MINA, ARAFAT are under arrangements of concerned hotels management / Moallim. Its Standard / Menu and service is the responsibility of the concerned authorities. 3 – 4 dishes main course will be provided in the hotels and MINA/Azizia.
- d Food Provided does not have any specific MENU. It is hygienic and bear basic essentials of nutrition.
- e Meals arrangement in Azzizzia are transit in nature with no such amenities as given in five star hotels. However, no specific MENU is followed and 3-4 dishes can be included as per desire of the group member.
- f It is worth mentioning that due to heavy traffic conditions there may be chance of delays of food delivery in Azzizzia from the catering company.
- g The food arrangement **(by Maktab Authorities)** during stay in Minah , Arrafat and Muzdalifah are as under:
 - 8th Zil Hajj- Hot food in Buffet setting.
 - 9th Zil Hajj- Breakfast in parcel, Lunch Hot meal, Dinner in parcel with dry items only.
 - 10th 11th and 12th Zil Hajj- in mina Hot food in Buffet setting,

NOTE. No arrangement of food in Azziziah during above period.

4. Mina, Arafat & Muzdalifah:

- a Services provided to pilgrims in Mina tent is in accordance with the specifications laid by the Govt. of KSA. Therefore, size of a sofa-cum (50cm), Air Conditioning Services, Wash Rooms & Meals Facilities etc are under direct control of Saudi Management rather than our Management. Any complaint to this effect may be referred to the Moalim or ministry of Hajj KSA directly.
- b A tent covering an area of 4x4 meters will bear a space of 16 pilgrims minimum.
- c Wash room provided to pilgrims are separately designated to male and female members of the group. These arrangements are for all Group Member and controlled by Saudi Maktab Authorities.
- d The group members must prepare themselves for rush, congestions and multiple hindrances during stay in Mina.
- e There is air conditioning arrangement in Arafat and Mina tents.
- f Members are advised to carry minimum baggage for Mina and Arafat.
- g Due to severe traffic conditions, it is a possibility that transport may drop the pilgrims out of the limits of Muzdalifah. There is no pre designated location for the group members during transit stay at Muzdalifa. The pilgrims may have to walk to the limits of Muzdalifah to do Waqoof. The Management will provide necessary guidance in such incidence. The transport will be available to escort the pilgrims back to Mina from its picking place in the morning.

5. Transport:

- a Group management will arrange private transport for Mashair (5 days of Hajj.) and for inter-city transport (i.e) (Mak-Med-Mak).
- b Private transport will also be arranged for Ziyarah during group's stay at Makkah and Madinah.
- c According to the laid instructions by Ministry of Religious Affairs, Government of Pakistan to prepare a package there is no Transport from Azzizzia to Harm from 05th to 15th Zil Hajj. However, during group stay in Azziziah, company will arrange **Complementary** private transport to escort members to Harm, 3 times a day for prayers. Group Management is not responsible for any delay to pick/drop to Harm due to traffic loads or closed routs. The group members must be prepared for delays due to traffic conditions.

Note. (a) Transport will not be available for Harm on 7th Zil hajj and 13th Zil hajj due to rush and sever traffic Conditions.

(b) Transport for Tawaf – e – Zeyara will be provided from Azzizia building to Harm after Aser Prayers on the 10th Zil Hajj only.

- d The Moalim concerned, as per the prevailing Hajj policy of Saudi government will arrange transport from Airport to Hotel and back. THE COMPANY is not responsible for type and condition of vehicle provided by the Moalim.
- e Travel from Makkah to Madinah or back may span over a period of 10 to 12 hours.
- f If so required packed food will be served during inter-city travel.
- g Group will move to Mina from Azziziah before 0800 Hrs on 8th Zil Hajj. Similarly, group will move to Azziziah from Mina after Asr Prayers on 12th Zil Hajj. THE COMPANY will provide private transport for the above noted transfers.



- h Movement from Mina to Arafat will be at any time after Fajar prayers. Pilgrims are required to patiently stay in their tents before transport arrives outside the camp.
- i Arrival at Muzdalifah will depend upon traffic condition. This can be as late as 2 a.m in the morning, there is no designated place of stay in Muzdalifah.
- j There is no arrangement to escort pilgrims from Mina to building in Azziziah and back. The pilgrims have to arrange their own arrangement to this score. Approximate distance is 2.5 km.

6. Cancellation Policy:

All Travel and housing arrangements are undertaken months before date of departure. The intending pilgrims are advised to carefully plan their travel, so as to avoid any problem with regards to the cancellation of their booking. Following is a laid down Policy of cancellation of Hajj Booking with us.

- a In Case of cancellation of program, the request will only be entertained if substitution is open / allowed from Ministry of Religious Affairs, Interfaith and Harmony.
- b In case of cancellation till 10 Zul Qaida, complete amount of the package will be refunded. After 10 Zul Qaida, if amount pertaining to housing, transport and food will not be refunded. Only airfare and compulsory deduction amount will be paid back as per airline policy after the 20% deduction. In case of cancellation of trip with 07 days before departure, even airfare will not be refunded.

7. Covid-19 SOPs:

Group Members are requested to abide by the laid down Covid SOPs by the Govt. of Saudi Arabia as well as International norms. Following is disseminated in this regards.

- a Intending Pilgrim is required to be fully vaccinated with Covid Vaccine dosage followed by a Booster dose of Pfizer, Moderna, AstraZeneca, Johnson & Johnson and should be able to present a valid vaccination certificate when and where required.
- b All precautionary measures for Covid is personal and Mandatory responsibility of Hujjaj.

8. General:

- a The processing time at Jeddah airport includes waiting in briefing hall, immigration, baggage collection, bus allocation by transport authorities and finally travels from airport to Moalim office in Makkah and then to respective building in Azziziah. This time span will be 10-12 hours. The group Management will not responsible for any delays, hassles, immigration problems.
- b All travel and living arrangements are done, as per package announced in advance. The travel itinerary and corresponding arrangement cannot be altered for individual requirements.
- c It is expected from the group members to travel very light during Hajj days.
- d Our services will commence from the time the group arrives in Makkah and to departure to Pakistan from Hotel.
- e It is the management's endeavor to provide the best possible services during group's stay for Hajj. Thus complete planning regarding the movements, accommodation, food and other services for the group is made based on our previous experience, experts and local know-how, its decision, pertaining to any matter related to the group's movement and stay, will be considered as firm and final.
- f The above noted points entail the complete scope of service of THE COMPANY. Any point not mentioned therein should be considered out of scope of our services.
- g The Condition of force Majeure is applicable to our scope of service whereby Management is not liable for failure to perform its obligations if such failure is as a result of acts of God(including fire, flood, earthquake, storm, hurricane or other natural disaster), war, invasion, act of foreign enemies, hostilities (regardless of weather war is declared), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalization, government sanctions, blockage embargo, labor dispute, strike, lockout or interruption or failure of electricity or telephone service, unavoidable delays with sub-suppliers directly or in directly and such other reasons not incorporated in this clause and unpredictable at present being beyond our control or remedy etc

9. Qurbani : Qurbani is part of the Package.

Undertaking to terms and Conditions Mutual Agreement / Contract

In pursuance to the standard terms and conditions of business, the pilgrim who intends to perform Hajj with our Company for the year 2023 does hereby under-take that:

- 1. He/She has completely understood the package he/she has opted for and that all matters have been clarified with regards to the scope of service of this Company.



2. He/She is fully aware of the types, directions and locations of accommodations in Makkah Mokarramah, Madinah Munnawarrah, Azziziah etc, Minah and Arafat and that the same have been made clear by showing them on a map by the representative of the company.
3. He/She has full understanding of the basis of groups stay in Azziziah, the features of accommodation and logistics involved during the time-especially during 5 days of Hajj, and that this stay in Azziziah is transit in nature.
4. He/She has complete knowledge of the food that will be served during the stay and the corresponding logistics involved especially during 5 days of Hajj.
5. He/She has clear understanding about the transport, either arranged by Moalim or privately by THE COMPANY for the group, for inter- and intra-city transfers, respectively.
6. He/She has been briefed about, and thus, has a clear understanding of, the logistics arrangement during the stay. Hereby, THE COMPANY absolves itself from any delays caused by the traffic conditions in general and during transfers from Minah to Arafat to Muzdalifah and back to Minah, in particular.
7. He/She is aware of the space provided per pilgrim in a tent in Minah, is according to the specifications laid by Saudi government and as a result to which, congestion is but likely.
8. He/She is aware of the fact that flight booking is subject to availability of flight from designated stations and that in case of any change in flight schedule, and alternative plan will be arranged by THE COMPANY, which may require flight to originate or terminate at any station other than the designated station, directly or through connecting flights or bus transfers.
9. He/She is aware that airfare has been priced @ (Rs. 310,000) per person (economy class) which is included in the package price communicated to him/her. However any increase or decrease in the airfare by the corresponding airlines, later in the process will be adjustable for both sides.
10. He/She has understood that Package in question has been prepared in accordance with approved Packages of Ministry of Religious Affairs Government of Pakistan Package No. **08-SHORT-02 & 08-SHORT-01**.
11. HE/She has read and understood THE COMPANY Hajj travel details and that all points pertinent to same have been clarified from the management of THE COMPANY, Also he/she has read and understood other information, communicated in print or verbal manner, and that his/her signing to this undertaking is as a result of his/her entire understanding to the scope of the service of THE COMPANY and his/her personal satisfaction level.
12. He/She has clearly understood that handing over of the travel documents, including air tickets and visa affixed passport, will be subject to clearance of all Hajj dues by him/her.
13. It has been disseminated to him/her about the severe weather conditions during hajj days and functional effectiveness of air cooler / Air Conditions under extreme weather conditions.
14. **He/She has been communicated in clear that package opted by him/her has been prepared current exchange rate. Any increase in forex rate before 1st Shawal will be charged accordingly.**

ENDORSEMENT

The afore/above-mentioned details are completely understood and all points pertaining to it have been clarified from the group management. I hereby endorse below to confirm to the terms of service.

Package Opted **HP - 2 / HP - 3**

For & Behalf of Company

For & Behalf of Pilgrim(s)

Date: _____

S.	NAME	Pack Price	Additional Services Mak & Med	Additional Services Azzizia	Total Package Price
1					
2					
3					
4					