



# UMRAH BOOKING FORM

*"The people of makkah know better its paths"*

## Personal Information

Package : \_\_\_\_\_ Room Occupancy : \_\_\_\_\_

Title : \_\_\_\_\_ First Name : \_\_\_\_\_ Middle Name : \_\_\_\_\_

Surname : \_\_\_\_\_ Address : \_\_\_\_\_

Tel : \_\_\_\_\_ Email : \_\_\_\_\_ Profession : \_\_\_\_\_

## Further Details

Passport : \_\_\_\_\_ Nationality : \_\_\_\_\_ Date of Issue : \_\_\_\_\_

Expiry Date : \_\_\_\_\_ Place Issue : \_\_\_\_\_ Marital Status : \_\_\_\_\_

Mother Name : \_\_\_\_\_ Name of Mahram Relationship : \_\_\_\_\_

Additional Information - Please state any Medical Conditions: \_\_\_\_\_

To confirm your place please complete and sign this form. You can return the form by emailing or by hand.

### I Enclose:

Copy of My Valid Passport

25% Deposit

**Total Cost**

**Deposit Paid**

**Out Standing Amount**

Cheques payable to: AL-AMANAH HAJJ & UMRAH LTD

Bank details:

HSBC BANK

AL-AMANAH HAJJ & UMRAH LTD

ACC No. 31557130

S Code: 402326

I agree to the terms and conditions of Al-Amanah Hajj & Umrah Ltd. I understand that the package is subject to change without prior notice. I confirm the information provided is true and to the best of my knowledge. And that I meet the requirements for Hajj as set out by the Ministry of Hajj. I am aware that deposit is non-refundable.

Signed : \_\_\_\_\_

Dated : \_\_\_\_\_

Agent Stamp

AL-AMANAH HAJJ & UMRAH LTD.  
Address: 172 Western Road, Southall,  
Middlesex Ub2 5ed.

Tel: 0044 (0) 20 8813 8600  
Email: info@umrah-alamanah.com  
Web: www.umrah-alamanah.com





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## Booking Terms and Conditions

Alamanah Hajj & Umrah Ltd. have direct contracts with Saudi Companies but acts only as an agent for the passengers in all matters relating to travel arrangements. i.e., airlines tickets, hotels, buses or any other services in connection with their tour.

Booking conditions contain limitations and exclusions of liability, and cancellation and amendment charges are payable if a booking is cancelled or amended after it has been confirmed. We shall not be liable for any loss or damage of whatever nature (direct, indirect, consequential or other). These exclusions of liability apply only to the extent permitted by law and, except for information or material accessed via other websites or supplied by an identified third party, where consistent with the applicable booking conditions. If any of these exclusions, in whole or in part, are found to be unlawful, void or unenforceable for any other reasons, that exclusion or part of the exclusion shall be deemed severable and shall not affect the validity or enforceability of the other exclusion's in question.

Although Al-Amanah Hajj & Umrah LTD have limited or no liability in some situations we will however do everything possible to assist passenger in every situation.

1. We also hold no liability for acts of governments or other authorities, hostilities, civil disturbances, strikes, riots, theft, pilferage, epidemics, quarantines, medical or customs regulations, or from any causes beyond Al-Amanah Hajj & Umrah Ltd. control, or from any loss or damage resulting from improper passports, visas or other documents.
2. Al-Amanah Hajj & Umrah Ltd shall not be responsible for failure to follow instructions, including but not limited to check-in and check-out times, baggage handling and additional travel requirements.
3. Al-Amanah Hajj & Umrah Ltd. takes, in the event of flight delay or miss connection, no responsibility of any additional costs due to delay or miss connection of confirm flights, baggage lost or delay or transit layover hotel accommodations. It is the responsibility of the airlines to determine exactly what procedures are to be followed.
4. Customers are reminded that they remain responsible for any insurance they feel necessary e.g. health/medical care, travel, and loss of goods.
5. If your application for the Hajj or Umrah Visa is rejected due to personal circumstances or lack of documentation, then you we will be held responsible for all financial or consequential loss.
6. You are required to respect the privacy of others at all times, especially in the holy cities, by lowering your voices, avoiding arguments and not causing disorder whether in the group or within your rooms or public area's.
7. Al-Amanah Hajj & Umrah LTD will not be responsible for any lost, damaged or delay of luggage but will try to offer our full support and help if luggage is lost in trying to recover it. We will not be financially responsible for its replacement and neither responsible for the missing luggage paperwork and for the picking up and delivering of your luggage.
8. We assume limited/no responsibility for any delay, change in schedule, loss, natural disasters, injury and damage to, or in respect to any persons or properties however caused or arising in connection with the services of any trains, vehicles, carriers, aircraft, motor or other conveyances or hotel which may be used, whether wholly or in part in the performance of its duty to the passengers.
9. Each person will be responsible for their health costs, both from the illness and any consequences that arise, unless agreed in by us in writing
10. Anything not included within the standard package offer, will need to be paid for separately. If you have any special or specific/additional requirements you must inform us at the time of booking, or we may not be able to arrange the required facilities and you will be liable for additional cost.
11. All documents will be posted out to applicants via Royal Mail special delivery and we will be not responsible for any loss of original documents. Please provide copies of supporting documents unless otherwise agreed.
12. It is your duty to ensure we have the relevant documents.
13. The safe guarding of belongings are the responsibility of the passenger and Alamanah Hajj & Umrah Ltd no liability for misplaced or theft during the journey.
14. All hotels are as per Saudi Ministry rating and cannot be compared to UK standard.

### RESERVATION/DEPOSITS:

Reservations for umrah should be made with a deposit of at least £100 per person to ensure passenger booking. Full payment is due no later than 3-4 weeks prior to departure or otherwise when requested by us. For Hajj a non-refundable deposit of at least £1000 per person to ensure passenger booking. Second payment before ramadhan and final payment at least 6-8 weeks prior to departure or otherwise when requested.

### CANCELLATION:

All cancellations must be received in writing 2 weeks prior to departure date for umrah. Passenger's deposit will be refunded, minus £100 administration fee per passenger. In addition to above addition penalties and/or charges imposed by hotel/airline/bus companies together with services or hotel space may be imposed.

For Hajj all payments made are non-refundable unless compassionate/compelling circumstances arise. Any request Must be submitted in writing.

### ATOL PROTECTION:

ATOL is a financial protection scheme covering UK travelers. Only ATOL Protected tour operators can provide the peace of mind and full financial protection. The price of our air holiday packages includes the amount of £2.50 per person as part of the ATOL Protection Contribution (APC) we pay to the UK Civil Aviation Authority. This charge is included in our advertised prices.

### What is ATOL and what does it do for me?

"Your Financial Protection When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong." "We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you).

You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable)." "If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme."

### Book with Confidence

When you book your Hajj and Umrah package or flights with Al-Amanah Hajj & Umrah Ltd you can rest assured that you will be protected by ATOL. If you would like to verify our ATOL Number is (10720) You may check on the CAA website to confirm the ATOL and find authorised number of passengers.

*Al-Amanah Hajj & Umrah LTD. hold no responsibility for any changes imposed by the Ministry of Hajj for both Umrah & Hajj. All packages booked are subject to change without prior notice, date subject to Hijricalender. Certain facilities, services and schedule are subject to situation in Saudi Arabia and may change without notice.*

*I have read the Terms, Conditions & Regulations of Al-Amanah Hajj & Umrah Ltd. By confirming the package and/or making a payment I agree completely to the terms and conditions.*

**AL-AMANAH HAJJ & UMRAH LTD.**  
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