



# HAJJ 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 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 nonrefundable 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 nonrefundable 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.*

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“The people of Makkah know better its paths”

## Appendix

Please note, the following Special terms & Conditions apply alongside our standard Booking Terms and Conditions when you make a booking for a Hajj Pilgrimage with Alamanah Hajj & Umrah. Please ensure that you are satisfied with the following special conditions before you place a booking with us.

### Hujaj Clearance Process at Hajj Terminal

Upon arrival at the airport in Saudi Arabia the process from arrival to setting off to Makkah Residence (Hotels or Standard building accommodation) can take from 8-12 hours on average but in some cases can take more than 12 hours. Due to large numbers of Hujaj arriving from around the world, Hujaj have to go through process mentioned below.

- Upon arriving in arrival hall Hujaj will be queued for immigration clearance,
- Then luggage collection,
- Then security screening,
- Preparation of Hajj draft for transportation
- Hujaj will queue again under infamous huge Umbrellas at Hajj terminal for transportation (buses allocation).
- Once transport is allocated Hujaj board the buses, and leave Airport towards their Residence in Makkah, on the way to Makkah Residence Hujaj has to go through Hujaj registration process at the designated Hajj Ministry Registration office.
- Then second Registration of Hujaj will be at the Moul'im's (Government appointed person responsible to look after Hujaj) office where after registration the passports of Hujaj will be deposited with Moul'im (who will look after Hujaj's passports until the end of Hajj Journey in Saudi Arabia and passports will be handed over back to Hujaj at the Departing Airport before the departure flight).

### Government Transportation (Buses Provided by Hajj Ministry)

Below are the details of Buses provided by Hajj Ministry.

- From Hajj Terminal to Makkah Residence (Hotels or Standard building accommodation).
- During the Hajj days transportation from Makkah Residence (Hotels or Standard building accommodation) to Mina Tents on 8th of Zulhija, to Arafat Tents 9th of Zulhija, to Muzdhalifah planes 9th of Zulhija and from Muzdhalifah back to Mina Tents on the morning of 10th Zulhija.
- On the last leg of the journey from the Residence (Hotels or Standard building accommodation) to the departing Airport Transport is provided by Hajj Ministry's approved Bus operators.

**Note:** Alamanah Hajj & Umrah does not have a say in the transportation provided by Hajj Ministry or control over the condition of the busses provided by Hajj Ministry.

### Private Transportation

Private Transportation is provided by Alamanah Hajj & Umrah for the journey from Makkah to Madina and Ziyaraats in both Holy Cities (Makkah & Madina).

### No Transportation will be provided

- Alamanah Hajj & Umrah will not provide transportation from Mina Tents to Jamarat for Rammi during all 3 days of Tashreeq (10, 11, and 12 ZulHijjah).
- Alamanah Hajj & Umrah will not provide transportation for Tawaf-al-Ifadah (Tawaf/Ziyarat) from Mina Tents to Haram and back to Mina Tents.

**Note:** Guidance will be provided by the group leaders for Hujaj to do the Tawaf-al-Ifadah (Tawaf/Ziyarat). All Hujaj must stay with group leader for Tawaf-al-Ifadah and if any of the Hujaj individually or form a separate group decides to go for Tawaf-al-Ifadah on their own accord Alamanah will not be responsible if the Hujaj are lost. Any Transport taken by Hujaj for Tawaf-al-Ifadah (from Mina Tents or Jamarat) must be paid by Hujaj. Alamanah will not be responsible for the payment of such transportation.

### Luggage Responsibility

Luggage is transported by all transportation at the Hajj's own risk while boarding the buses all the Hujaj must make sure their luggage is loaded on the bus and at the time of getting off must make sure the luggage is loaded off the transport they are travelling. Alamanah Hajj & Umrah will not take any responsibility and cannot be held accountable for any lost or damaged items during transfers.

**Note:** Please ensure that you keep any valuables, including any medication or jewellery with you at all time.

### SPECIAL TERMS & CONDITIONS FOR DISABLE AND WITH SEVER MEDICAL CONDITIONS PERSONS

Regrettably, due to the nature of Hajj Pilgrimages facilities provided and managed by Hajj Ministry and Moul'im. Alamanah Hajj & Umrah has no say or control over these facilities provided by Hajj Ministry during the Hajj days. Details are below.

- Alamanah Hajj & Umrah Travel is unable to provide any facilities specifically tailored for customers with disabilities and special medical conditions e.g. specially adapted Disable rooms, Disable friendly altered bathroom and toilets, Disable friendly buses, ramps into the Tents both in Mina and Arafat and particularly there is no arrangement in Muzdhalifah as well.

- Alamanah Hajj & Umrah Travel cannot provide the services for disables which are beyond our control as mentioned above especially where facilities are under the control of the Hajj Ministry and Moul'im.

**Note:** If you or any member of your family has any severe medical problem, disability and obesity related problems which may affect their, your stay and affect the group as a whole. You must provide us with full details of the disability and severe medical condition before we confirm your bookings so that we can try to advise you as to the suitability of your chosen arrangements. Acting reasonably, if we are unable to properly accommodate the needs of the person(s) concerned, we will not confirm your booking or if you fail to disclose the full details with us at the time of booking, we will cancel your Booking, and impose applicable cancellation charges when as soon as we become aware of these details.

### Dietry Requirement

We are unfortunately unable to cater for any special dietary requirements.

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### Tents , Food & Drink in Mina , Arafat and Muzdhalifah during Days of Hajj

- The tents in Mina and Arafat are provided and maintained by Moul'im (Government appointed Responsible).
- Tents in Mina have fixed water cooler fans to provide cool air in the hot weather again provided and maintained by the Moul'im (Note: requests have been made to Moul'im to upgrade the water cooler fans with Air conditions in Mina Tents by Alamanah and it is beyond Alamanah's control to provide Air condition in Mina Tents)
- The Tents in Arafat will be air conditioned.
- In Mina Tents Hujaj are provided with a foldable mattress, a pillow and a blanket by the Moul'im
- Complimentary packed food in boxes and drinks in Mina and Arafat will be provided by the Moul'im and in Muzdhalifah Snacks and water will be provided by the Moul'im as well.

**Note:** Please do not waste food and water and keep the area in Mina, Arafat and Muzdhalifah clean.

### Food Arrangements for Packages Non Shifting Standard package

Full board food will be provided by Alamanah Hajj & Umrah through private caterers both in Makkah and Madina hotels.

### Shifting Deluxe 5\* Package

- Aziziya accommodation will be full board food will be provided by Alamanah Hajj & Umrah through private caterers
- As food is sourced out please note that on certain days 06th/07th / 12th & 13th DhulHijja it may not be possible to receive food due to the situation of traffic.

### Lunar Calendar

The Hajj date mentioned in the package is not definite and will be subject to change based on moon sighting and based on this fact itinerary of your Hajj trip may be altered especially Hajj Days which in turn subsequently will cause alteration of your stays in the Hotels and as well as other arrangements such as food, buses etc. will be affected

### Travel Insurance

It is a requirement of your contract with the supplier of your arrangements that you take out your own Travel Insurance.

### Ziyarah

Ziyarah trips will be carried out with multi lingual expert and experienced guide.

### Food and room Arrangements for Packages Non Shifting Standard package

- Full board food will be provided by Alamanah Hajj & Umrah through private catering both in Makkah and Madina hotels
- All rooms will be quad sharing based.

### Shifting Deluxe 5\* Package

- Aziziya accommodation will be full board food will be provided by Alamanah Hajj & Umrah through private caterers
- Aziziya accommodation is Standard Building for quad or penta sharing rooms
- Aziziya building is self-cleaning area (rooms and bathrooms) and all the Hujaj residing in their rooms must keep their rooms and bathrooms clean and tidy
- **Note:** Food must be eaten only in the designated dining area in the Aziziya building within the prescribed Breakfast, lunch and dinner times
- Food must not be eaten in the rooms to avoid unhygienic issues and especially due to following the health and safety rules, based on the previous experience spillage drinks and food crumbs and food and fruit leftovers on the floors were the cause of accidents happened in the accommodation.

- 5\* accommodation will be based on double, triple and quad sharing
- 5\* accommodation is half board, food breakfast and dinner will be provided by the 5\* Hotels Kitchen.

### Shuttle Service

- Aziziya shuttle service provided from aziziya accommodation to haraam for shifting Hajj package will be subject to timings and subject to number of pilgrims attending (minimum 10 Hujaj).
- Shuttle service will not be provided on 7th of ZulHijja due to departure preparation for the First Hajj day to Mina Shuttle Service is subject to change without prior notice.

### Room Allocation

Alamanah Hajj & Umrah's 5\* deluxe shifting Package has not included or added the price of any Haram view rooms. Alamanah Hajj & Umrah have no control over room allocation and preference e.g. Haram View or city view and therefore cannot guarantee that any requests in this regard which you may make for Haram View will be met. We will have no liability to you in the event that any such request is not met.

**Note:** If you have any special requirement for Haram View room then you must make a written request along with the extra payment, then the request will be sent to Hotel for confirmation and you will be informed in the due course. Please note Haram View request is subject to confirmation by the concerned hotel and Alamanah will not be held responsible in any way if your request for Haram view is not confirmed by the Hotel.

### Laundry service

Laundry service is not provided by Alamanah Hajj & Umrah, paid laundry service is provided by local laundry shops situated in the vicinity of Hotels or Standard building accommodation.

**Note:** Alamanah Hajj & Umrah will not be responsible for any lost or damaged items (clothing) if you do make use of the laundry service provided by local laundry shops.

- If you come individually from the Aziziya building to Mina we will be unable to safe guard your luggage or provide you a space in a specific tent.

- By placing a booking you confirm that you have carried out your own research on any hotels and accommodation that is part of your booking, and agree that those hotels and accommodation are suitable for you. Please remember all pictures shown are for illustrative purposes and actual rooms may differ.

- The Special Conditions listed above apply in addition to the standard Alamanah Hajj & Umrah Travel Booking Terms and Conditions, which will also apply to your booking.

