

The responsibility of **Moon Travel & Tours** as the Hajj agent is limited. **Moon Travel & Tours** located at #2 3434 34 Avenue NE Calgary. The directors, employees and their service providers act only as an agent providing Hajj services such as making arrangements for airline, hotels, transportation or any other service in connection with Hajj to assist Pilgrims to perform their Hajj Pilgrimage in Saudi Arabia. You are entering into a legally binding agreement with **Moon Travel & Tours** to provide you with these Services. You shall confirm that you have been advised that you recognize that **Moon Travel & Tours** does not own, handle, control or operate any transportation vehicle, hotel, resort, restaurant or Hajj Package provider, as a result is not responsible for their acts or omissions.

I am the applicant therefore in consideration of **Moon Travel & Tours** providing the Services, I agree as follows:

Moon Travel & Tours will not be responsible for failure to follow instructions, including but not limited to check-in and check-out times. Moon Travel & Tours is not responsible for your baggage handling in Saudi Arabia. It is responsibility of the airlines to determine exactly what procedure will be followed if a flight is delayed. **Moon Travel & Tours** will not be responsible for any person (s) missing any part of the program due to his negligence or delay, or responsible for any additional expenses for the participant to rejoin the Hajj Program. **Moon Travel & Tours** does not accept responsibility for loss and additional expenses due to **these** delays/changes in schedules.

Moon Travel & Tours is not liable regarding responsibility toward any damage, loss, physical or mental injuries, resulting from any delay or from omissions, negligence or commission of any party supplying any of the services or accommodations.

Moon Travel & Tours shall not be liable in connection with any losses or additional expenses resulting from acts of God, sickness, weather, war, epidemic, customs or immigration regulations or other acts and circumstances beyond **Moon Travel & Tours** control.

Reservations should be made with a deposit of 3000CAD per person to ensure passenger booking.

Cancellation:

No refund will be given for any services rendered and not utilized. Full payment is due 90 days prior to departure for Hajj. All cancellations must be in writing. Cancellations received 120 days or more prior to departure date are subject to a \$1500.00CAD per person administration charge. In addition to the above any penalties and/or charges imposed by Hotel/Airlines/Bus companies together with denial of a Hajj Visa is not the responsibility of Moon Travel & Tours to refund.

Those received less than 90 days prior to the departure are 100% non refundable.

Refund Policy: In the event of denial of the Hajj visas, the Hajj service provider has the complete responsibility to refund the full payment within a 90 day or longer period and is not the responsibility of Moon Travel & Tours.

Travel Insurance (please initial) : _____ YES or _____ Declined

Sacrifice: It is included.

Full Name: _____ Signature: _____

Witness Full Name: _____ Signature: _____

Date: _____