

The responsibility of **Moon Travel & Tours** as the UMRAH 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 UMRAH services such as making arrangements for airline, hotels, transportation or any other service in connection with UMRAH to assist Pilgrims to perform UMRAH 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 UMRAH 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 UMRAH 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 500CAD per person to ensure passenger booking. Full payment is due at the time of booking prior to departure for UMRAH

Cancellation:

No refund will be given for any services rendered and not utilized. All cancellations must be in writing.

Cancellation before departure 100% non-refundable.

Cancellation after departure 100 % Non-refundable.

Refund Policy:

In the event of denial or delayed of the UMRAH visas, the UMRAH service provider has complete responsibility to refund payment within 90 days or more, less any penalties and/or charges imposed by Hotel/Airlines/Bus companies together with the denial or delayed of a UMRAH Visa and is not the responsibility of Moon Travel & Tours.

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

Full Name: _____ Signature: _____

Witness Full Name: _____ Signature: _____

Date: _____