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GST No. 803042886 RT 0001, QST No. 1219584055 TQ 0001, OPC License No. 703110

Umrah Liability Contract

The responsibility of **Royal Caravan Travel & Tours** as the Hajj and Umrah operator or their agents is limited. **Royal Caravan Travel & Tours** and its director, employees, acts only as an agent and in the business of providing Hajj and Umrah services such as making arrangement for airline, hotels, transportation or any other services in connection with Hajj and Umrah and assisting Hajj Pilgrims to perform their Hajj Pilgrimage in Saudi Arabia. You are entering into a legally binding agreement with **Royal Caravan Travel & Tours** to provide you with the Services and you shall confirm that you have been advised that you recognize that **Royal Caravan Travel & Tours** does not own, manage, control or operate any transportation vehicle, hotel, resort, restaurant or other supplier and is not responsible for their acts or omissions. I am the applicant therefore in consideration of **Royal Caravan Travel & Tours** providing the Services, I agree as follows:

Royal Caravan Travel & Tours will not be responsible for failure to follow instructions, including but not limited to check-in and check-out times and baggage handling. In the event of delay it is responsibility of the airlines to determine exactly what procedure will be followed. **Royal Caravan Travel & Tours** and its affiliates 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 tour. **Royal Caravan Travel & Tours** will accept no responsibility for loss or additional expenses due to delays or changes in schedule or other causes.

Royal Caravan Travel & Tours will not have any liabilities regarding to or responsibility toward any damage, loss, physical or mental injuries, resulting from any delay, or any act, omission, negligence or commission of any party supplying any of the services or accommodations, its agents, servants, employees, subcontractors, or for any claims for such loss, damage or injury, whether physical or mental arising there from, or from any cause that arises by reason of actions of parties other than **Royal Caravan Travel & Tours**.

Royal Caravan Travel & Tours shall not be responsible or liable in connection with any losses or additional expenses occasioned by me as a result of the acts of God, changes in schedules or delay, sickness, weather, strikes, war, epidemic, customs or immigration regulations or other acts or circumstances in this connection beyond **Royal Caravan Travel & Tours** control.

Cancellation: No refund will be given for any services rendered and not utilized. Reservation should be made with the full amount of deposit to ensure passenger booking. All cancellations must be in writing and are 100% non refundable. In addition to above any penalties and / or changes imposed by Hotel/Airlines/Bus companies together with services or hotel space may be imposed

Reservation/ Deposits: A deposit of Full amount is required for reservation at time of booking.

Passenger Full Name: _____ Signature: _____

ISMAIL & SONS GROUP INC

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