



Personal Details of Passengers Travelling.

Full Name : _____

Occupation: _____ Umrah Package Type : _____ Travel Month : _____

Present Address: _____

City: _____ Pin code : _____ Contact Number in India: _____

Any Contacts in Saudi Arabia

Name : _____ Relation : _____ City : _____ Mobile : _____

PAYMENT TERMS: All Payments should be made through Cash / DD/ Online Transfers favoring “**Rahat Travels Of India**”. Please do not give CASH to any of our Agents or Branch Offices. Rahat Travels will not be responsible for any Cash Payments to Agents. CASH Deposits should only be made at the Head Office in Mumbai only. Our Bank Accounts are mentioned clearly on our website on the following link ::<http://www.rahata.in/Accounts.html> If you are dealing with Agents please give them CHEQUE or Demand Draft in favor of "**RAHAT TRAVELS OF INDIA**" or alternatively you can also deposit the money in our Bank accounts mentioned online and show them the deposit slip to confirm your seats.

UMRAH TRAINING is conducted before departure for all Umrah Groups. Training is always conducted on Last Sunday before departure in Mumbai Head Office at 10.00 am to 1.00 pm. Hajis can also purchase Umrah Kit, Ehraams, Belts, Forex and other necessary things that may assist them in their holy journey from our Head Office before departure. Welcome Kits are also distributed the same day.

CANCELLATION POLICY: Before 30 Days – 20% of the Tour Cost will be charged to the traveler, Before 20 Days - 50% of Tour Cost will be charged to the traveler, Less than 10 Days – 100% of Tour Cost will be charged to the traveler. Minimum cancellation of 6500 Rs is applicable after original passport submission.

CONDITIONS OF BOOKING: Rahat Travels Of India is Travel & Tour operators only, we do not control any Airline, nor we control any Coach Company, Hotel, Transport, or any other service mentioned in the brochure / pamphlet, as they are independently operating agencies. But we take care in selecting the necessary ingredients required for conducting the Tour keeping in mind your benefit & comfort. And just because we select them & inspect them we cannot be responsible for any Delay or Improper services provided by these Independent agencies. Also in case of Injury, Death or Loss / Damage which is caused by the act or default of the management or employees of any Hotelier, Airlines, Coach Operator/ Company who are independent contractors arising outside our normal selection and inspection process. We are not responsible for the delayed / deficient services if any granted by them or / any act or actions of co-travelers which may result in availing the following and / or other services on the Tour.

CONDITIONS OF TRAVEL: The Tour Participant will have to strictly follow the Tour program and return to India as per the validity of the Tour. Strict Action will be taken against any person overstaying his VISA and not returning to India as per the tour program.



181, Babu Khote St, 1st Floor, Khatri Masjid, Pydhonie Mumbai-3, India.
0091-22-23456155 / 0091-22-23456255. Mobile : 0091 9967786446.
Website : www.rahata.in Email : info@rahata.in





New Laws of Umrah 1428 H:

- Indian Passport with Minimum 6 month validity. Minimum 2 Blank Pages
- 6 photograph size 6 cm by 4 cm - White back ground.
- As per the notice of the Royal Consulate General Of Saudi Arabia, Mumbai the procedure duration of endorsement of Umrah visa will take 15-20 working days.

Terms and Conditions for Umrah Visa.

- Single Gent must be above 40 years of age.
- Below 40 years males and females should be accompanied by Mehram and family relationship must be proved on the passports or either by any original document for example Nikahnama, Additional passport etc...
- Male Child below 17 years should be accompanied with a Male Mehram and Child above 17 years should be accompanied by Female Mehram.
- Ladies cannot travel Alone without a Mehram.

For Indians holding Foreign Passports.

- Any person who is Indian by Origin but is holding a Foreign Passport must provide is OCI (Overseas citizenship of India) or PIO (Person of Indian Origin Card) card to get his visa stamped from INDIA.
- For more information on PIO or OCI card please visit : <http://www.immihelp.com/nri/overseascitizenshipindia/>

Important Terms & Conditions:

1. **Any increase in the Ticket Cost, Visa Cost or Foreign Exchange has to be paid by the Haji before departure. Ticket cost, Visa cost and Foreign Exchange is clearly mentioned on Broachers and our Websites at the time of booking.**
2. **Satisfaction of the pilgrim is our prime consideration** any claim or complaint by the client must be intimated to RAHAT TRAVELSO OF INDIA. In the very unlikely event of there being something not to your satisfaction on the pilgrimage that is directly under our control, it should be reported immediately so that there is an opportunity to correct/rectify the same. The Tour Operator shall not accept liability in respect of claims which are not reported to us immediately.
3. **Room Allotment** as per our arrangement, No Choice of room will be entertained.
4. **Food will NOT be provided on Airports & during intercity transfers.** Personal food demands will not be entertained. Special food for Infants, Old Age people or Medical patients will have to be arranged by Haji himself. **Tea will be provided only at Food Timings.**
5. **Guests and Relatives of Haji are not allowed to Eat or Stay in our Hotels.**
6. **Maximum baggage** allowed per person is 30 kgs. One Pax One Piece Rule Applies. Means Every Person will be allowed only One Check in and One Cabin Baggage. Everyone carries his own baggage hence please travel light.
7. **Coolie services** will not be provided. Excess baggage fees to be paid by Pilgrim himself.
8. **Rahat Travels accepts no responsibility** for Luggage Losses, Money Loss, Injuries, Damages, Accidents and Additional Expenses due to any reason for example delay of flights, Misconnection, Sickness, Bad Weather, Strike, War, Transport breakdown or the closure of Airport. You are sole responsible for your luggage and belongings be it at Airport or Hotel premises.
9. **Rahat Travels will not be responsible if the pilgrim misses his flight** due to any reason and in such case the passenger will have to bear the cost of rescheduling in case the ticket can be rescheduled or else if the ticket is Non Refundable no refund will be made at all. If during the period of rescheduling the Umrah Visa Expires New Visa fees has to be paid by Pilgrim.
10. **Laundry services:** Rahat Travels Of India shall not be responsible for any Loss, Delay, and Fading of Color, Stains of any type or Shrinking of clothes by the Laundry service provider. **Laundry is Complimentary service. 10 Laundry Coupons** will be provided to be used 5 in





Makkah and 5 in Madina. **One Coupon is valid for two clothes.** Extra Coupons will not be provided. Leftover Coupons can be used later in other Rahat Umrah Groups should not be returned to Our Staff in Saudi. No Refund will be given for leftover Coupons.

11. **Due to unavoidable circumstances** changes and alterations in the package may have to be made regarding Hotel, Bus, Staying period or change of flight. **RAHAT TRAVELS OF INDIA** Reserves the Right to make alterations which pilgrim has to accept and for which no refund shall be made nor any claim shall be entertained.
12. **After entering into Saudi Arabia** no pilgrim of RAHAT TRAVELS OF INDIA shall be allowed to give up his/her companionship with his/her group. He/she will have to travel with the group and will not be allowed under any circumstances to leave the group. Nobody will be allowed to go to Jeddah outside the tour plan. **Once the Pilgrim reaches Jeddah Passports will be taken by Umrah Company** and will be under their custody till the return.
13. No liability on the part of RAHAT TRAVELS OF INDIA arising in any way out of this contract in respect of any tour shall exceed the total amount paid or agreed to be paid.
14. **Partly utilized services are also considered as fully utilized.** In such circumstances no refund shall be applicable.
15. **For all claims, disputes** of whatever nature relating to the tours Marketed / Coordinated by RAHAT TRAVELS of India the Courts in Mumbai shall alone have jurisdiction.
16. **Welcome Kit Contains** One Small Pouch, Identity Cards, Laundry Coupons (For Deluxe Groups ONLY), Twaaf Tasbeeh and Zamzam Stickers. **Courier charges** incurred on sending Passports and Welcome Kit have to be borne by Pilgrim.
17. **Handicap passengers are requested to carry their own Wheelchair.** Special requests (Pregnant or Handicapped) if any please inform us before departure without fail.
18. All payments should be cleared Two Weeks before departure. **Visa stamping is subject to approval by Saudi Embassy.** Rahat Travels will not be responsible for any Delay, Rejection or Mistake by Saudi Embassy and in that case Mofa Fees will have to be paid by Haji. Visa stamping fees is Non Refundable. It generally takes 15-20 days for Umrah Visa to get Stamped.
19. **Any person using Foul language or Bad Words or trying to create nuisance and fight in the group will be immediately removed from the group and will be left on his own. No refund will be given to him whatsoever and in extreme cases he will be handed over to the police.**
20. Package cost does not include any Personal expenses or Room Service cost.
21. 10 Liter **Zamzam Cans** will be given complimentary to each HAJI **Without Packing.** Hajis will have to get the packing done on Airport and pay directly to Airport Authorities. Children's and Infants will not be given ZamZam Cans.
22. As per new **SAUDI TELECOM RULES Saudi Sims CANNOT** be distributed free and Hajis have to purchase it themselves showing their passport copies.
23. Departure and Arrival dates are flexible and can be changed + or - 1 or 2 days as per allotment given by Airlines.
24. In case a pilgrim falls severely ill and is hospitalized all the expenses incurred on him has to be paid by him or by his relatives in India has to pay it in our Head Office.
25. In case a pilgrim expires in Saudi Arabia his body will not be flown back to India under any circumstances. All his final rights will be done according to Saudi Rules and Regulations and he will be buried in the city in which he expired. No graveyard preferences will be entertained at all.
26. **Economy Package : Laundry & Zamzam** are not provided in Economy Package, Hotels will be **Standard hotels** 900 Mtrs in Makkah and 500 Mtrs. In Madina, **Sharing** will be as per room availability can be 6/7/8 in a room also, **Food** will be provided in packets or Hajis can come to Deluxe Hotels for their meals.
27. All tours are subject to Flight and Hotel Availability.
28. Terms & Conditions / Package prices / Airfare are subject to change without any prior notice.

I have read and understood all the above terms and conditions.

Date: _____ Passenger Signature : _____



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