

Umrah Terms & Conditions

Please read carefully and understand the following terms & conditions before applying for your Umrah package with Ourworld Travel Wollongong.

These terms & conditions agreement applies to all Ourworld Travel Wollongong Umrah packages.

Conditions of Package

Exchange Rate

- The Umrah package prices are calculated as per the exchange rate of the Reserve Bank of Australia (AUD/USD). These prices are subjected to change (increase/decrease) according to the rate of exchange at time of payment

Hotel Confirmations

- Prices are subject to hotel confirmation , and are subject to change based on rooming availability, hotel confirmation and seasonality
- Once hotels are confirmed, cancellation policies are subject to hotel policy. It is clients responsibility to enquire about these policies with travel consultant at time of booking

Flight Confirmations

- Prices are subject to change based on seating availability, seasonality and fluctuations in fares and/or taxes from the airline
- Once flights are issued, cancellation and reissue policies are subject to fare rules. It is clients responsibility to enquire about these policies with travel consultant at time of booking
- Airline tickets must be paid for in full at time of ticket issuance or are subject to cancellations or fare increase

Conditions of Travel

Travel Insurance

- We recommend travel insurance for all passengers, particularly those with flights/tours that have cancellation or change of date penalties. In such cases insurance should be purchased when the initial deposit payment on the flight/tour is made.
 - We recommend highest level of insurance cover for travel to areas including North & South America, Europe, Africa and Middle East
- Please advise the consultant if you have any pre-existing medical conditions

Conditions of Visa

Visa Validity

- The validity period for entry to Saudi Arabia is 30 days in all months except the month of Ramadan, which is 14 days and such period must be calculated from the date and time on which the Umrah visa is issued to the date and time of the entry to Saudi Arabia

Duration of Stay

- Duration of stay for Umrah in Saudi Arabia is 14 days within all months and must be calculated from the date and time of the entry to Saudi Arabia to the date and time of the departure from Saudi Arabia
- Passengers are only permitted to reside in Jeddah, Makkah and Madinah and staying in another city will violate the immigration laws and will expose themselves to penalties according to Saudi Arabian Laws
- The duration of stay is as per instruction by Ministry of Hajj in Saudi Arabia, and therefore clients **MUST** complete Umrah and depart from Saudi Arabia prior to the expiry date of Umrah visas, otherwise the client will violate the immigration laws and will expose themselves to penalties according to Saudi Arabian Laws
 - This could include fines (minimum of \$10,000 USD), or refusal of return to the kingdom

Visa Processing

- Non-Australian passport holders (excluding New Zealand passports) must provide proof of residency permit showing at least two years prior residency in Australia.
 - New Zealand passport holders residing in Australia must provide a water/telephone/electric bill showing their name and residential address
- Visas take approximately 10 business days to process, and can be submitted a maximum 30 days [or 14 days during Ramadan] prior to travel
- Incomplete or incorrect documentation may delay the visa processing procedure, or may result in visa being denied
- We highly recommend booking hotel confirmation through Ourworld Travel, however it is a requirement of the Umrah visa approval that the applicant provide proof of hotel reservation for the duration of their stay if booking directly.
 - Residing in residential address is **NOT** permissible on the Umrah visa and failure to comply with hotel reservations will result in violating the immigration laws and will expose pilgrims to penalties according to Saudi Arabian Laws
- The courier cost for sending and receiving the client's passports and documents to the Saudi Embassy in Canberra will be borne and paid by the client.
- Ourworld Travel is unable to guarantee to obtain Umrah visa, and consequently accepts no liability whatsoever for not obtaining the visa, with or without reason.
 - Ourworld Travel also reserves the rights to claim any associated costs incurred as a result of not obtaining Umrah visa.
- Ourworld Travel is not liable for any delay or misplace or loss of passport during processing and obtaining Umrah visa from Embassy of Saudi Arabia.

Exclusion of Liability and Indemnity

- Ourworld Travel reserves the rights at any time to amend, modify or alter the website, terms and condition agreement, registration forms and the contest of Umrah packages without notice.
 - The amended terms and conditions agreement, registration form and Umrah packages shall be effective from and after the date that they are posted on the website.
- Your continued use of Ourworld Travel website or services means that you accept unconditionally any amendments made to the terms and condition agreement, registration form and the contents of the packages.
- Ourworld Travel acts only as agent for clients in making arrangements of services for airlines, hotels, transportations or any other services in connection with this tour and assumes no liability or responsibility whatsoever for mismanagement from any one of the administration, management or employee/staff who provide any of these services.
- Ourworld Travel will not be liable to the client for any claims against non-fulfilment, unsatisfactory or non-performance of services and products purchased on the clients behalf by the company from third parties (not limited to) airlines, hotels, car hire/transfer companies and tour operators.
- Ourworld Travel acts only as an agent for passengers in making arrangements for airlines, hotels, buses or any other services in connection with this tour, and assumes no liability for injury, damage, loss, accident, delay or irregularity which may occur beyond our control
- Ourworld Travel reserves the rights to not accept customers or bookings (or in exceptional cases to cancel confirmed ones) at our discretion and for whatever (legal) reason without the need to justify such refusal.
- You are responsible, upon receiving any documentation relating to your booking(s), including but not limited to, passports, flight tickets, hotel booking confirmation, to ensure they are accurate and do not contain any omissions or errors.
 - Any errors or omissions must be reported to Ourworld Travel immediately for rectification prior to departure date from Australia, and additional costs and fees must be borne by passenger.
 - Ourworld Travel will also assume no responsibility for errors or omissions which are not reported.

Acknowledgement

You hereby acknowledge that you have read, understand and agree to these terms and conditions, and the paid deposit constitutes agreement to these terms and conditions.

By embarking and proceeding you agree on behalf of yourself, group or family on the terms and conditions of Ourworld Travel, Royal Embassy of Saudi Embassy, Ministry of Hajj and Kingdom of Saudi Arabia's rules and regulations