

The following terms and conditions ("Terms") are applicable to all participants ("Travelers") who are joining the travel group departure organized by Safar.SG Private Limited ("Company").

By submitting your registration and making a deposit payment, you, as a Traveller, agree to adhere to these Terms. It is important to carefully read and understand these Terms before completing your registration. By making a reservation with us, you are deemed to have read, understood, and accepted these Terms and Conditions, and the terms of any applicable Addenda.

Registration and Payment

- To secure seats upon registration, a deposit payment of \$500 per person is required. Please note that no booking will be confirmed until the deposit payment has been received.
- Payments are accepted through the designated payment methods provided by the Company.
- Booking confirmation will be sent to the Traveler upon receipt of payment.
- Balance payment must be made no later than 30 days before the departure date.

Price & Package Details

The price of the Umrah package includes flight with tax, applicable visa, accommodation, 3 x meals (breakfast, lunch & dinner), 3 x guided umrah, guided ziarah, available corporate souvenirs & emergency medical insurance (EMA) airport taxes, airport security taxes, airline insurance surcharges, fuel taxes, customs user fees and service fees as specified by the airlines and airport authorities as specified in the Package poster or itinerary or booking form.

Pricing allocation is based on age as such:

Adult: 12 years old and above.

Child: 2 – 11 years old.

Infant: Under 2 years old.

The Umrah package does not include the following:

- cost of vaccination (meningitis & influenza) – highly recommended but not compulsory
- personal travel insurance

Date of departure, flight, location of hotel (same standard) & itinerary may subject to change when necessary.

The Company reserves the right to modify the itinerary due to unforeseen circumstances such as weather conditions, road closures, or other events beyond our control. Travelers will be notified of any changes as soon as possible.

Cancellation and Refunds

Cancellations must be made in writing to ahlan@safar.sg

Refunds are subject to the following:

- Cancellations made more than 60 days before departure:

Full refund minus a [\$50.00] cancellation admin fee.

- Cancellations made 45–30 days before departure: 50% Refund.
- Cancellations made less than 30 days before departure: No refund / Only Transferable.

Traveller Responsibilities and Travel Documents

Passport

Travelers are responsible for ensuring that his or her passport or other travel document is valid for at least 6 months from the expected date of departure from the last point of departure in the itinerary.

Visa

A successful visa application is subject to approval from the Saudi Arabia government. Booking of accommodation, transportation, and other ground services need to be fulfilled and paid for before visas can be issued. Once visas are issued, there will be no refund for unutilized services should the pilgrims not be able to depart as scheduled.

Travel Insurance

All travellers are strongly encouraged to obtain a comprehensive travel insurance policy to protect against unforeseen circumstances, such as baggage loss, flight delays, travel agent insolvency and medical emergencies. We shall not be responsible, under any circumstances, for any such matters.

Health and Safety

Travelers should inform the Company of any pre-existing medical conditions or special requirements.

Travelers must follow safety instructions provided by the Company's representatives and any associated aliases.

Disclaimers and Indemnity Clauses

Liability

The Company is not liable for any loss, damage, injury, or expense resulting from factors beyond our control.

Force Majeure

The Company is not liable for any failure or delay in performance due to circumstances beyond our control, including but not limited to natural disasters, strikes, travel restrictions and government actions.

Termination of Services

The Company reserves the right to terminate services to any Traveler who violates these Terms or engages in behaviour that disrupts the group or compromises the safety of others. No refund will be provided in such cases.

Miscellaneous

The Company reserves the right to change, amend, insert, or delete any of these Terms and Conditions, or policies contained therein, from time to time.

Third-Party Providers Disclaimer

We incorporate and rely on the services of airlines, transport companies and third-party service providers for our Package Tours. These Terms and Conditions and all arrangements or bookings relating to the Package Tour are additionally subject, in every respect, to any terms and conditions that may be imposed by these third-party service providers.

Whilst we will attempt to render realistic assistance to Travelers wherever possible, we have no control over these third-party service providers and shall not be liable, in any way, for any changes made by or acts or omissions on the part of such third-party service providers in connection with any our packages.

Kindly take note that the price of your package may be subjected to the following changes (if any):

- Change of flight booking dates
- Change of hotel booking dates
- Increase price to flight ticket
- Increase price to hotel rooms

By making a reservation with us, you are deemed to have read, understood, and accepted the above.

Safar.SG Private Limited
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A'Posh Bizhub S(768160)
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For further enquiries or clarification, please contact us at 9745 9745.