

The Hajj is the annual pilgrimage to Mecca, Saudi Arabia. Muslims who have reached the age of maturity, and are of sound mind and body, are required to perform the Hajj at least once in their lifetime if they have the financial means, and if the way is safe, provided that there are no other hindrances. Hajj is a great spiritual event and indeed it is one of the biggest events that occur annually on our planet. The government of Saudi Arabia is doing an excellent job of managing this event. There are over 3 million pilgrims from all over the world, using the same services, and performing the same activities at the same time. The hajj areas such as the Great Mosque of Makkah, al -Masjed AlNabawi in Madinah, Mina camps, Arafa and Muzdalefa city, all have limited space. Therefore, they tend to be very congested, especially with the large number of pilgrims with different nationalities, languages and cultural backgrounds. Moreover, the temperature during the summer months presents its own challenges when the temperature can reach over 45 C. Aware of all of these and other challenges, the authorities try to foresee all aspects, services and needs around the Hajj season. Therefore, they devote all necessary resources for the success and smooth operations of the Hajj. Despite all the great planning and preparations, sometimes unforeseen situations can occur, just as with any other major event. It goes without saying, then, that Hajj is not a 100% risk free journey. But no matter what happens to any pilgrim in terms of hardship, difficulties, illness, or financial expenditures during the hajj, the pilgrim should know and keep in mind that these are already mentioned in the Quran and Sunnah of the prophet, peace be upon him. Despite the fact that we live in an era of advanced technology, pilgrims may face various challenges and tests. In sum, pilgrims must be prepared to accept the risks, or any discomfort, associated with Hajj. It will not simply be a walk on The Red Carpet

Hajj Management: It's perfectly understandable that the organization of such an event cannot be left to any foreign company. Therefore, hajj is highly regulated, organized and managed strictly by multiple entities, all of whom are managed and supervised by the government of the host country in order to :secure and manage all affairs and services pilgrims need, including but not limited to

B1. Transportation – During the hajj season all bus companies are contracted by the Ministry of Hajj in order to service all the hajj applicants. Thus it is necessary that hajj agencies like our company must request a private bus service from the ministry of hajj through the electronic gateway called e-haj link: <https://e-haj.haj.gov.sa>. As there are over 3 million pilgrims from all over the world using the same services and performing the same activities at the same time, the Ministry of Hajj strictly retains the responsibility for buses, drivers and tour employees. Hence, the agencies have no power in selecting buses or choosing drivers. (Private bus with driver means a bus designated for a specific agency to use for its group for a (specific trip

B2.Traffic during the hajj: With over 3 million pilgrims from all over the world, using the same services, performing same activities at the same time, Jeddah and Madinah Airports, holy cities, roads and sacred sites are very busy. This may result in delays and long waiting periods than anticipated. The attractive destinations of Hajj such as the Great Mosque of Makkah, al -Masjed AlNabawi in Madinah, camp Mina, .Arafa and Muzdalifa city, all have limited space. Therefore, they are very congested during hajj season

B3. Putting the safety of the pilgrims first, the authorities have invested a great deal into the infrastructure around the Hajj and Umrah including hotels, food industry, highways, roads, bridges, tunnels and various services. Also, the authorities have put in place modern sophisticated measures and policies that totally control the traffic flow. The speed of buses is strictly regulated. However, such measures may appear as challenges to new visitors who are experiencing these for the first time, especially if they were not accustomed to such measures in their home countries

B4. Airport: During the Hajj season, thousands of airplanes land in Jeddah and Madinah airports transporting the pilgrims from around the world. Therefore, it's completely understandable to see long line-ups, and you may experience long wait times at some points. For such reasons, the authorities may require that you arrive at the airport in Jeddah as much as nine hours before the scheduled departure time of your flight

B5. During Hajj, we advise pilgrims not to walk alone, but rather to be always with your assigned group, or subgroup of it, because it is not easy to navigate unfamiliar grounds alone. And if one person strays from the group, the entire group may experience anxieties and delays while they try to locate that individual. Hence, you are advised to always stick to your group

B6. Crowd crushes and stampedes are a very real danger during Hajj, as the rush of pilgrims to move from one station to another of the pilgrimage can cause panic. Always remain aware of the risks. Stay safe, especially when there is a potential for crowding, and especially at the most sacred sites where everyone is clamoring to see, touch, or kiss the sacred sites. Beware also of the potential for crushing near the jamarat, and in the rawdah of the mosque of our beloved prophet, pbuh

B7. The Saudi Arabian Ministry of Hajj offers the following advice for remaining safe while completing the stoning ritual at the Jamarat

.B7-1. Adhere to the schedules designated for you by the Mutawwif

.B7-2. Adhere to the lanes designated for proceeding to the Jamarat and returning from the Jamarat

.B7-3. Avoid pushing your fellow pilgrims and proceed quietly and calmly

.B7-4. Do not carry personal effects

B7-5. Do not walk against the direction of the traffic. This advice is important to follow, as several of the incidents of stampeding have occurred due to people trying to exit from the wrong lanes

Hajj is a demanding journey very different from a leisure trip. Keeping in mind that the reward of Allah for an accepted pilgrimage is Paradise makes it easier to endure adversities and challenges encountered during Hajj. Remember that Shaytaan does not want you to get this ultimate reward. Therefore, he will try to distract you with little or big things to cause you to lose your cool and thus lose your reward. If someone steps on your toes, bear in mind that you may not see these people ever again, and thus it is nothing personal. According to a hadith, the way to Jannah is paved with difficulties. But all difficulties are easy to bear when you are responding to Allah. While our team does its best to ensure things run smoothly and efficiently during Hajj, some issues are beyond our control. We will nonetheless support the pilgrims as much as we can. Our advice in such cases or any situation that you feel is a test for you is as follows: "Do not lose your hajj manners. Stay committed and steadfast in your goal. Focus on your worship and remembrance of Allah." Indeed, that is what you came here for — for Allah and Allah alone, answering his call and invitation. Remind yourself: "Nothing will distract me; nothing will make me behave foolishly. I came here for Allah, and Allah alone. O Allah! assist me and make things easy for me." Keep reciting: "Labbayk Allahumma labbayk, labbayka laa shareeka laka labbayk. Inna-l-hamda wa'l-ni'mata laka wa'l-mulk, laa shareeka lak (Here I am, responding to your call. O Allah, here I am. Here I am. You have no partner. Here I am. Verily all praise and blessings are Yours, and all sovereignty. You have no partner

All Travel Arrangers packages have their specific advantages. Depending on your personal situations and needs, you may select the package that suits you best. However, you can rest confident that, whichever package you select, our teams will do their best to ensure you have a tension-free and pleasant hajj and to minimize the challenges

1-a. I understand that I have booked with Hajj on Pakistani passport on Pakistan hajj quota booked by Al Multazam travel Pakistan makes arrangements with suppliers who provide travel services such as land travel, hotels, buses, sightseeing, vehicle, food & beverages or other activities included in, or offered in addition to, a hajj tour package. Travel Arrangers does not control, operate, own or manage any resort, hotel, camp, vehicle, restaurant or other supplier of services.

1-b. The Saudi company, that will be the Service Provider for all Hajj services including but not limited to air .ticketing, airport meeting, accommodations, food, transportation, and passport handling in Saudi Arabia

1-c. Travel Arrangers, group leaders/Imams assume no liability whatsoever for the services during Hajj as this is the responsibility of the Ministry of Hajj and the Saudi Hajj company as they are the exclusive hajj .service provider

1-d. MEMO: Estimated travel dates, hotel accommodations, trips itinerary, and service are subject to modification due to airline scheduling, hotel, traffic conditions and due to updates from the Ministry of Hajj .and/or Ministry of Health in Saudi Arabia

1-e. Travel Arrangers – Imams and group leaders are to ensure that your Hajj rituals are performed according to the Sunnah of the Prophet Muhammad (PBUH), and that you obtain a “Hajj Mabroor”. We are also here to minimize the difficulties that pilgrims will face during the Hajj trip as well as making them steadfast towards the journey’s ultimate goal, a successful and accepted Hajj

Travel Arrangers – assumes no liability whatsoever if travel outside Canada for entry visa, airline boarder denial or entry denial at port of entry to which country that you intend to enter or transit through, and we advise you that

1-i) about typical information and travel documents, such as passports, visas and affidavits, that will be needed for each person for whom travel services are being purchased you must consult our Hajj and Tour requirements

1-ii) that entry to another country may be refused even if the required information and travel documents are complete, and

iii) that living standards and practices at the destination and the standards and conditions there with respect to the provision of utilities, services and accommodation may differ from those found in Canada

1-iv) travel dates, Hotel accommodations, airlines, itinerary, scholars/imams traveling with group and services are subject to change due to airline scheduling, hotel, traffic conditions and Hijri Calendar as well as due to updates from the Ministry of Hajj or any unforeseen. However, our staff will keep you informed. Kindly, check our website frequently for any updates

RESERVATION / PAYMENTS ‘Reservation is based on a ‘first come, first serve

2-a. All registering for Hajj MUST BE completed through Travel Arrangers Pre-registration booking System” only, Travel Arrangers -Hajj section can not be responsible or liable for any application/payment that has completed through a third party

2-b. TRAVEL ARRANGERS HAJJ pricing policy is mentioned in the hajj flyer & website including the factor that the prices may be subject to change without earlier notice

2-c. Your selected Hajj package may be modified subject to availability, included but not limited to: Mina & Arafa camps, room occupancy

2-d. Know that the right is reserved by TRAVEL ARRANGERS to reject/refuse any application at any time prior to the departure for any reason

CANCELLATION

Paid fees for Hajj tour packages are non-refundable and cannot be cancelled under any circumstances after payment is submitted to Hajj Suppliers including Airlines, Ministry of Hajj and other Saudi hajj suppliers

PRICE, TAXES & FEES: I understand prices are per person in Canadian Dollars unless otherwise stated and are subject to availability at the time of booking. Pricing is based on the occupancy chosen. A non-refundable travel counselling fee is included in the package price. This contract permits price increases. The prices advertised are based on the costs of the suppliers at the time of booking. These costs are dependent on suppliers who provide travel services, rate of exchange and other factors and the price may increase due to a change in these fixed costs. Package for Hajj 2024 likely will see increase, due to Saudi Arabian, new government tax policy, with triple its last year amount, and anticipation for airfare increase due to COVID-19 new measurement. (The expectation can be around 10% to 20% of the package posted fee. Travel Arrangers will update you will final package fees ASAP

BILLING & PAYMENTS: I understand as a Travel Arrangers' pilgrim/ Traveler and/or parent/ guardian, I agree to provide Travel Arrangers with complete and accurate billing information at the time your account is created and to update this information within 15 days of any change. Such billing information includes but is not limited to your legal name, mailing address, and telephone number(s) and any applicable e-mail addresses. Providing false information shall be cause for immediate and permanent termination of your reservation

PAYMENT DUE DATES: All of our trips are broken into easy-to-pay installments with the balance payment due three months prior to the departure date (09 Jun 2024). failure to make a payment may result in your losing your place on the trip and/or your early booking price. Late payments may also be subject to a late fee. You need to make all payments according to the payment schedule in order to ensure your space on the trip. Payment for Services Received You agree to pay for all of services you receive. Data Privacy Policy Travel Arrangers agrees not to use cardholder names, account numbers or other credit card transaction information embossed, encoded, or appearing in any other manner on a card for any purpose other than for the sole purpose of assisting Travel Arrangers in completing the transaction, or as specifically required by law. Travel Arrangers also agrees not to disclose this information to any third party other than the financial institution or its designated agent. Payment Methods are listed on Hajj Payment form

SUPPLIERS: Travel Arrangers packages together services from Hajj tour operators and other suppliers of service [travel ticketing agencies, destination management companies, airlines, hotels, coach companies, ground operators, Mutaweefs, event planners and others] which, together, form the Hajj tour package you purchase, these are independent parties over which we exercise no direct control. Travel Arrangers shall not be liable for any claims, losses, damages, costs, expenses, delays or loss of enjoyment of any nature or kind whatsoever, to you or your traveling companions or group members, resulting from the acts, omissions or negligence of any of these independent parties

HAJJ TOUR PACKAGES: Tour Packages include the following [unless otherwise stated]: Return Economy class Airfare, Hotel Accommodation [number of nights and inclusions as stated], Hotel Transfers, Assistance at Destination. Departures generally as declared on your package Travel Arrangers reserves the right to withhold or change exact travel dates within 40 days of the travel date. Travel Arrangers and suppliers reserve the right to cancel a tour or modify the travel service you have purchased by changing the destination, substituting services, varying the itinerary, changing the aircraft, hotel or otherwise. In this case a comparable or superior product will be offered. Suppliers may have the right to substitute other suppliers in their place with or without notice to Travel Arrangers and/or pilgrims/traveler. Travel Arrangers does not assume responsibility for any claims whatsoever resulting from such substitution. Travel Arrangers reserves the right to change the destination, tour package and/or itinerary whenever, in its judgement, conditions warrant, or it is deemed necessary for the convenience, comfort or safety of the tour

Services: Services, estimated dates, Hotel accommodations and itinerary are subject to modification/cancellation due to airline scheduling, hotel, traffic conditions and Hijri Calendar as well as due to updates in regulations from the Ministry of Hajj & Umrah and Saudi Ministry of Health

Vaccination policy: All pilgrims during their travel to KSA must provide prove showing that are fully vaccinated against

- a. Covid-19
- b. Meningitis (one dose of ACYW135 vaccine)

Daily Schedule of Events & Activities, Additional Inclusions if applicable [as stated], Hotel Security and Staff on-site. Travel Arrangers and suppliers reserve the right to cancel a tour or modify the travel service you have purchased by substituting services, varying the itinerary, changing the type of transportation, hotel, food service type or otherwise any time. In this case a comparable or superior product will be offered. Suppliers may have the right to substitute other suppliers in their place with or without notice to Travel Arrangers and/or pilgrims. Travel Arrangers will make every effort to accommodate pilgrims should a service be substituted; however, Travel Arrangers does not assume responsibility for any claims whatsoever resulting from such substitution. Travel Arrangers reserves the right to change the tour package and/or itinerary whenever, in its judgement, conditions warrant, or if deemed necessary for the convenience, comfort or safety of the tour, and those changes it may take some time, so pilgrim must understand and cooperate with Travel Arrangers staff if this situation accrued

ACCOMMODATION: The hotel accommodation selected is your preferred selection and may be substituted or modified for a hotel within the same category, or from a higher category, at any time. Reasons for a modification in hotel accommodation may include, but are not limited to construction, change in hotel policy, change in services standards or overbooking

charge for the use of safety deposit boxes. At the hotels discretion a security deposit may be required. Travel Arrangers does not require a security damage deposit, or the purchase of room damage protection. Travel Arrangers does not hold responsibility for charges incurred by passengers in the hotel such as, but not limited to: mini-bar, room service, phone calls, safety deposit boxes or damage to the room or premises. Travel Arrangers is not liable and cannot control the decision of the hotel management to remove a passenger from the hotel

DAMAGES

I understand and acknowledge that I and my roommates collectively are responsible for damages to the hotel room and common areas and that we will pay the cost of any damage regardless of how caused, will be the responsibility of the occupants of the room

ROOMING: Upon booking, pilgrims must select their desired room occupancy – the occupancy selected will affect the cost of the trip. Once room occupancy is chosen, pilgrims are responsible for selecting roommates based on that occupancy. Pilgrims must submit their roommate selection by the assigned deadline (Three months before the departure date). If the passenger does not submit a request, an incomplete request is submitted, or the submitted request cannot be completed, Travel Arrangers will assign roommates of the same gender and group, and/ or adjust the pilgrim's occupancy as necessary. Should the number of people in your room change, whether it was changed at your request, circumstances out of your control or by Travel Arrangers when assigning rooms, you will be responsible for finding additional roommates to fill the space and/or paying the additional cost associated with an occupancy change or you will accept to change to different room. Travel Arrangers reserves the right to adjust room assignments based on hotel space and availability. The room occupancy of your choice may not always be available due to hotel space limitations and/or restrictions, especially during hajj season, it's the pilgrim responsibly to read well his/her package details

LIVING STANDARDS: Living standards and practices at the destination and the standards and conditions there with respect to the provision of utilities, services and accommodation may differ from those found in Canada

INSURANCE Travel insurance it's a chose for every pilgrim/traveler, its recommended STRONGLY by TICO and its available for purchase, I understand it is the pilgrim and/or parent/guardians responsibility to purchase and review the terms and conditions of the travel insurance policy purchased. I understand that the travel insurance provider is the sole determiner for coverage and is an independent company which Travel Arrangers does not control or manage and Travel Arrangers is not responsible for any claims, losses, damages, costs, expenses, delays or loss of enjoyment of any nature or kind whatsoever, to me, resulting from the acts, omissions or negligence of the insurance provider

SAFETY OF THE TRAVELERS

We will not have any liability in accordance to the things which are beyond its control like acts of terrorism, processions, remote areas exposure, any medical incurred, accidents, sickness or any other issue relating but not limited to the trains, airplanes, buses, vehicles, boats or other means of transportation being considered at that time of travel or as result of it; although TRAVEL ARRANGERS HAJJ will try to do its best regarding any emergency or unforeseen situations

Baggage: Customers are responsible for their baggage, do not leave your luggage unattended, during any transfer situation. TRAVEL ARRANGERS cannot be held responsible for baggage loss. The customer may file claims directly with his/her insurance provider if the customer has decided to purchase a travel insurance plan with the Hajj/Umrah or tour package

SPECIAL ASSISTANCE CONSIDERATION

In case of a disabled or mobility challenged pilgrim/traveler, TRAVEL ARRANGERS must be reported about it in writing. TRAVEL ARRANGERS will do its best and make [ITS] best efforts to accommodate or provide the special assistance needed by that traveler; but TRAVEL ARRANGERS is not liable for taking responsibility of full-time care provided to that person, thus, a companion should be there with that person while traveling so that he helps out the disabled/ mobility challenged pilgrim/traveler; otherwise TRAVEL ARRANGERS have the authority to cancel or revoke any of the trip[S] of such a traveler(s) who permanently needs such assistance

DOCUMENTATION: Travel Arrangers requires that every pilgrim/passenger have a valid government issued a valid passport – in acceptable conditions, no damage or any condition that may prevent travel – when traveling out of their home country for Hajj/Umrah or tour. In certain cases, a visa may be required. Its pilgrim/passenger sole responsibility to verify with the consulate or embassy of the country of travel to ensure that you have all necessary travel documents

Please note that entry to another country may be refused even if the required information and travel documents are complete. Travel Arrangers will neither reimburse nor assume responsibility for any pilgrim/-passenger denied boarding or refused passage or entrance to any destination for any reason. It is the sole responsibility of the pilgrim/passenger to ensure proper and valid documentation, visa requirements and boarding requirements, especially if the passport is not a regular Canadian passport

PASSENGER CONDUCT: Every pilgrim/passenger whether an adult or if under the age of eighteen [18] a parent or guardian, must review and accepts The Travel Arrangers Pilgrimage and tour Guidelines, the Travel Arrangers Tours Terms & Conditions, and the Travel Arrangers Waiver & Release Agreement agreeing to the tour rules

A). The instructions of destination staff are for the safety of the tour and must always be obeyed. Failure to obey instructions can result in dismissal from the tour. Fighting, arguing, rising voices or disrespecting behavior will not be tolerated, anyone involved in such behaving will be dismissed from the tour. Use of illegal drugs will result in dismissal from the tour. Neither Travel Arrangers nor its employees are responsible for pilgrims/passengers, or their actions, while traveling. Pilgrims/Passengers should be aware that there may be different rules of law and/or living standards and conditions outside of Canada and conduct themselves accordingly. Travel Arrangers shall not be responsible for any damage, loss, injury or inconvenience resulting from different rules of law and/or living standards or any such changes and variations

B). The pilgrim agreed that he/she will focus on his/her trip goal and rituals, and will not be engaging in any political, social or group activities outside of his/her hajj package during this trip. Those activities will not be tolerated by Travel Arrangers and may result in service cancellation and report to the related authorities

MISCELLANEOUS

While Travel Arrangers and its Travel Arrangers makes every effort to ensure the accuracy of our publications, we cannot be held responsible for typographical or printing errors, including prices

Travel Arrangers recognizes that some pilgrim/traveler may have severe food allergies. We make every effort to ensure that our suppliers are notified and prepared but cannot guarantee that the request will be accommodated specially in Hajj time, it's the pilgrim/traveler responsibility to make sure the food is safe for him/her to consume. Our advice is to avoid all food type that may cause an issue to yourself

Additionally, pilgrim/traveler grant ALMULTASAM TRAVEL & Travel Arrangers and its Travel Arrangers permission to take photographs or film recordings of trips for promotional and commercial use, without remuneration now or in the future. The pilgrim/traveler agrees to assign all right, title, and interest they may have in or to any media in which their name or likeness might be used to Travel Arrangers. pilgrim/traveler agree that Travel Arrangers may use any testimonials regarding services rendered for promotional and/or commercial purposes without any remuneration now or in the future. Travel Arrangers photography within this website is copyrighted by Travel Arrangers and may not be reproduced without permission

FORCE MAJEURE A). Travel Arrangers shall not be liable for any claims, losses, damages, costs, expenses, delays or loss of) enjoyment, of any nature or kind whatsoever, to you or your traveling companions or group members resulting from a Force Majeure, that is an event beyond our or a supplier's reasonable control including, but not limited to, acts of nature, strikes, lockouts or other labor disputes or disruptions, wars, blockades, insurrections, riots, earthquakes, weather conditions, illnesses and diseases outbreaks, embargoes, floods, war, acts of war (whether war be declared or not), acts of terrorism, insurrections, riots, civil commotions, strikes, lockouts or other labor disturbances, acts of God or acts or restraints imposed by government authorities, embargoes, omissions or delays in acting by any governmental authority, entry denial or boarding denial due to any reason such as missing right documentations for travel, visa or services cancellation for any above-mentioned reasons or others or the other party

B). Travel Arrangers shall not be liable for any financial obligation due to any health issue that may result in/or require medication, hospitalization, or quarantine requirement due to Coronavirus or any other illness, including medical, hotel and transportation or travel interruption/change in travel dates expenses. Travel Arrangers strongly advises pilgrims and travelers to search and purchase his/her own travel insurance plan independently so that his/her needs will be covered if any of the situations mentioned above occur

COMMENTS AND COMPLAINTS: At destination passengers should contact their Hajj/Tour guide /representative immediately for assistance to remedy any problem without delay. If a problem cannot be solved, please forward the specifics of the incident in writing to Travel Arrangers within seven (07)days after returning from the trip. Failing to do so will preclude a pilgrim/passenger from pursuing a claim. A monetary refund will not be offered as compensation for any post destination complaint

PRIVACY: By registering the pilgrim/passenger and/or parent/guardian understands, acknowledges and consents that Travel Arrangers may share this personal information if and only if required with governments, travel, hajj entities, banks related to transactions, companies providing travel services including, but not limited to tour operators, airlines, and hotels, and with other tour related companies. Registered pilgrim/passengers and/or parents/guardians also agree to be contacted by Travel Arrangers via email, phone, social media platforms or mail with information relevant to their trip. Any photographs or video footage taken of pilgrim/passengers by Travel Arrangers or its affiliates shall remain the property of Travel Arrangers and may be used for promotional or marketing purposes without further permission or compensation.

LAWS: The Travel Arrangers Terms & Conditions, The Travel Arrangers Pilgrimage and tour Guidelines, and Release Waiver Agreement constitute a legally binding agreement between operating as Travel Arrangers and the pilgrim/passenger and/ or the legal parent or guardian and supersede all prior or contemporaneous communications whether electronic, oral or written. By registering the pilgrim/passenger and/ or parent/guardian agrees to the Terms & Conditions, The Travel Arrangers Pilgrimage and tour Guidelines, and Release Waiver Agreement, and acknowledges that they must be viewed and accepted when you process an application with Travel Arrangers. The invalidity of any provision contained herein does not affect the validity of any other provision listed. This agreement shall be governed by and legal action against Travel Arrangers shall be heard before a court in Ottawa at the Province of Ontario. By registering the pilgrim/passenger and/or parent/guardian agrees to The Travel Arrangers Pilgrimage and tour Guidelines outlined below, and acknowledges that they must be Reviewed & accepted whenever you submitted your booking through Travel Arrangers website

By receiving your online application that is means " you have read and agree to the Travel Arrangers Terms " and Conditions

Note: if you are less than 18 years old you must also have a parent/guardian signature I have read and agree to the Travel Arrangers Terms and Conditions and email a copy of their ID to info@travelarrangers.ca :with the following info please

Parent/Guardian Name (Please Print)

Relationship

Phone #..... Passport #

Date.....

RELEASE OF LIABILITY, WAIVER OF CLAIMS, ASSUMPTION OF RISKS AND INDEMNITY AGREEMENT (hereinafter the "Waiver Agreement") BY SIGNING THIS DOCUMENT YOU WILL WAIVE OR GIVE UP CERTAIN LEGAL RIGHTS, INCLUDING THE RIGHT TO SUE OR CLAIM COMPENSATION FOLLOWING AN ACCIDENT

TO: Travel Arrangers Ltd , IT'S HEIRS, ASSIGNS AND AFFILIATES; I understand that I have booked with Travel Arrangers Ltd., operating on business as Travel Arrangers ["Travel Arrangers"] and also accordance the Ministry of Hajj and Umrah in Kingdom of Saudi Arabia. I am aware that any Hajj/Tour is not risk free and journey can be go through modification or spilt in different route from the original plan, I am aware that Travel Arrangers makes arrangements with independent suppliers who provide all of the travel services that make up the travel package that I have booked, including air travel, cruises, hotels, resort, camp, buses, tour/ religious guides, sightseeing, vehicle or food agencies other activities included in, or offered in addition to, a Hajj/Umrah/tour package. I am aware that Travel Arrangers does not control, operate, own or manage any of these independent suppliers, vehicles, hotels, resorts, cruise ships, or other facilities and that it is not responsible for any claims, losses, damages, costs, expenses, delays or loss of enjoyment of any nature or kind whatsoever, to me, resulting from the acts, omissions or negligence by any of these independent suppliers, vehicles, hotels, resorts, cruise ships, or other facilities

I am aware that participating in the travel Hajj packages offered by Travel Arrangers could result in injury, losses, damages, costs, expenses, delays and/or loss of enjoyment to myself or travelling companions or group members

I understand that neither Travel Arrangers nor it's employees or agents are responsible for travelers or their actions, while travelling. I am aware that there may be different rules of law and/or living standards and conditions outside of Canada and I understand that Travel Arrangers is not responsible for any damages, losses, injury or inconvenience resulting from different rules of law and/or living standards or any such changes and variations

RELEASE OF LIABILITY, WAIVER OF CLAIMS AND INDEMNITY AGREEMENT

In consideration of Travel Arrangers agreeing to my participation in the Hajj/tour package 2024, I hereby agree as follows

TO WAIVE ANY AND ALL CLAIMS that I have or may have in the future against Travel Arrangers and to release Travel Arrangers from any and all liability for any loss, damage, expense or injury, including death that I may suffer, or that my next of kin may suffer, as a result of my participation in the Hajj package 2024, due to any cause whatsoever, including negligence, breach of contract, or breach of any statutory of other duty of care, of Travel Arrangers, it's Hajj tour operators and/or it's suppliers, including failure on the part of Travel Arrangers, it's tour operators and/or suppliers to take reasonable steps to safeguard me from the risks and dangers of participating in the tour

TO HOLD HARMLESS AND INDEMNIFY Travel Arrangers, it's tour operators and suppliers from any and all liability for any property damage or personal injury to any third party resulting from my participation in the Hajj/tour package offer it by Travel Arrangers; and



This Agreement shall be effective and binding upon my heirs, next of kin, executors, administrators, assigns and representatives, in the event of my death or incapacity. In entering into this Waiver and Release Agreement, I am not relying on any oral or written representations or statements made by Travel Arrangers in respect to the safety of the Hajj tour, other than what is set forth in the Waiver Agreement. I

confirm that I have read and understood this agreement prior to accepting it, and I am aware that by accepting this agreement, I am waiving certain legal rights which I or my heirs, next of kin, executors, administrators, assigns and representatives may have against Travel Arrangers, its tour operators and its suppliers

FOR PARTICIPANTS UNDER THE AGE OF EIGHTEEN: I hereby certify that I, as parent/guardian with legal responsibility for this participant of minority age do consent and agree to this release and waiver of Travel Arrangers, its tour operators and suppliers and for myself, my heirs, assigns and next of kin, I release and agree to indemnify Travel Arrangers, its tour operators and suppliers from any and all liabilities, incident to this participant of minority age's participation in the tour

The Travel Arrangers Pilgrimage and tour Guidelines, Terms & Conditions, and Waiver & Release Agreement needs to be accepted in order, that you can submit your Hajj and/or Tour application to Travel Arrangers long with your passport information page scan

I have read and agree to the Travel Arrangers Terms and Conditions

Note: if you are less than 18 years old you must also have a parent/guardian email info@travelarrangers.ca

I have read and agree to the Travel Arrangers Terms and Conditions for Hajj and tour

Note that the terms and conditions, the selected package and registration form served as a service contract between Travel Arrangers and the applicant