

MADALLAH TRAVELS AND TOURS LTD
Client documentation form/terms and conditions
UMRAH/HAJJ

PART I-PARTICULARS OF CLIENT :

NAME PASSPORT NO.....
 (AS IN PASSPORT) SURNAME OTHER NAMES
ADDRESS.....
 (RESIDENTIAL)
STATE OF ORIGIN.....LOCAL GOV'T AREA.....
PROFESSION
 Employer /Address
NEXT OF KINRELATIONSHIP
 ADDRESS OF NEXT OF KIN..... TELEPHONE

PART II-GUARANTEEE :

SURETY/ GUARANTOR

NAME
 ADDRESS TELEPHONE NO

GUARANTOR UNDERTAKING

I Of

Hereby wish to declare and state as follows:

1. I personally know (passenger 's name) PASSPORT NO
 OF.....address
2. That he/she is my (state relationship to passenger)

That he/she holds a nigerian passport No,and he/she intends to travel to(destination)
 on Business / Religious duty.

3. That I hereby declare that the intending passenger is a responsible person for whom I stand surety in respect of any of the following:
 - A. That he/she would not knowingly, at any time during this journey be in possession of any prohibited substances;
 - B. That upon the completion of his /her religious rites and or business; or the expiry of his visa, whichever is earlier, he/she will come back to Nigeria.
 - C. That I particularly guarantee that the passenger would not willfully over stay his/her permit or abscond from his /her country.
 - D. That the passenger has sincerely assured me that he/she would use his/her best endeavor to abide by the laws of his /her ultimate host country.
 - E. That I hereby undertake to indemnify *Madallah Travels & Tours Ltd* for all costs, expenses and charges incurred, surcharged, levied against the company, or by the company in respect of this passenger whether expressed or implied, whether contemplated or otherwise for breaches by the passenger in full value thereof.
 - F. That I understand the implication of standing as a surety and I agree to be liable to all sanction (s) prescribed for all or any of the foregoing acts and or omission(s) committed by the person I stand surety therefor.

Note in the case of group travel the Table below should be carefully completed by the group leader.

Name	Relationship	Passport & telephone No	Signature / Thumbprint

Please use back page for more Names:

Surety/Guarantor Sign.....

PART III-TERMS AND CONDITIONS:

1. All costs, prices, and/or charges are subject to change without notice.
2. Payment in full and in advance for all and or any of our services is a condition precedent.
3. Visa fee/payment for accommodation, etc, may be refundable, subject to a penalty, before submission of request to the relevant authority.
4. Visa fee/ payment for accommodation etc, is not refundable, once request for such is submitted to the relevant authority, unless denied.
5. Cost of Hajj and or Umrah packages or parts thereof e.g. payments for accommodation are not refundable upon commencement of all or any of such activities.
6. Upon the procurement of travel documents a client shall only be refunded the cost of his ticket in accordance with the terms and conditions of the issuing airline and or charterers of Aircraft.
7. Without prejudice to clause 5 above, in case of cancellation of Hajj or Umrah trip, before commencement of visa and ticketing formalities, a penalty of N25,000.00 (Twenty-Five Thousand Naira only) or a maximum of 5%, whichever is higher, of the total amount is chargeable against the passenger.
8. Any or all monetary refunds shall bear bank charges like COT, transfer and/or communication charges, VAT, and /or any other incidental expenses.
9. Except where agreed separately and documented accordingly, accommodation in Madina and/or Makkah shall be either in a hotel or in a serviced apartment or a building meant for such purposes, and of a standard approved by the / or a competent authority of the Kingdom of Saudi Arabia.
10. Accommodation is on multiple occupancy basis, where average number of beds in a room is 4 depending on the size of the room.
11. Except where prior or special arrangement has been made and documented accordingly, a couple travelling together may not enjoy exclusive accommodation.
12. Where a client opts to secure an alternative accommodation, he/she forfeits the cost of accommodation included in the agreed package price.
13. All or any services and or facilities which a client may be entitled to, provided by the company, and or its agent, shall be available exclusively to the client and to the exclusion of any or all third parties.
14. Provision of our services shall be at our absolute discretion.
15. Travelers on pilgrimage to the KSA must surrender their passports upon arrival either to the agent and or Saudi Authorities whichever is earlier.
16. Pilgrims who refuse to surrender their passports upon arrival in the Kingdom of Saudi Arabia or when required, may have to refund to the company any costs incurred as a result of their refusal, and may not be provided with accommodation and other services during their trip or part of it.
17. Pilgrims are enjoined to demonstrate exemplary conduct and to cooperate with officials at all times to ensure comfort and safety for all, and respect for our country.

Client signature/thumbprint:.....

The foregoing having been read and translated/interpreted to the client and surety by in Hausa language whereof he/she /they appeared perfectly to have understood the same before appending his/her signature/thumbprint:

Interpreter's, Name

Sign.....