



## **UMRAH WAIVER**

TO ALL UMRAH CUSTOMERS

AND AGENTS GETTING VISA'S THROUGH IKHLAS HAJJ & UMRAH SERVICES:

- ALL visas are issued under the discretion of the Saudi Embassy in Ottawa
- There are no exemptions or fast processing of Visa's. All applications must go through the same processes and procedures
- Agents CANNOT say whether visa's are approved or not. That is for the Embassy to decide.
- There are no time restrictions for visa's to be issued. They will be issued as soon as possible. *Though we will always try our best to get the visa on time, Ikhlas Hajj & Umrah Services cannot be held liable for any flight missed or penalties paid due to visa not being issued on time.*
- Ikhlas Hajj & Umrah services have the right to refuse your application if all criteria are not met – including submission of air ticket and CONFIRMED (paid for) booked hotels & transportation. (Please note: booking.com is NOT acceptable as no payment has been made)
- If Umrah visa is issued and flight and hotel information are not submitted in a timely matter, Ikhlas Hajj & Umrah services has the right to cancel umrah visa WITHOUT refund
- If Ikhlas Hajj & Umrah services booked your hotels, and you choose a room built for less people, Ikhlas Hajj & Umrah services cannot be held accountable for your discomfort and cannot be held liable for any upgrades requested after the fact.
- Umrah package are non-refundable, including hotels, visa handling fees, courier and transportation; and some packages will be subject to cancellation penalty
- Once MOFA has been applied for, there will be NO refunds for MOFA charges
- It is the responsibility of all applicants to carry their ORIGINAL vaccination/ immunization cards on their person when entering Saudi Arabia.

I understand and agree to the above Terms and Conditions

MAHRAM NAME

SIGNATURE

DATE

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