

**COMEREL TRAVELS AND TOURS**  
**UMRAH AND HAJJ 2010 AGREEMENT**

**TERMS AND CONDITIONS OF SERVICE**

1. COMEREL is not responsible for any negligence that results in any sort of inconvenience for the pilgrim provided the negligence was not the fault of COMEREL and its staff.
2. Where any default is proven the fault of our staff, the extent of our liability is refund of the principal sum paid to us less a 5% administrative charge.
3. Any complete refund mentioned on the brochure is understood to mean the total amount paid less a 5% administrative charge.
4. Any ticket refund is handled by the airline; COMEREL does NOT pay refunds on tickets until the airline pays.
5. There is no refund on group tickets unless the trip was aborted through COMEREL's default.
6. The special package hotels mentioned in the brochure may change without prior notification to the pilgrim; where this happens, a hotel of similar standard shall be provided.
7. COMEREL reserves the right to alter its travel dates and check in dates where it deems such an action to be in the best interest of the pilgrims. This shall be done with prior notification.
8. COMEREL staffers are not porters and should not be looked upon, therefore, to carry luggage for any pilgrim. The extent of the staffers' responsibilities is mentioned in the programme of events in the brochure.
9. All information in the brochure is correct as at the time of going to press. Any alteration resulting from events or policies not within our control thereafter shall not be blamed on COMEREL and does not attract any refund unless in the unlikely event of not providing a suitable alternative.
10. The extent of our liability in the unlikely event that a pilgrim's luggage is missing while in the exclusive custody of one of our staff is as stipulated by the Warsaw Convention as Amended by the Hague Protocol: US\$26 per kilogramme for checked luggage and US\$514 per person in the case of hand luggage.
11. Where the government of Nigeria, United Arab Emirates, Saudi Arabia or the Airline refuses any pilgrim entry due to a visa on his/her international passport, the affected pilgrim will not be refunded in part or in full by Comerel.
12. Any tourist destination we have mentioned in the package, which is cancelled by the government officials in Saudi Arabia without adequate notification from the said officials is not Comerel's fault and will not attract any refund please.
13. An abrupt change of mind resulting in the cancellation of any trip less than six weeks to the departure date will not attract a refund.
14. Delays in getting visas from the Saudi Embassy in Nigeria, which can cause a delay in flight date or time is not Comerel's fault and will not attract any refund.
15. All service fees in Saudi Arabia are paid way ahead of the pilgrims' arrival and the service providers do not refund them; Comerel shall only honour any refund claim where it was our fault.