

AGREEMENT OF WORKING RELATIONSHIP UMRAH SEASON 2016/2017 (1438-H).

This agreement is made on _____.

BETWEEN

M/S **Falcon Express (Pvt.) Ltd** engaged in running business of Travel agency having its office at office # 1, First Floor, Mushtaq Mansion, Fazal-e-Haq Road, Blue area, Islamabad. Through its Chief Executive **Mr. Adil Sarwar**, here in after called **FIRST PARTY**.

AND

M/S _____, Engaged in running the business of Travel agency, bearing D.T.S# _____ having its office at _____ Through its Chief Executive Mr. _____, here in after called **SECOND PARTY**.

Now therefore this agreement witnessed as under,

TERMS AND CONDITIONS:-

(General)

1. **Second party** handover Passports with complete documents (Photo, N.I.C, B-Form, FRC, etc) for processing to the **First party** with request of complete details of passengers list on their company Letter Head / via company E-mail.
No passport will be entertained without request letter or Missing of documents because visa approval will be expired within 14-days.
2. **Second party** is liable to pay their liabilities (Balance amount) at the time of collection of passports. If there is any dues against **Second Party**, the **First Party** have right to keep their passports until the dues are cleared.
3. **Second party** has to tally their ledger with **First Party** within 15 days after receiving the ledger or invoice. If there is any claim by the **Second Party** in any invoice they have to inform the **First Party** otherwise it will be treated as correct and no changes will made after 15 days.
In case of Accommodation claims/Refund Must be inform within 15-Days of departure from KSA in written form, No claim will be acceptable after 15-Days period.
4. **First Party** is responsible for providing services to the Pilgrims as per Package/Hotel voucher. If Pilgrims not avail any service by self **First Party** will not responsible for paid any claim.
5. Visa processing time is **10-15** working days (without any delay by Saudi Embassy/Approval system KSA) in case of Rejection/Delay Visa by Embassy, **Second party** will pay the full rejection charges and

First Party will not be responsible for any kind of loss due to purchase of advance tickets, reissuance and cancelation of tickets etc.

6. **Second Party** is responsible for issuance hotel voucher (change voucher) with correct details must before **72 hour** of flight departure or provide flight details, if any Pilgrim enter in KSA without voucher/arrival information **First Party** have right to charge the penalty and will not be responsible for any loss or Pilgrim cause inconvenience in this regard.

Hotel voucher will be issued as per package details provided at the time of booking (Approval)

7. In case of any passenger overstay after the completion of package/visa duration or if anybody caught involved begging anywhere in Saudi Arabia or caught involved in selling of any product or any services or found sleeping at any other place or staying at any unauthorized places (outside Haram Sharif or foot path) or found involved in any illegal activities a penalty of **SAR.25,000/** will be charged from the **Second Party**.
8. Overstay passengers must exit from the Kingdom of Saudi Arabia urgent basis and in this process all expenses (loss) should pay by the **Second Party**.
9. As per Ministry of Hajj Saudi Arabia's LAW all passenger must leave from Saudi Arabia before 10th of Shawal 1438-H, A Penalty of **SAR.25,000/-** implies to the **Second Party** in case of any passenger overstay after 10th of Shawal 1438-H.
10. More over if any pilgrim overstay illegally this comes under section of human smuggling and case will be filed against the **Second Party**.
11. **First Party** has right to stop (processing) doubtful cases at any stage of visa processing, in case of MOFA received charges will be charged from **Second Party**.

(Star Category)

12. Hotel Booking for 3, 4 and 5 Star Hotel only will be entertained if requested properly (Email, Request on Letter Head)
Verbal bookings/Amendments will not be entertained and accepted.
13. Booking may not be available during peak seasons on tariff rate and can be taken out side on higher rate; in that case respective agents will be informed accordingly.
14. Hotel booking will not be reconfirmed until **First Party** received acknowledgment of Invoice (will be sent with Hotel confirmation)
15. All Amendments/ Cancellations will be according to hotel policy (this may differ for each property)
16. Amendments/ Cancellations will not be entertained for **Reconfirmed Booking**
17. **Second Party** must check the Hotel Location and services before sending Booking and inform your client accordingly, once your clients get check-in in any hotel. **First Party** will be unable to cancel or change Hotel.
18. If the passengers holding reconfirmed booking does not reach on time either due to flight delay or any other reason no-show will be charged as per hotel policy and **First Party** will not be responsible for that.

- 19. For **Jed to Mak / Med to Hotel** Transport (Separate Car) passengers have to reach the “**Tehsil Office**” at Jeddah/Madinah airport at his own. If he failed transport will be considered as no show and will be charged accordingly.
- 20. **First Party** has right to hold the passport until the final invoice has been acknowledge from respective **Second Party**.
After acknowledgement no amendments/discounts will be entertained
- 21. In case of service barred in KSA, **Second Party** must inform to **First Party** on the spot (Through email/WhatsApp). Claims or Refunds will not be entertained after the return of Pilgrim from KSA.

(Other)

- 22. **First Party** has right to deduct money from given Un-Dated Cheque of **Rs. 10,00,000/-** (One million Rupees) Cheque# _____ of bank _____, by **Second Party** in case of above penalties and Balance amount.
- 23. **Second Party** Falls in Grade_____, according to our internal agent gradation system, and have credit limit of **Rs.**_____, although credit limit assigned to **Second Party** is subject to having passports in circle.

Specimen Signature & Seal

1st Party

Name: Adil Sarwar

CNIC: _____

Designation: CHIEF EXECUTIVE

Witness-1:

Name: _____

CNIC: _____

Specimen Signature & Seal

2nd Party

Name: _____

CNIC: _____

Designation: _____

Witness-2:

Name: _____

CNIC: _____