

## HAJJAT TERMS AND CONDITIONS

### Introduction

Please read these Terms and Conditions carefully before using the website and its services (hereinafter referred to as "the Website," "we," "us," or "our").

Your access to this Website or your use of any of its services constitutes your full and unconditional acceptance of these Terms, and your commitment to comply with them, including the Privacy Policy and any additional policies or terms that may be published from time to time on this Website.

The Website provides intermediary services that include, without limitation, hotel reservations, tour programs, and the arrangement of various travel services ("the Services"). Your use of these Services is in accordance with these Terms and Conditions, and you may not use the Website for any unlawful purpose or in violation of these Terms.

We reserve the right to modify or update these Terms at any time, and the updated version shall become effective immediately upon being published on the Website. Accordingly, your continued use of the Website after the publication of the amendments constitutes binding acceptance of the modified Terms.

If you do not agree to these Terms, in whole or in part, you must immediately stop using the Website and its services.

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### Definitions

In the context of these Terms and Conditions, the following terms shall have the meanings indicated next to each of them, unless the context requires otherwise:

**"Website," "we," "company":** refers to [Website Name], which is the electronic platform that enables users to book travel and tourism services, including airline bookings, accommodations, tours, and other related services, whether provided directly by the company or by independent service providers.

**"User," "you," "client," "tourist," "customer":** any natural or legal person who uses the Website in any form, including browsing the Website, making bookings, or benefiting from any of the displayed services.

**"Service Provider":** any third party that provides travel or tourism services displayed on the Website, including airlines, hotels, car rental companies, tour operators, or any other provider.



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**“Services”:** all services available for booking through the Website, including, without limitation, airline tickets, hotel accommodations, tours, transportation services, and tourism experiences.

**“Booking”:** any request made by the user through the Website to reserve one of the displayed services, whether prepaid or to be paid later.

**“Service Provider Terms and Conditions”:** the terms and policies established by the service provider that apply to the services provided by them, including cancellation policies, refunds, entry regulations, and other restrictions.

**“Content”:** all information, texts, images, graphics, logos, icons, software, and any other materials displayed on or through the Website.

**“Applicable Laws”:** all laws, regulations, bylaws, and administrative decisions in force in the country from which the Website is operated or the service is provided, or the country in which the user resides, as applicable.

## Nature of the Services Provided

The Website provides a specialized electronic platform that enables users to view and book various travel and tourism services, including, without limitation:

- **Hotel reservations:** allowing users to search for available hotels in various tourist destinations and complete the booking directly through the Website.
- **Flight ticket reservations:** by providing multiple flight options suitable to users' needs and preferences.
- **Tour vehicle bookings:** including the rental of cars or tourist buses within the destinations covered by the Website.
- **Visa services:** enabling foreign travelers to apply for tourist visas or entry permits for different destinations in cooperation with accredited visa service providers. These services include submitting applications, following up on processing, and providing support for entry procedures. Visa approval or rejection is solely subject to immigration authorities and official entities in each country.
- **Tour program organization:** allowing users to choose and book ready-made or customized tour programs.  
**Packages:** full packages may include accommodation, flights, transportation, tours, and additional services.
- **Meal services:** enabling users to book meal plans during hotel stays or within tour packages (breakfast, lunch, dinner).
- **Tour guide services:** allowing users to book certified tourist guides.
- **Tour vehicle bookings:** including the rental of cars or tourism transportation within the destinations covered by the Website.
- **Conference and event organization:** including conferences, exhibitions, corporate events, and meetings.



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- **Airport immigration services:** reception and assistance by the Website's authorized representatives before the immigration area, including document preparation and facilitation of procedures, in compliance with airport and immigration regulations.

The Website operates as an intermediary between users and service providers (hotels, airlines, transportation companies, tour operators, meal providers, and tour guides) and is not a direct party to contracts resulting from bookings made through the Website unless explicitly stated otherwise.

Provision of services is subject to availability and the terms of service providers, which may vary depending on destination, policy, and category.

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## Cancellation and Modification

Cancellations and modifications are subject to the policies of the service providers (hotels or airlines), which vary from case to case.

Some bookings are non-refundable or non-changeable.

In the event of cancellation or modification, administrative fees from the Website + provider fees (if any) will be deducted.

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## Prices and Taxes

All displayed prices are subject to change without prior notice until the booking is completed and paid in full. Prices may include additional taxes and fees imposed by governments or service providers.

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## User Obligations

### Legal Use

Users shall use the Website and services for lawful purposes only and in accordance with all applicable local and international laws.

Users are strictly prohibited from engaging in activities including, but not limited to:

- Unlawful or fraudulent activities
- Any action that harms or disrupts the Website



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- Unauthorized access attempts
- Automated data extraction tools (robots, spiders, data mining)
- Violations of intellectual property rights

## Intellectual Property

Users must respect all intellectual property rights of the Website and third-party service providers. Copying, distributing, modifying, or creating derivative works without written permission is strictly prohibited.

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## Account Registration

To use the services, you must accept these Terms and create an account. You must provide accurate, complete, and up-to-date information.

The user is solely responsible for:

- Maintaining the confidentiality of the password
- All activities performed through the account
- Notifying the Website in case of any unauthorized use

Failure to update information may result in account suspension.

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## Compliance with Service Provider Policies

Users must comply with the policies and conditions of all service providers. The Website is not responsible for cancellation or refusal of services due to user non-compliance.

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## Accuracy of Information

Users must provide accurate and updated information when registering or booking. The Website is not responsible for incorrect or outdated information provided by the user.

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## Account Suspension

The Website may suspend or terminate the user's account and cancel bookings if the user violates these Terms.

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## Email and SMS Notifications

Users agree to receive booking notifications, updates, and marketing messages, with the option to unsubscribe.

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## Force Majeure

In cases of natural disasters, epidemics, or other events beyond control, refunds may be issued after deducting actual costs incurred.

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## Booking Cancellation by User

If the user cancels and the provider does not offer a refund, the amount is fully non-refundable.

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## Price Changes

All prices are subject to provider changes due to seasons, fuel fluctuations, or updated partner contracts.

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## Availability and Seasonal Restrictions

Availability varies depending on season, destination pressure, or special conditions.

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## Legal Age and Eligibility



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Users must be 18 years old or have guardian approval.  
Minors are not allowed to use or register on the Website.

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## Insurance

Insurance services are governed solely by the insurance policy terms of the insurance company.  
All claims must be submitted directly to the insurance company.

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## Lost Luggage or Personal Property

Responsibility lies solely with the airline or the user.  
The Website is not responsible for lost luggage.

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## Damage to Hotel Property or Rental Vehicles

The user is fully liable for any damages caused to hotel property or rented vehicles.

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## Missed or Delayed Flights

If the user misses or delays a flight due to negligence, they bear all resulting costs.

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## Burial Costs in Case of Death

The Website bears no responsibility for burial costs; however, it will coordinate with embassies and authorities.

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## User Obligation to Provide Required Documents



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The user must provide all necessary documents (passport, visa, etc.).  
Failure to do so results in penalties or costs borne solely by the user.

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## Restricted Nationalities & Missing Travelers

If the user has a restricted nationality, passport retention may apply per regulations.  
In case of disappearance, authorities are contacted immediately.  
The Website bears no responsibility for resulting legal or security consequences.

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## Use of Images by the Website

By accepting these Terms, you agree that the Website may use your personal or group photos taken during booked activities for marketing and advertising purposes across all platforms.

You grant a non-exclusive right to use photos without additional permission or financial compensation.

You may request removal of your photo via written notice.

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## Food Allergies

Users must inform the Website clearly of any food allergies.  
The Website is not responsible for any reaction resulting from undisclosed allergies.

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## Vehicle Rental

A security deposit of 350 JOD must be paid.  
If returned without damage, the deposit is refunded.  
Otherwise, the rental company may deduct repair costs.

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## Reviews



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Users may leave honest reviews; the Website may delete inappropriate content.

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## Loss of Personal Property

Responsibility lies solely with the user.  
The Website is not liable for lost items.

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## Credit Card Payments

If paying with a third-party credit card, the user must obtain written authorization.  
The Website is not responsible for disputes involving third-party cards.

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## Use of Personal Data for Research and Marketing

Users agree that the Website may use their data for:

- improving services
- statistical research
- promotional communications
- personalized notifications

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## Purchases During the Trip

Any purchase made by the user from external vendors is the user's sole responsibility.

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## Third-Party Hacking or Interference

The Website is not responsible for any damages resulting from hacking or third-party breaches.

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## Client Going Out Alone

The Website bears no responsibility for incidents occurring when the client goes out alone during the trip.

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## Online Payment Fees

A 3% fee applies to online payments via MEBS.

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## Drug Consumption

The Website bears no responsibility for consequences arising from drug consumption by the client.

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## Prohibited Items at the Airport

Responsibility for prohibited items lies entirely with the client.

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## Pregnancy

Clients must notify the Website if pregnant.

The Website is not responsible if not notified.

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## Religious or Political Discussions & Behavior

Clients must refrain from political or religious discussions.

The Website bears no responsibility for issues arising from such behavior.

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## User Conduct Restrictions



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Users agree not to:

- defame, harass, threaten
- upload illegal content
- promote discrimination or hate
- trespass
- post unauthorized commercial content
- impersonate others
- promote illegal or harmful activities
- transmit malware
- bypass security measures
- scrape or extract content
- interfere with other users
- use unauthorized commercial access

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## Right to Monitor and Remove

The Website reserves the right to remove or restrict access to content and cooperate with law enforcement.

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## Modification of Terms

The Website may modify these Terms at any time.

Continued use constitutes acceptance.

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## Final Consent

By using the Website, you acknowledge that you have read, understood, and agreed to all Terms without exception.

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## Website Liability (Scope and Limitations)

The Website acts as an intermediary platform only.

The Website is not responsible for:



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- Errors or negligence of service providers
- Cancellations or modifications by providers
- Immigration decisions
- Direct or indirect losses
- Force majeure events

Services are provided “as is” and “as available.”

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## External Links

The Website is not responsible for external website content or policies.

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## Notifications and Correspondence

All official communication will be via the registered email.

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## Official Language

Arabic is the binding reference language.  
In case of conflict, the Arabic version prevails.

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## Severability

Invalidity of any clause does not affect the remainder.

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## Dispute Resolution & Governing Law

These Terms are governed by Jordanian law.  
Disputes are first attempted to be settled amicably within 30 days.  
Otherwise, they are referred to the Court of First Instance (Qasr Al-Adl) in Amman.



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