

# TERMS & CONDITIONS

## Umami Travel Pte Ltd

#03-53

390 Victoria St

Golden Landmark

Singapore 188061



The details of your ("customer", "you" or "your") travel booking ("Package tour") with Umami Travel Pte Ltd ("Company", "us", "we" or "Our") will be set out in the pax statement to be issued to you upon making a reservation with us. The pax statement should be read together with these Terms and Conditions ("Terms and Conditions") which applies to all travels unless otherwise specifically stated. Additional terms may also apply to special tours. Please carefully read the Terms and Conditions, as well as the terms of any applicable variants, before progressing through. By making a reservation with us, you are deemed to have read, understood and accepted the Terms and Conditions, and the terms of any additions that may/may not be applicable to the specific tours.

### 1 Reservation, Deposit and Full Payment

For placement of reservation, a deposit is required to be made to us for the number of pax. Deposits are based on Number of Pax and not per booking/Receipt. This deposit will form part of there from of your Final Payment. The minimum deposit is specified in the table below. Should a higher deposit be required, you shall be notified in advance before moving forward with any actions from both parties.

Type of Package Tour	Minimum Deposit per person
Umrah < 9 Days	SGD 500

Payment of the deposit and Confirmation of the reservation does not constitute confirmation of the Package Tour. All package Tours are subjected to a minimum group size (to be determined by us, in our absolute discretion) before the package tour is confirmed. If the minimum group size is not achieved at least 14 days before the scheduled departure date for a Package Tour, we shall be entitled to cancel all reservations for the Package Tour in accordance with clause 3 below.

Pilgrims (Clients) shall be notified once confirmation of Package tour is final. Unless otherwise agreed or notified by us, following confirmation of your Package Tour, Full payment is required 60 days before departure date. Failure of payment by the stipulated date will results in reservation of bookings as cancelled and imposition of cancellation fee, in accordance to clause 2 below, and to apply the deposit towards the settlement of the cancellation fee, with any balance owing to be payable within 7 days, without any recourse by you against us.

### 2 Cancellation by Customer

Unless otherwise stated in the invoice, you may cancel your reservation, in writing to [salam@ummitravel.com](mailto:salam@ummitravel.com), at any time before the designated departure date, subject to payment of a cancellation fee to us, to be computed and calculated based on the below. In such event, you shall

additionally be responsible for any non-refundable airport taxes and miscellaneous surcharges imposed by relevant airline(s). Should there be a refund of airport taxes or miscellaneous surcharges by the airline(s), we shall be entitled to charge any administrative fee of SGD 100, to be deducted from the refunded amount, for the processing of the refund. Please note that any change of departure date, Traveller's name (other than correction of typographical errors) or Package tours is considered a cancellation and such ratios shall bear a cancellation fee.

<b>Cancellation policy (Days before departure date)</b>	<b>Cancellation Fee (Per Person)</b>
<30 days	Full Amount
<90 days	80% of Package price

The above cancellation fees apply if Airline tickets are not issued. Should the issuance of tickets by airlines is done, then a cancellation fee shall be applicable. The company reserves the right to issue Airline tickets without prior notice. Should the deposit amount be insufficient to cover the cancellation fee, the Customers shall pay the difference. Any waiver of reduction of cancellation charges on goodwill, (Such as Death, serious illnesses, etc) is at the discretion of Company and subject to the conditions imposed by the major suppliers (Such as Hotel, Airlines, Etc). Supporting documents for the reason of cancellation is required. Any refunds to be made will only be processed minimum 3 months upon request for cancellation.

### **3 Cancellation by Company**

Please note that the Company is merely acting as an intermediary to engage the services of third-party service providers in respect of your Package Tour. Even after full payment for a Package tour has been made, all package tour arrangements are subject to final confirmation by the relevant third-party service provider(s). We shall endeavour to notify you, at least 14 days before schedule departure date, if, due to any unforeseen circumstance(s), any package tour arrangements cannot be finalised, needs to be changed by us or your reservations has to be cancelled. In such cases, we may, but shall not be obliged to, recommend alternative Package Tours to a different date of departure. Do note that additional charges may be applied for such alternatives Package Tours, this shall be advised accordingly of such charges before making any confirmations. If none of the alternatives are selected, a full refund shall be credit to you for the paid Package Tour.

### **4 Refund policy on unused portion of Package Tour**

No Refund, either in full or in part, will be made in respect to all arrangements for accommodation, meals, sightseeing tours or other services which are included in the Package Tour fare but is not utilised by the Traveller, or where the Traveller amends, cancels or otherwise modifies such arrangements after the commencement of the Package Tour. If, after a Package Tour has departed, any services(s) in the itinerary cannot be fulfilled or any change(s) to the itinerary are required for any reason(s) beyond such control, especially during peak seasons or upon the occurrence of a force majeure event, such as an act of God, earthquake, fire, tsunami or other natural disasters, weather conditions, war, civil unrest or terrorist attacks, government or legislative actions, strikes and labour unrest, diseases or pandemics, compulsory quarantines, or other similar event(s) (Force Majeure

Event), we reserve the right to make reasonable changes to the itinerary, but shall endeavour where possible to arrange for the provision of a comparable alternative service. Any additional expense resulting from such changes shall be payable by you and any resulting saving will be refunded by us to you. Should you reject our offer of an alternative service(s), we shall not be obliged to refund any fee paid by you in respect of the unfulfilled service(s), but may do so, on a case by case basis.

## **5 Refund Payment Mode**

For payments made in cash or Nets, cheque or Bank Transfer, Refunds will be made by way of Cheque or Bank transfer and will generally be processed within 2 to 4 weeks from the date of cancellation. For credit card payments, refunds will be made via the respective Credit card company and will generally be processed within 4 to 6 weeks from the date of cancellation. The refund process may take longer during peak seasons, due to the increase in transaction volume.

## **6 Travel Documents and Travel Insurance**

### Passport and Other Travel Documents

Subject to this clause, each traveller is solely responsible for ensuring that his or her passport or other travel documents are valid for at least 6 months from the expected date of departure from the last point of departure in the itinerary and that he/she has all necessary visas (Subjected to certain visas that may/may not be applied by us), permits, passes, licenses, vaccinations, health certificates and/or other documents or approvals as may be required by the applicable governmental authorities of the destination country(ies) in the Package Tour. If a reservation has to be cancelled because the Traveler is unable to obtain a Visa or other travel document which is required, the relevant cancellation fee under clause 2 shall be applied. We shall not be responsible, under any circumstances, for any loss, damage or expense, or to reimburse or refund any part of the Package Tour fare. Should any Traveller be deported or refused entry by the immigration authorities of any country, for any reason, including irregular travel documents, quarantine restrictions, custom regulations, import/export restrictions, executive or administrative orders, possession of unlawful items or other Criminal activities. Each Traveller is also solely responsible for ensuring that his/her name as provided by the Company and reflected in the Pax Statement tallies with the name in his/her passport or travel document. If any amendment to such name is required, all applicable fees and charges shall be borne by the traveller.

### Visa Applications

We may, from time to time, assist a traveller to submit a visa application for a fee, but do not guarantee the outcome or approval of any such application. Different embassies or consulates require varying lengths of time to process visa applications and, accordingly, any traveller seeking our assistance to apply for a visa must check with us as soon as possible on the applicable visa requirements.

### Travel Insurance

All travellers are strongly encouraged to obtain a comprehensive travel insurance policy to protect against unforeseen circumstances, such as baggage loss, flight delays, travel agent insolvency and medical emergencies. We shall not be responsible, under any circumstances, for any such matters.

## **7 Pricing policies**

### Validity

All information and prices shown are accurate at the time of print and publishing.

### Package Tour Fare Inclusions

The Package Tour Fare includes airfare, accommodation, airport transfers (If any), Meals (If any), Sightseeing (If any), airport taxes, airport security taxes, airline insurance surcharges, fuel taxes, Customs user fees and service fees as specified by the airlines and airport authorities visa fees (if any) as specified in the Package Tour brochure/itinerary/booking form.

### Package Tour Fare Exclusions

The Package Tour Fare does not include laundry services, excess baggage charges, beverages, room service, gratuities to drivers and tour leaders or local guides and tips to hotel porters, and/or any personal expenses as specified in the Package Tour brochure/itinerary/booking form. Please check with us, or your Travel advisor, for general information regarding visa fees, gratuities to drivers and tour leaders or local guides, as well as local tipping practices.

### Child Fare

Children below the age of 12 years old (as of date of birth) may be eligible for child fare rates in accordance with the applicable third-party service provider's standard terms. Should an extra for a child is required, please arrange with us and we shall advice on the applicable surcharge, if any.

### Promotional Pricing

We may, from time to time, accord discounts and other forms of promotion for our Package Tours. Our policy states displaying and confirming all applicable discounts or promotions in our marketing communications and invoices.

### Mode of payment

Payments to us may be made in Cash, Bank transfer and PAYNOW. All payments must be made in Singapore Dollars (SGD)

### Pricing Accuracy

To ensure accuracy in billing, our policy is to clearly list all relevant prices in our invoices and communications materials. We will also clearly indicate any additional charges for extra services that may be incurred by the Customers.

### Receipt

We will issue a detailed receipt for every payment made.

## **8 Feedback Mechanisms**

We welcome feedbacks from our customers. Should you have a complaint on our Package Tour, you should inform our representatives during the course of the Package Tour and should the matter is unresolvable in light of our representatives best endeavours to do so during the Package Tour, a written complaint shall be made to the company via [Salam@ummitravel.com](mailto:Salam@ummitravel.com)

## **9 Marketing Communications**

We strive to ensure that all our brochures and marketing communications contain sufficient and accurate information regarding our Package Tours, services, prices and promotions. Our terms of sale are readily available on our website and social media.

## **10 Confidentiality and Privacy**

We will comply with all relevant obligations under the Personal Data Protection Act 2012 (“PDPA”) governing the collection, use, disclosure and care of your personal data in accordance with our privacy statement. We may that photographs and videos of travellers participating in our Package Tours for our advertising and publicity materials (e.g brochures) or related media programmes (e.g. particularly those involving exclusive persons “artist” or “Public figures” or “Influencers” or any accordance/relation to such parties work modules) and by joining our Package Tours, all travellers shall be deemed to have consented to such collection and/or use on our part. Any travellers who wishes to withdraw his/her consent to our collection or use of any photographs or videos that may feature such travellers, may notify us at [salam@ummitravel.com](mailto:salam@ummitravel.com) whereupon we will endeavour, as soon as reasonably practicable, to remove any reference to such traveller from our advertising and publicity materials and or related media programmes; provided always that we shall not be liable to recall or change any such materials or media programmes which have been produced, publicly distributed or disseminated by us prior to receiving such notice. We shall, correspondingly, be entitled to disallow any traveller from joining a Package Tour expressed to be organised as part of a media programme if such traveller does not expressly consent to the taking and use of his or her photograph or to the filming/recording of the Package Tour.

## **11 Third Party Providers**

We incorporate and rely on the services of airlines, transport companies and third-party service providers for our Package Tours. These Terms and Conditions and all arrangements or bookings relating to the Package Tour are additionally subject, in every respect, to any terms and conditions that may be imposed by these third-party service providers. Whilst we will endeavour to render reasonable assistance to our Customers wherever possible, we have no control over these thirdparty service providers and shall not be liable, in any way, for any changes made by or acts or omissions on the part of such third-party service providers in connection with any Package Tour.

## **12 Rights, Disclaimers and Indemnity Relating to Tours**

Without limiting any other provision of these Terms and Conditions, to the fullest extent permitted by law, we shall not be responsible or assume any liability to any Customer or traveller for: 1. any injury, damage, loss or delay affecting any person or property not arising from our own negligence or breach; 2. any loss, damage, cost, expense or delay suffered or incurred due to circumstances beyond our reasonable control, including but not limited to: actions or omissions of third parties (including any applicable third-party service providers); mechanical breakdowns; a Force Majeure Event; a failure by the Customer or traveller to comply with any of his or her obligations hereunder; a failure by the Customer or traveller to possess, obtain or maintain any travel documentation required for the Package Tour (e.g. health certificates, visas, valid passports, etc.); a failure by the Customer or traveller to follow reasonable instructions, including but not limited to noting and complying with specified check-in and check-out and/or meeting places and times. To the fullest extent permitted by law, our maximum liability to any Customer or traveller for any loss, damage, cost and/or expense shall in no event exceed the amount of the Package Tour fare paid to and received by us in respect of such Customer or traveller. In no event shall we be liable for any punitive, special, indirect or consequential

loss or damage, including loss of production, profit, revenue or contract or loss of or damage to goodwill or reputation. We reserve the right to withdraw any itinerary or any reservation made and/or to decline or refuse any individual as a member of the Package Tour, if it appears to us, in our absolute discretion, that such individual is likely to endanger the health or safety or impair the comfort and enjoyment of the other members of the Package Tour. You agree to indemnify us, our affiliates and our respective officers, directors and employees, immediately on demand, against all claims, liabilities, damages, costs and expenses, including legal fees (on a full indemnity basis), arising out of any breach of these Terms and Conditions by you.

### **13 Miscellaneous**

We reserve the right to change, amend, insert or delete any of these Terms and Conditions, or policies contained therein, from time to time.

**Terms and Condition Acceptance is based on the signature provided below.**

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**Signature**

**Full Name**

**Date**