

Labbaik Travels Booking Terms and Conditions

Please read the following terms and conditions carefully. You must not accept any booking or package unless you understand and agree with the following terms and conditions.

Prices:

All prices are subject to availability and can be withdrawn or varied without notice. Prices quoted are subject to changes due to price increases beyond our control, such as Increase in airport taxes, fuel, Security surcharges or currency exchange fluctuations.

Travel Documents:

Travel documents include (without limitation) airline tickets, hotel vouchers, tour vouchers or any other document (whether in electronic form or otherwise) used to confirm an arrangement with a service provider. Travel documents may be subject to certain conditions and/or restrictions including (without limitation) being non-refundable, non-date-changeable and subject to cancellation and/or amendment fees. All travel documents are non-transferable. All airline tickets must be issued in the name of the passport/photo identity holder, some carriers will deny carriage if the name varies and the booking may be cancelled. It is your responsibility to collect all travel documents from us prior to travel. Please contact your consultant the day before collection to confirm that the travel documents are ready for collection.

Schedule Changes:

It is your responsibility to contact the airline prior to travel to ensure the scheduled departure time has not changed. Booking schedules are subject to change without notice.

Travel Insurance:

We can provide information to you about travel insurance. For details of the services we provide, including a quote, please contact your travel consultant. Travel Insurance is strongly recommended by the Department of Foreign Affairs and Trade for all overseas travel.

Passports & Visas:

It is your responsibility to ensure that you have valid passports, visas and re-entry permits which meet the requirements of immigration and other government authorities. Any fines, penalties, payments or expenditures incurred as a result of such documents not meeting the requirements of those authorities will be your responsibility. All travellers must have a valid passport for international travel and many countries require at least 6 months validity from the date of entry. If you need information regarding visa and other travel document requirements for your trip please let us know. We can obtain such information from an external visa advisory service provider on your behalf. We do not warrant the accuracy of such information and accept no liability for any loss or damage, which you may suffer in reliance on it. We can obtain visas for you if you wish and fees may apply for this service.

Health:

It is your responsibility to ensure that you are aware of any health requirements for your travel destinations and to ensure that you carry all necessary vaccination documentation.

Taxes:

Certain taxes are mandatory in various countries. There may also be an additional local tax charged at some airports. All taxes are subject to change without notice.

BAGGAGE ALLOWANCE:

Standard check-in baggage is 20kg. Standard cabin baggage maybe up to 7 kg. Depending on your ticket, it may state a Kilogram policy or Piece Policy. Please refer to your airline ticket baggage section. Hajj & Umrah Passengers are usually allowed 5 litres baggage allowance for Zamzam water exiting Jeddah Airport. Any Excess baggage charges must be paid locally by the passenger. Note that different baggage allowances may apply each time you check in your baggage.

Cancellation Fees:

We are unable to provide a refund to you until we receive the funds from the relevant supplier. Cancelled bookings will incur charges. These charges can be up to 100% of the cost of the booking, regardless of whether travel has commenced. Fees will also apply where a booking is changed or tickets are reissued.

Agency:

Labbaik Travel acts as a travel agent. We sell various travel related products on behalf of numerous transport, accommodation and other wholesale service providers, such as airlines, coach, rail and cruise line operators, Labbaik Travel's obligation is to make travel bookings on your behalf and to arrange relevant contracts between you and travel service providers. We have no responsibility for these services nor do we make or give any warranty or representation regarding their standard. All bookings are made subject to terms and conditions and limitations of liability imposed by these service providers. Your legal recourse is against the specific provider and not Labbaik Travel. If for any reason, any travel service provider is unable to provide the services for which you have contracted your remedy lies against the provider and not with Labbaik Travel.

Liability:

We do not accept any liability of whatever nature, whether in contract, tort or otherwise, for the acts, omissions or default, whether negligent or otherwise, of third party providers over whom we have no direct control. Under circumstances where liability cannot be excluded, such liability is limited to the value of the purchased travel arrangements. We do not accept any liability in contract, tort or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by force majeure or any other event which is beyond our control and which is not preventable by reasonable diligence on our part.

Credit Card Transactions:

Credit card surcharges may apply when paying by credit card. If for any reason any travel service provider is unable to provide the services for which you contracted, your remedy lies against that provider, and not against Labbaik Travel. In the event that payment has been made to Labbaik Travel by credit card, you agree that you will not seek to charge back your payment to Labbaik Travel.

Hajj & Umrah Packages:

The above terms & conditions also apply to our Hajj & Umrah Packages. Prices, Dates and Schedules are subject to change without notice.

In addition to the above conditions, there will be no refund for any unused services after departure. If granted a visa the applicant will depart the country before the visa expiration date and that the visitors shall abide by all the laws and regulations of the Kingdom of Saudi Arabia throughout their stay. Failure to comply may result in penalties being applied & the applicant being banned from re-entering the Kingdom for a minimum period of no less than 5 years. Labbaik Travel is not associated with any Australian or New Zealand foreign government offices, Embassies or Consulates and will not be responsible for the granting or denying of visas. Labbaik Travel will not be responsible for the delay or damage of documents due to Embassy, consulate or other government office. Labbaik Travel will also not be responsible for delays or damage to passports or travel documents due to requirements or delivery services. Labbaik Travel will not be responsible for any person missing any part of the program due to his/her negligence or delay or absenteeism for any time during the tour and will not be responsible for any additional expenses for the participant to re-join the tour. No refund, reduction or exchange can be made in respect of accommodation, meals, sightseeing tours, transport or any other services which are included in the tour, but not utilised by the passenger for any reasons whatsoever. Labbaik Travel cannot accept liability or responsibility for any alterations, delay or cancellation caused by war or threat of war, civil strife, natural disaster, industrial dispute, fire, bad weather, sickness, act of government authorities or other circumstances beyond our control. Unforeseen changes to airline schedule and local conditions may require sightseeing, hotels, and routings transfers to be changed. If this occurs, alternative arrangement will only be made wherever possible.