



The Barishal Travels & Tours

Hajj Registration Terms & Conditions

These Terms & Conditions apply to pilgrims registering for Hajj services through The Barishal Travels & Tours. They are intended to clarify the responsibilities of the agency and the pilgrim and must be read carefully before registration.

1. Pre-Registration Requirements

1. To complete pre-registration, pilgrims must provide a valid Bangladeshi Passport or National ID (NID) and recent passport-size photograph.
2. A valid Bangladeshi passport must be submitted **during final Hajj registration**.
3. Failure to provide a valid Bangladeshi passport during final registration may result in cancellation of the registration process.

2. Pre-Registration Validity

1. Hajj pre-registration remains valid for the current Hajj year and the following two Hajj seasons, subject to Bangladesh Government regulations.
2. If a pilgrim does not perform Hajj within the validity period, the pre-registration amount will be refunded according to Government regulations.

3. Agency Transfer Policy

1. Pilgrims may transfer their pre-registration to another approved Hajj agency before final registration.
2. The current agency shall transfer the pilgrim and applicable pre-registration amount to the new agency, subject to administrative and processing fees.
3. Once final Hajj registration has been completed, transfer to another agency is not permitted.

4. Travel Requirements

1. Pilgrims travelling under the Bangladeshi Hajj quota must use a valid Bangladeshi passport.
2. Pilgrims must travel from Bangladesh in accordance with Bangladesh Government Hajj regulations.
3. If a pilgrim chooses to travel to Saudi Arabia from another country, the pilgrim shall remain responsible for any Bangladesh Government-approved airfare and related charges applicable to the Hajj package.

5. Scope of Agency Responsibility

5.1. Pilgrims Travelling from Bangladesh

The agency shall be responsible for:

- ✓ Visa processing.
- ✓ Hajj-related travel arrangements.
- ✓ Madinah/Jeddah Airport-to-hotel transportation (subject to package inclusions).
- ✓ Hotel-to-airport transportation (subject to package inclusions).
- ✓ Hajj guidance and group coordination during the stay in Saudi Arabia.

5.2. Pilgrims Travelling from Overseas to Saudi Arabia

The agency is **not responsible** for:

- Flights, transit, immigration, customs, baggage, or entry/exit requirements before arriving in Saudi Arabia.
- Any travel disruptions, delays, missed flights, or additional costs incurred before joining the agency's Hajj group.
- Personal travel arrangements and expenses outside the Hajj package.

For pilgrims travelling directly from overseas, the Agency's responsibility commences upon the pilgrim joining the designated Hajj group and checking into the allocated accommodation in Saudi Arabia, and ends upon departure from the designated hotel for the return journey. All travel, immigration, and related matters prior to joining the Hajj group remain the sole responsibility of the pilgrim.

6. Compliance with Government Regulations

1. Both the agency and pilgrims must comply with all Hajj rules and regulations issued by:
 - The Government of Bangladesh.
 - The Government of Saudi Arabia.
2. Any changes imposed by government authorities may affect travel schedules, accommodation, transportation, services, or package arrangements.

7. Medical Requirements

1. Pilgrims are responsible for:
 - Completing required medical examinations.
 - Obtaining all mandatory vaccinations.
 - Declaring relevant medical conditions.
2. The agency will assist with documentation required for visa processing based on information supplied by the pilgrim.

8. Passport Requirements

1. Pilgrims must ensure that their passport remains valid for at least six (6) months from the date of departure for Hajj.
2. The agency shall not be liable for visa delays, refusals, or travel disruptions arising from invalid or expired passports.

9. Flights and Package Duration

9.1. Full Duration Package

1. All the flights shall be allocated by the Government of Bangladesh and relevant authorities from Dhaka to Jeddah/Madinah to Dhaka.
2. The package duration is typically **35–40 days**, subject to government scheduling.

9.2. Short Duration Package

1. All the flights shall be allocated by the Government of Bangladesh and relevant authorities from Dhaka to Jeddah/Madinah to Dhaka.
2. The package duration is typically **15–25 days**, subject to Agency scheduling. Return flight will be by third carrier.
3. Departure flight schedule is determined by the Government based on the agency's requested travel dates and may vary by **1–2 days**.
4. The standard return ticket provided under the Bangladesh Government Hajj program is included. If you choose a package with an alternative return flight, the agency will arrange

your ticket through a third-party airline. Additional charges may apply depending on the package selected.

5. Pilgrims may arrange their own return travel to Bangladesh or their country of residence after the agency's scheduled departure date. If they do so, the return airfare allocated by the agency will be refunded or credited, subject to the agency's policies and conditions.

10. Overseas Travellers

Pilgrims travelling from overseas via Bangladesh must arrive in Bangladesh at least **48 hours** prior to their scheduled Hajj departure.

The agency's responsibility commences upon the pilgrim's arrival at the designated Hajj Camp. Any travel, accommodation, or related expenses incurred before reaching the Hajj Camp, including travel from the pilgrim's overseas residence to Bangladesh, are outside the scope of the Hajj package and shall remain the sole responsibility of the pilgrim.

11. Transportation During Hajj

Depending on the package, the agency will arrange:

- Jeddah Airport to Makkah/ Madinah hotel transportation.
- Makkah/ Madinah Hotel to Jeddah/ Madinah airport transportation.
- Makkah hotel to Mina transportation on 7th /8th Dhul Hijjah.
- Mina to Arafah transportation.
- Arafah to Muzdalifah transportation.

Transportation arrangements will be provided according to the selected package. However, due to security restrictions, government regulations, crowd management, or traffic conditions during the Hajj period, the agency may not be able to provide transportation for the following journeys:

- From Muzdalifah to Mina on 10th Dhul Hijjah.
- From Mina to Makkah for Tawaf al-Ifadah on 10th Dhul Hijjah.
- From Mina to Makkah on 12th or 13th Dhul Hijjah.

In these circumstances, pilgrims may be required to walk or arrange private transportation at their own expense. The agency will provide guidance and reasonable assistance where possible but cannot guarantee transportation for the above journeys due to circumstances beyond its control.

12. Meals

1. Three meals (breakfast, lunch, and dinner) will be provided daily. Depending on the selected Hajj package, meals will be served as either buffet or boxed meals.
2. Three meals will be served on the day of 8th - 12th Dhul Hijjah in Mina, Arafah and Muzdalifah by the Saudi Muallim.
3. During the Hajj days (8th–12th Dhul Hijjah), pilgrims are advised to carry drinking water, dry food or light snacks, prescribed medications, and other personal necessities, as access to food and supplies may be limited depending on the selected Hajj package.

13. Personal Belongings

1. Pilgrims shall be solely responsible for their personal luggage, medications, mobility aids (including wheelchairs), shopping expenses, restaurant dining, personal visits, outings, and all other personal expenses or activities not expressly included in the selected Hajj package.
2. The agency shall not be liable for loss, theft, or damage to personal belongings.

14. Group Coordination and Muallim Instructions

3. Pilgrims must follow the instructions of the appointed Muallim and group leaders at all times.
4. Pilgrims must remain punctual for all scheduled activities.
5. If a pilgrim becomes separated from the group:
 - The group will continue according to schedule.
 - Agency staff will communicate via phone and provide instructions.
 - Any additional transportation expenses incurred shall be borne by the pilgrim.
6. The Muallim is not obligated to stop group activities or return to search for separated pilgrims.

15. Respectful Conduct

1. Pilgrims shall maintain mutual respect, cooperation, and Islamic manners throughout the journey. Abusive, offensive, threatening, or vulgar language will not be tolerated.
2. Any concerns should be communicated respectfully to the Muallim or support staff.

16. Package Selection and Service Variations

1. Pilgrims are responsible for reviewing and selecting the appropriate Hajj package prior to final registration.
2. Services (accommodation and meals) shall be provided strictly in accordance with the selected package.
3. Services in **Mina, Arafah, and Muzdalifah**, including tents and related facilities, are managed by the Saudi authorities and all services will be provided by the Saudi Muallim.
4. Pilgrims acknowledge that facilities and services vary between package categories and agree not to compare or claim services provided under different packages.
5. In the event of illness or a medical emergency, pilgrims should inform the agency as soon as possible.
6. The agency cannot guarantee continuous personal care, nursing support, or full-time supervision for elderly, disabled, or any sick pilgrims. Pilgrims requiring ongoing medical care or personal assistance are responsible for making appropriate arrangements prior to travel.

16.1. Package Payment Schedule

1. Pilgrims must pay the Government-prescribed Hajj registration amount by the deadline announced by the Government of Bangladesh.
2. The remaining package balance may be paid in instalments according to the payment schedule determined by the agency.
3. Failure to make payments by the specified deadlines may result in suspension or cancellation of the registration and related Hajj services, subject to applicable government cancellation policies.

17. Physical Readiness

1. Hajj is physically demanding.
2. Regardless of package type, pilgrims should be physically and mentally prepared for considerable walking.
3. On Hajj days, pilgrims may be required to walk due to overcrowded conditions, government restrictions, and unforeseen conditions.

17.1. Elderly Pilgrims and Special Assistance

1. Elderly pilgrims or pilgrims with mobility limitations are strongly advised to travel with a family member, guardian, or companion who can provide personal assistance throughout the Hajj journey.

2. Any required mobility aids, including wheelchairs or similar equipment, are the responsibility of the pilgrim. The agency may assist in referring the pilgrim to third-party service providers; however, the cost of such services is **not included** in the Hajj package and shall be borne by the pilgrim.

18. Force Majeure

The agency shall not be liable for delays, cancellations, service interruptions, or changes caused by circumstances beyond its control, including: government regulations, airline schedule changes., natural disaster, epidemics or pandemics, political unrest, security restrictions, changes in Hajj policies.

19. Accommodation and Room Sharing

1. Accommodation is provided on a shared basis. By default, pilgrims will be accommodated in rooms shared by four (4) or five (5) persons, depending on the room availability.
2. Pilgrims may upgrade to a single, double, or triple room, subject to availability and payment of the applicable additional charges.
3. Pilgrims travelling alone may be assigned roommates of the same gender.
4. Room-sharing requests will be accommodated where possible but cannot be guaranteed.

20. Visa Approval

1. Hajj visa approval remains solely at the discretion of the Saudi authorities.
2. The agency is not responsible for visa refusal, delay, quota restrictions, or government decisions.
3. Government fees, visa fees, and processing charges may be non-refundable once processing has commenced.
4. Pilgrims shall provide all documents and information required for Hajj visa processing within the timeframes specified by the agency.
5. Pilgrims are responsible for obtaining all mandatory vaccinations in accordance with the requirements of the Government of Saudi Arabia. The agency will notify pilgrims of the applicable vaccination requirements and submission deadlines.
6. Pilgrims are responsible for completing the required biometric enrolment using the authorised platform and submitting proof of successful enrolment to the agency. The agency will provide guidance; however, the biometric process is the sole responsibility of the pilgrim. Multiple attempts may be required due to government server or system issues, for which the agency accepts no liability. Pilgrims must continue attempting the biometric enrolment until successful confirmation is obtained, as Hajj visa processing cannot proceed without a valid biometric confirmation.

21. Refund and Cancellation Policy

1. Cancellation requests must be submitted in writing before final registration completed.
2. Refunds, where applicable, will be calculated after deducting the processing fee.
3. Government fees, airline charges, accommodation deposits, visa fees, and third-party service charges are non-refundable.
4. Refund processing times may depend on government agencies and service providers.

22. Personal Responsibility

Pilgrims are responsible for during Hajj travel:

- Compliance with all applicable laws.
- Safeguarding their passport, money, mobile phone, and valuables.
- Any fines, penalties, or legal consequences resulting from their actions.

22.1. Compliance with Deadlines

1. Pilgrims agree to comply with all deadlines issued by the Government of Bangladesh, the Government of Saudi Arabia, and the agency relating to payments, document submission, biometric enrolment, vaccinations, passport submission, and any other Hajj processing requirements.
2. The agency shall not be liable for delays, additional costs, cancellation of registration, or visa processing issues resulting from a pilgrim's failure to meet the prescribed deadlines or provide the required information.

23. Photography and Media Consent

The agency may use photographs, videos, testimonials, and group images taken during Hajj preparation sessions and the Hajj journey for educational, promotional, and marketing purposes.

Pilgrims who do **not** wish to appear in the agency's photographs, videos, social media, website, or other promotional materials must notify the agency **in writing before any photographs or recordings are taken**. By failing to provide such notice, the pilgrim is deemed to have consented to the use of their image for the purposes stated above.

24. Communication

1. Pilgrims must provide accurate and up-to-date contact information.
2. Pilgrims are responsible for regularly checking WhatsApp, email, SMS, and other communication channels used by the agency.
3. Failure to receive information due to incorrect contact details shall remain the responsibility of the pilgrim.

25. Hajj Training and Orientation

Pilgrims are strongly encouraged to attend all Hajj workshops, seminars, training sessions, and briefings organised by the agency.

26. Service Limitations

The agency facilitates Hajj-related services only and does not guarantee:

- Specific hotel rooms.
- Room locations.
- Flight schedules.
- Transportation timings.
- Services controlled by governments, airlines, hotels, transport providers, or other third parties.

27. Dispute Resolution

Any complaint or concern should first be raised with agency management for amicable resolution before pursuing any legal action.

Thank you for taking the time to carefully read these Terms & Conditions. The attached Hajj Service Agreement should be read together with this document and forms an integral part of the agreement between the pilgrim and The Barishal Travels & Tours. By signing the Hajj Service Agreement, I confirm that I have read and understood these Terms & Conditions, have had the opportunity to seek clarification where required, and voluntarily accept and agree to be bound by all of their provisions.