

Terms & Conditions

PLEASE READ CAREFULLY

The terms "we", "us", "our", "Dar El Salam Travel" and "DST" refer to Dar El Salam Canada Inc., an Ontario corporation, its subsidiaries and affiliates. The terms "you", or "your" refers to the customer visiting the Website and/or booking a reservation through us on this Website, or through our customer service agents. The term "Website" refers to Dar El Salam Travel website. The term "Agreement" or "Terms & Conditions" refers to all the terms, conditions, and notices set forth therein.

By booking any travel products or services, or accessing or using the Website or promotional materials in any manner you agree to be bound by this Agreement. Please read the Agreement carefully. If you do not accept all of these Terms & Conditions, please do not make bookings through our customer service agents or through the Website, and please do not use the Website. Be sure to return to the Website periodically to review the most current version of this Agreement. We reserve the right at any time, at our sole discretion, to change or otherwise modify this Agreement without prior notice, and your continued access or use of the Website signifies your acceptance of the updated or modified Agreement.

1. DST Services:

DST is a private company. DST is not associated with any Canadian or foreign government offices or embassies (collectively with all other governmental organizations, "Governmental Agencies"). DST is not responsible for the granting or denying of documents. DST acts only as a "Booking Agent" for the travelers in making arrangements for services and products provided by third parties, such as airlines, hotels, meals, tours, buses or other transportation suppliers in connection with DST's travel packages (hereinafter "Service Providers").

Our Website displays information about travel locations, airfares, travel agents locations, flight times and dates, tours, packages, insurance, cruises, transportation, foreign currency, schedules, travel companies and many other things, as a convenience to you. Although DST uses best efforts to ensure the information supplied to DST by the Service Providers is correct and up to date, you agree that DST is not liable for the accuracy of such information. Many of the services and products which made up your travel booking are provided by Service Providers and as such, you will be entering into separate contract with these Service Providers for said services and products. . Service Providers provide these services in accordance with their own terms and conditions. Some of these terms and conditions may limit or exclude the supplier's liability to you.

DST accepts no responsibility for information supplied or representation made to us by third parties including the Service Providers. DST recommends that you confirm all information contained on or linked from our Website with the Service Providers. The details of the prices, packages, tours, flights and other information displayed on the Website are subject to change without notice. Post-purchase price increases may also be applied due to additional costs imposed by any Service Provider or Governmental Agency. You may be charged additional sums by DST to

offset increased fees, fuel surcharges, taxes, and fluctuations in foreign exchange markets or any combination thereof. Acceptance of these Terms & Conditions hereby grants consent from you for any post-purchase price increases, and authorizes DST to charge your credit card for such additional amounts without need for further consent or approval from you. The travel products and services described on the Website are subject to availability. It should be noted that all documents issued to travelers are non-transferable. Such documents may include but are not limited to, visas, airline tickets, hotel vouchers, tour vouchers, or any other document used to confirm an arrangement with a Service Provider. Such documents may also be subject to conditions such as, but not limited to, being non-refundable, non-date-changeable and subject to cancellation or amendment fees. It is your responsibility to familiarize yourself with these conditions. If for any reason, any Service Provider is unable to provide the services for which you have contracted, your remedy lies with that Service Provider, and not against DST.

In the event DST receives payment by credit card, you agree that you will not seek to chargeback or recover your payment or any other losses from DST.

Unless otherwise expressly agreed to by DST in writing, you are responsible for obtaining all passports, visa and health information required.

2. Use of the DST Website:

The Website is provided solely to assist you in gathering travel information, determining the availability of travel-related goods and services, making legitimate reservations, and for no other purposes and is offered to you conditioned upon your acceptance without modification of these Terms & Conditions.

Furthermore, as a condition of your use of the Website, you warrant that (i) you are at least 18 years of age; (ii) you possess the legal authority to create a binding legal obligation on behalf of yourself and any other travelers you have included in your booking; (iii) you will use the Website in accordance with this Agreement; (iv) you will only use the Website to make legitimate reservations for you or for another person for whom you are legally authorized to act; (v) you will inform such other persons about these Terms & Conditions that apply to the reservations you have made on their behalf, including all rules and restrictions applicable thereto and will provide a copy of these Terms & Conditions to such other persons, which is binding on them; (vi) all information supplied by you on this Website is true, accurate, current and complete, and (vii) if you have a DST account, you will safeguard your account information and will supervise and be completely responsible for any use of your account by you and anyone other than you. We retain the right at our sole discretion to deny access to anyone to the Website and the services we offer, at any time and for any reason, including, but not limited to, for violation of this Agreement.

No Copy, Distribution, or Sale

You may download, display, or print one (1) copy of any portion of the content displayed on this Website (the "Content"). If you do so, you may not modify the Content in any way, and you must reproduce the DST copyright notice (or the Service Provider's notice as applicable) in the form:

“© 2022 Dar ElSalam Travel - All Rights Reserved” as displayed on the relevant page(s) that you might copy. Except as provided above, you may not:

- Copy, reproduce, upload, post, display, republish, distribute, transmit, any part of the content in any form whatsoever;
- Use a frame or border environment around the Website, or other framing technique to enclose any portion or aspect of the Website, or mirror or replicate any portion of the Website;
- Modify, translate into any language or computer language, or create derivative works from, any Content or any part of this Website;
- Reverse engineer any part of this Website; or
- Sell, offer for sale, transfer, or license any portion of the Website in any form to any third parties.

Other Limitations

Unless otherwise provided within these Terms & Conditions, or unless specific applicable law requires DST to allow you to do so, you may not do any of the following without the prior written consent of DST:

- Use the Website other than to make legitimate reservations or bookings;
- Use the Website to make any false, fraudulent or speculative reservation, or any reservation in anticipation of demand;
- Imply in any fashion that DST is endorsing your products or services;
- Place false or misleading information on the Website,
- Post or transmit any unlawful, threatening, libelous, defamatory, obscene, indecent, inflammatory, pornographic or profane material or any material that could constitute or encourage conduct that would be considered a criminal offense, give rise to civil liability, or otherwise violate any law; or for any other purpose that is unlawful or prohibited by these Terms & Conditions.
- Use or access the Website in any way that, in our reasonable judgment, adversely affects the performance or function of the Website, or any other computer systems or networks used by DST, other Website users or members;
- Upload or transmit to the Website or use any device, software or routine that contains viruses, Trojan horses, worms, time bombs, or other computer programming routines that may damage, interfere or attempt to interfere with, intercept, the normal operation of our Website, or appropriate the Website or any system, or take any action that imposes an unreasonable load on our computer equipment, or that infringes upon the rights of a third party;
- Use any device, software, or routine that interferes, or attempts to interfere, with the normal operation of our site, or take any action that impose an unreasonable load on our equipment; or
- Disguise the origin of the information transmitted through the Website.

Member ID and Password

Access to certain areas of the Website is only available to registered members. To become a registered member, you are required to answer a limited number of mandatory questions.

Answers to additional questions are optional. You represent and warrant that all information you supply to us about yourself and others, including email addresses, is true, valid and accurate, and that you have the right to supply us with such information.

Termination

DST, in its sole discretion, may, at any time and without advance notice or liability, terminate or restrict your access to all or any component of our Website, even if access continues to be allowed to others. Upon such termination or suspension, you must immediately discontinue use of the Website, and destroy any copy you have made of any portion of the Website. Accessing the Website after such termination, suspension, or discontinuation shall constitute an act of trespass. DST shall not be responsible to you to such suspension or termination.

DST may also, at any time, change or impose fees for certain services, or establish or change general practices and limits concerning certain services.

3. Privacy and Security:

Your use of the Website is subject to our Privacy Policy. You agree that you have read our Privacy Policy, and it is reasonable and acceptable to you. Your acceptance of these Terms & Conditions is also your consent to the information practices in our Privacy Policy. You consent to our processing and sharing of personal information about you and other members of your party that you have provided to us in accordance with the terms of and for the purposes set forth in our Privacy Policy. Non-personal information you send or communicate with us, such as questions, comments or inquiries, will not be considered personal information and therefore will not be subject to our Privacy Policy. Accordingly, DST may use any such non-personal information you supply to us, which may include, but is not limited to, any inventions, ideas, concepts or know-how, without restriction or liability.

4. Disclaimer:

DST does not warrant or represent that the content of the DST Website or promotional material is accurate, up-to-date or complete, nor that it does not infringe the rights of others. DST is providing the Website, the promotional material and its contents on an "as is" basis. DST makes no representations or warranties of any kind with respect to the Website, the promotional material, its contents or any of the products or services supplied by DST. You agree that you have not relied upon any oral representation in the selection or purchase of any DST tour packages and have relied solely upon your own research and findings and written promises and agreements contained herein. To the maximum extent permitted by law, DST disclaims all implied representations and warranties including, without limitation, implied warranties that DST products and services offered will be of merchantable quality, fit for any purpose or will comply with any descriptions on the DST Website or promotional material. To the extent permitted by law, you release DST from all liability, cost, damages, claims and expenses (including direct, indirect, special and consequential loss or damage whether in negligence or otherwise) arising out of the supply or failure to supply or use or non-use of the third party products or services or any other act of omission of a Service Provider.

DST does not represent or warrant that the Website, the server that makes it available or any DST products or services supplied through the Website will be free of errors, viruses or defects. Your access and use of this Website are subject to factors beyond DST's control. DST does not warrant that the Website or the products and services offered via the Website will meet your requirements or that the service will be uninterrupted or timely. DST will use our best endeavors to make the Website secure and has implemented technology for this purpose. However, because of the nature of the internet, DST does not warrant that this Website will be secure.

To the maximum extent permitted by law, neither DST nor any of our officers, employees, shareholders or other representatives will be liable in damages or otherwise in connection with your use of or inability to access the Website or the purchase and use of any products and services supplied via the Website or any breach of any warranties that may be implied by law. This limitation of liability applies to all damages of any kind, including compensatory, direct, indirect or consequential damages, loss of data, income or profit, loss of or damage to property, personal injury and claims of third parties. In the event that the DST Website fails to operate or causes you loss or damage, your sole remedy is the refund of any money that you paid to DST to use the website.

If applicable, hotel ratings stated on the DST Website or promotional material (including, without limitation, photographs, list of hotel amenities, descriptions of property, etc.) are provided by the respective Service Providers. These hotel ratings are general guidelines and DST cannot guarantee their accuracy. The promotional material is to be used as a general guide and the ratings and hotel information may be amended periodically by the respective Service Providers. Please be advised that during the peak Hajj season the Service Providers accommodate a large number of pilgrims and consequently the quality of service indicated by their respective ratings may suffer. DST does not guarantee or make any representations as to the quality of services provided by Service Providers.

All Service Providers are independent contractors, not DST affiliates or agents. DST is not liable for the actions, omissions, errors, representations, warranties, negligence, breach of contract, personal injuries, death, property damage, delays, or any other damages or expenses resulting from Service Providers. DST has no liability and will not refund due to delay, cancellation, overbooking, strike, force majeure, terrorism, and any other causes that are beyond DST's direct control or from any loss or damage resulting from improper passport, visas or other documents. DST has no control and is not responsible for any additional expenses, delays, omissions, re-routing, or acts of interference by any government or legal authorities, including but not limited to, government changes in the dates of the Islamic ('Hijri') calendar. You explicitly understand that the Islamic ('Hijri') calendar may change relative to the Gregorian calendar, which may affect your hotel, flight, and other travel accommodations, and do not hold DST or any of its representatives liable for any such change(s), or any impact that such change(s) may have upon your pilgrimage or its rituals.

The information, software, products, and services provided by us or our suppliers or published on the Website may include inaccuracies or errors, including pricing errors. We do not guarantee the

accuracy of, and disclaim all liability for any errors or other inaccuracies relating to such information that appears on the Website. We expressly reserve the right to correct any pricing errors on the Website and/or on the pending reservations made under incorrect price. In such event, if available, we will offer you the opportunity to keep your pending reservation at the correct price or we will cancel your reservation without penalty.

DST is not responsible for any traveler(s) missing any part of the package due to no fault of DST, including but not limited to, the traveler(s) selecting flights that occur outside the published package and tour dates. In such event(s), the traveler(s) shall be responsible for any additional expenses incurred for the traveler(s) to rejoin the tour. DST will not make any changes after departure and will not redeem any part of the payment for any services rendered unutilized.

DST is not responsible for any traveler(s) preference of performing religious rituals according to specific interpretations; all religious rituals shall be performed under the guidance set forth by the Ministry of Hajj and Umrah of the Kingdom of Saudi Arabia.

Shipping and Handling of Documents

DST will use DHL, FedEx or UPS to return your documents unless you send DST a pre-paid completed label for the courier of your choice to use for the return of your documents. DST is not responsible for any delays, loss or damages resulting from the return of your documents by DHL, FedEx, UPS, or any other courier services.

5. Safety:

Please be aware that during your participation in packages operated by DST, certain risks and dangers may arise beyond our control, including but not limited to: the hazards of traveling in undeveloped areas; travel by boat, train, automobile, aircraft, or other means of transportation; the forces of nature; political unrest; acts of lawlessness or terrorism; and accident or illness in remote regions without means of rapid evacuation or medical facilities. DST will not have liability regarding provision of medical care or the adequacy of any care that may be rendered, or for any losses, damages, death, injuries, or claims whatsoever arising from, or connected with, your DST package. While DST will use its best efforts to ensure the adequate measures are taken, by agreeing to participate in a package and/or optional excursions you agree that you will hold DST harmless regarding any access to or provision of medical care or the adequacy of any care rendered.

6. Fitness and Health:

Please be aware that during your participation in the packages operated by DST, certain aspects of the tour package will be physically demanding and require a certain level of physical fitness to be able to fully participate. You agree and warrant that you are physically and mentally fit (including, but not limited to, being able to walk up to 5 kilometers in the desert heat, tolerate temperatures of up to and exceeding 54 Celsius, tolerate significant air pollution, utilize facilities that are non-compliant with Accessible Canada Act) to travel and participate in the packages operated by DST, and that is your responsibility to research all package destination(s), and the included activities, to

determine whether you are physically and mentally fit and able enough to participate at the level required by the tour. You further certify that you have no physical, mental, medical and/or emotional condition that would endanger yourself, other DST customers (sometime referred to hereinafter referred to as "Guest(s)"), and/or any other individuals. You hold harmless DST and agree that DST shall have no liability regarding any portion of the tour that you are unable to participate in due to your health and/or fitness level. DST reserves the right to refuse service, passage, disembark or confine any Guest whose physical or mental condition or behavior would be considered, in the sole opinion of DST, to constitute a risk to your well-being or that of any other Guest or staff member. If you are denied service, passage, disembarkation, or confined pursuant to the terms contained herein, you agree that DST will not be liable for any refund, other compensation or damages, and that disembarkation will be at your sole expense, and that you will indemnify DST and that DST may charge your account for any expenses incurred by DST in relation to your disembarkation.

7. Insurance:

DST highly recommends that you purchase third party insurance to provide adequate cover for medical expenses, personal accident, loss of baggage and curtailment or cancellation of trip, if needed. Individuals are responsible to finance on-the-spot medical treatment and other contingencies, and then to reclaim this from their own insurance. You will be required to provide documentation to the insurance company to facilitate a claim. Please note that there are exclusions to coverage of insurance. Insurance has to be purchased and paid for in full as soon as the booking is made to become effective. As part of the booking process, DST may provide a link for the purchase of insurance; it is solely your responsibility to follow instructions on the link and complete requirements for purchasing insurance coverage.

To the extent permitted by law, you release DST from all liability, cost, damages, claims and expenses (including direct, indirect, special and consequential loss or damage whether in negligence or otherwise) arising out of any loss of baggage.

8. Reservation / Deposits/ Fees:

DST accepts checks, money orders and bank drafts. Your payment is not deemed made until it is received by DST. All payments are in Canadian Dollars.

Payment for Hajj Packages:

Deposit Amount: CAD \$5,000.00 per person within one week of your Hajj registration.
Balance of Payment due May 31, 2022.

For Umrah & Tour Packages:

Deposit Amount: 25% of full package price due within one week of your registration
Second Deposit: 50% of full package due 60 days prior to departure.
Balance of Payment due 45 days prior to departure.

Your booking is not confirmed until your registration/application is approved by DST in its sole discretion, the Deposit is received by DST and you receive written confirmation of your booking from DST. Your reservation may be automatically canceled if payments are not received by DST by the applicable deadlines above. Special conditions may apply to the prices set out on the Website. To determine such conditions, you must contact DST or the relevant Service Provider. Please review and verify your booking invoice thoroughly and contact your travel agent or DST immediately if your invoice appears to be incorrect or incomplete, as it may not be possible to make changes later. Payment of a deposit enables us to hold a reservation for you, but does not guarantee price.

All taxes and fees imposed by the Kingdom of Saudi Arabia, including Hajj and Umrah fees or related to the ritual animal sacrifice, may be charged separately unless indicated in the package as published on the Website. Any change(s) to the estimated fees from the Kingdom of Saudi Arabia related to taxes, Hajj & Umrah fee, and animal sacrifice is subject to adjustment in the sole discretion of DST. In such event, DST reserves the right to charge additional amount reflecting the change(s) in the fees from the Kingdom of Saudi Arabia.

Please be advised that DST reserves the right to reject/refuse any registration/application for any reason and at any time prior to departure.

9. Cancellation:

Pre-paid packages, high-season packages, and customized packages are non-refundable and cannot be cancelled under any circumstances. For all other travel and tour packages, including Hajj and Umrah, all cancellation requests must be received by DST in writing. You acknowledge and understand that DST incurs significant expenses and losses if a traveler cancels a booking. You expressly understand that the following cancellation fees will apply and be strictly adhered to by DST:

For Hajj Packages:

- (a) Cancellation before May 20, 2022: CAD \$700 per person cancellation fee.
- (b) Cancellation after May 31, 2022: No refund will be provided on any reservation/packages.

For Umrah & Tour Packages:

- (a) Cancellation more than 60 days prior to departure: CAD \$250 per person cancellation fee.
- (b) Cancellation between 60 and 45 days prior to departure: CAD \$500 per person cancellation fee.
- (c) Cancellation less than 45 days prior to departure: No refund will be provided.

Notwithstanding the foregoing, airfare purchases are non-refundable and no part of such amounts shall be reimbursed to any traveler canceling a booking.

10. Travelers Who Need Special Assistance:

You must report to DST in writing any disability requiring special attention while traveling at the time the reservation is made. DST will make reasonable attempts to accommodate the special needs of disabled travelers, but is not responsible in the event it is unable to do so nor is it responsible for any denial of services by Service Providers. DST regrets that DST cannot provide individual assistance to a traveler for walking, dining, getting on and off buses and other vehicles, or other personal needs. A qualified and physically able companion must accompany travelers who need such assistance and must assume full responsibility for their well-being; if such a companion is not available for the traveler, DST may, in its discretion, cancel the reservation and provided that DST is informed of any disability requiring special attention at the time the reservation is made, return the full deposit of the traveler. DST accepts no liability or responsibility for any traveler who needs such assistance but does not have a qualified and physically able companion.

11. Young Travelers:

Travelers who are less than 18 years old on the departure date must be accompanied by an adult throughout the duration of the vacation. For any special requirements regarding airline tickets for children, contact your airline directly. If a child will be traveling with adults other than the parents or with only one parent, it is recommended that a notarized letter be written by the parents or non-traveling parent granting authorization to travel, including the dates of travel. DST suggests that you also contact the appropriate consulate and airlines because they may have additional requirements or recommendations.

12. Mandatory Negotiation, Mediation and Arbitration of disputes; Waiver of Jury Trial and Certain Damages:

In the event of any controversy or claim arising out of or relating to this Agreement, or any other contract between you and DST, or the breach thereof, the parties hereto shall consult and negotiate with each other and, recognizing their mutual interests, attempt to reach a solution satisfactory to both parties. If they do not reach settlement within a period of 60 days, then either party may, by written notice to the other party, demand mediation in Mississauga, Ontario exclusively, before a mediator mutually agreed upon by the parties. If settlement is not reached within 60 days after service of a written demand for mediation, any unresolved controversy or claim arising out of or relating to this Agreement shall be finally resolved by arbitration administered by the Canadian Arbitration Association under its Commercial Arbitration Act, and judgment upon the award rendered by the arbitrators may be entered in any court having jurisdiction. The arbitration will be conducted in the English language in the city of Mississauga, Ontario, in accordance with the Ontario Arbitration Act. There shall be one arbitrator, named in accordance with such rules. Except as may be required by law or to the minimum information necessary for entry of judgment, neither a party nor its representatives may disclose the existence, content, or results of any arbitration hereunder without the prior written consent of all/both parties. The parties understand and agree that mediation and arbitration shall be the exclusive remedy for any controversy or claim arising out of or relating to this Agreement or any other contract between you and ST or breach thereof.

The parties further understand that they hereby waive any right to sue in court.

To the extent allowed by applicable law, you agree that you will bring any claim or cause of action arising from or relating to the Agreement within two (2) years from the date on which such claim or action arose or accrued or such claim or cause of action will be irrevocably waived. IN NO EVENT SHALL WE BE LIABLE FOR ANY DIRECT, INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES ARISING OUT OF, OR IN ANY WAY CONNECTED WITH, YOUR ACCESS TO, DISPLAY OF, OR USE OF THIS WEBSITE OR OUR SERVICES OR WITH THE DELAY OR INABILITY TO ACCESS, DISPLAY OR USE OUR WEBSITE, PRODUCTS, OR SERVICES WHETHER BASED ON A THEORY OF NEGLIGENCE, CONTRACT, TORT, STRICT LIABILITY, OR OTHERWISE, AND EVEN WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

IF, DESPITE THE LIMITATION ABOVE, WE ARE FOUND LIABLE FOR ANY LOSS OR DAMAGE WHICH ARISES OUT OF OR IS IN ANY WAY CONNECTED WITH ANY OF THE OCCURRENCES DESCRIBED ABOVE, THEN OUR LIABILITY WILL IN NO EVENT EXCEED, IN THE AGGREGATE, THE GREATER OF (A) THE SERVICE FEES YOU PAID TO US IN CONNECTION WITH SUCH TRANSACTION(S) ON THIS WEBSITE, AND (B) ONE-HUNDRED DOLLARS (CAD\$100.00) OR THE EQUIVALENT IN LOCAL CURRENCY.

YOU AGREE THAT THE LIMITATION OF LIABILITY REFLECTS THE ALLOCATION OF RISK BETWEEN THE PARTIES. THE LIMITATIONS SPECIFIED IN THIS SECTION WILL SURVIVE AND APPLY EVEN IF ANY LIMITED REMEDY SPECIFIED IN THESE TERMS IS FOUND TO HAVE FAILED IN ITS ESSENTIAL PURPOSE.

All parties agree to irrevocably waive their respective rights to a jury trial of any cause of action, claim, counterclaim, or cross-complaint in any action or proceeding and/or hearing brought by either party against the other on any matter whatsoever arising out of these Terms & Conditions or any agreement between you and DST.

In the event that the arbitration clause contained herein is deemed invalid by a court of law, each party agrees that **any suit, action or proceeding arising out of or relating to this Agreement shall be subject to the exclusive jurisdiction of the Province of Ontario.** Each party waives any objection which it may have now or hereafter to the laying of the venue in the City of Mississauga, Province of Ontario of such action or proceeding and irrevocably submits to the personal jurisdiction of any such court in any such suit, action or proceeding.

13. General:

If any of these Terms & Conditions is in invalid or unenforceable, only the portions of the provisions deemed invalid or unenforceable will be struck out, and the remaining provisions will remain in force. Accessing or using the Website in any manner, or booking any travel products or services

through the Website or through our customer service agents, is unauthorized in any jurisdiction that does not give effect to all provisions of these Terms & Conditions, including, without

limitation, this paragraph. Headings are for reference purposes only. Notwithstanding any other provision contained herein, if DST does not act in relation to a breach by you or others of these Terms & Conditions, this does not waive DST's right to act with respect to subsequent or similar breaches. No person, other than an authorized representative of DST by a document in writing, is authorized to vary, add, or waive any term or condition set forth in this Agreement. This Agreement shall be governed by the laws of the Province of Ontario, without regard to the conflicts of laws provisions therein.

14. DST's Use of Guest's Likeness:

You grant DST and/or its promotional partners the exclusive right to include photographic, video and other visual portrayals of you in any medium of any nature whatsoever for any purpose including without limitation trade, advertising, sales, publicity or otherwise, without compensation to you, and all rights, title and interest therein (including all worldwide copyrights therein) shall be DST's sole property, free from any claims by you or any person deriving any rights or interest from you. You understand and agree that professional photographers may photograph you, and those photos may be processed, displayed and sold to others.

15. Links:

DST, at its discretion, may provide links to other web sites or resources or allow third party web sites link to DARELSALAM.CA. Because DST has no control over such web sites or resources, you expressly understand and agree that DST is not responsible in any way or form for the contents, products, advertising, materials, services or resources contained on any other web sites and DST does not endorse or sponsor any third-party web sites. DST is not responsible or liable, whether directly or indirectly, for any damage, loss or claims by or in connection with your use or reliance on any content, products, advertising, materials, services or resources available on or through such web sites.

16. Indemnification:

You agree to indemnify us and our affiliates, including all of our officers, directors, employees and agents from and against any claims, causes of action, demands, losses, damages, or other costs, including any legal and accounting fees, brought by you or third parties as a result of (a) your breach of this Agreement, (b) your violation of any law or rights of any third party, or (c) your use of the Website. In the event you bring an unsuccessful claim against DST in any court of law, or otherwise, you agree to reimburse DST for all costs, including, but not limited to, any legal and accounting fees, incurred by DST.

17. Modification of Terms:

DST reserves the right to change, modify, add, remove or remove portions of this Agreement at any time in our discretion. You should check these Terms & Conditions periodically for changes. Your

continued use of the Website subsequent to revisions of these Terms & Conditions (including the DST Privacy Policy) means you accept those changes.



This Agreement (and any other terms and conditions referenced herein) constitutes the entire agreement between you and DST and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral, or written, between the customer and DST. A printed version of this Agreement and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to this Agreement to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form.

BY SIGNING BELOW, CLICKING THE REGISTER BUTTON ON THE WEBSITE, ACCEPTING SERVICES FROM DST, OR BY NOT CANCELLING THE RESERVATION WITH DST, YOU, THE TRAVELER OR ARRANGER, CONFIRMS THAT YOU HAVE READ AND AGREE TO THE TERMS & CONDITIONS ABOVE. YOU ALSO ACKNOWLEDGE THAT YOU FULLY UNDERSTAND THE PACKAGE WHICH YOU ARE PURCHASING AND ALL TERMS & CONDITIONS THAT APPLY. YOU ALSO ACKNOWLEDGE THAT, IN THE EVENT YOU ARE MAKING A RESERVATION ON BEHALF OF ANOTHER TRAVELER, YOU ARE AUTHORIZED TO BIND THE OTHER TRAVELER TO THESE TERMS & CONDITIONS AND THAT YOU HAVE SO INFORMED THAT TRAVELER OF THESE TERMS & CONDITIONS.

- I have read and accept the Terms & Conditions

COVID-19 TERMS & CONDITIONS

These Terms & Conditions are in addition to our standard Terms & Conditions and will remain in place until such time as restrictions impacting travel and/or restrictions on operations as a result of government lockdowns are lifted. Once these conditions have lifted, any booking for future travel or for travel made under these Terms & Conditions are subject to our standard Terms & Conditions.

Customers may cancel their reservation for Hajj within seven (07) days of the package price publication and receive a 100% (less bank/credit card charges incurred) refund. Thereafter, only cancellation by DST will be refundable. All other cancellations will be subject to DST's standard cancellation policy.

DST has implemented various COVID-19 related safety measures, processes and procedures to ensure we create an environment that is both safe and hygienic during your journey. As with any safety protocol, success is highly dependent on compliance by participants. Although we will ensure compliance by our management, employees, contractors and guests, DST cannot accept any liability in the event of a guest(s) contracting an infectious disease (including, without limitation, COVID-19) as a direct or indirect result of travel. An inherent risk of exposure to COVID-19 exists in any public place. COVID-19 is an extremely contagious disease that can lead to severe illness or death, and senior citizens and guests with underlying medical conditions are especially vulnerable. We ask that you please take personal responsibility for your well-being. Please adopt COVID-19 safety practices such as wearing masks, frequent sanitization, physical distancing where possible and quarantine practices as you prepare for your trip, during your trip, and upon your return.

Your itinerary will include accommodation services and/or ancillary services that are not provided by DST, but by independent third parties, including governmental agencies, that are not owned and/or managed by DST ("Third Party Service Providers"). While we contract with Third Party Service Providers who we believe are committed to the highest health and safety standards, DST is not in a position to validate or dictate their protocols. Please be aware that there may be instances during the trip where protocols recommended by the Ministry of Health Canada are not implemented by Third Party Services Providers. As a result, we cannot confirm the standard to which Third Party Service Providers' protocols adhere, and as such we cannot accept any liability (in the broadest terms) should you (or any member of your party) contract an infectious disease (including, without limitation, COVID-19) when using the services of a Third Party Service Provider.

Accordingly, by booking a reservation with DST, you acknowledge that you are aware of and accept all hazards of travel, including, but not limited to, the risks posed by the ongoing COVID-19 pandemic, and the inherent risk to travel. You hereby agree to hold harmless DST and agree that DST shall have no liability for any travel restrictions, cancellations, and delays by government, transportation, accommodation, catering, Third Party Service Providers, and other relevant institutions and providers.

DST will provide details regarding the travel itineraries as they become available; however, all itineraries are subject to change and/or cancellation pursuant to regulations set forth Third Party Providers, including governmental agencies. Changes to the trip itinerary may include changes in duration, cities visited, occupancy rules in hotel or camp, transportation restrictions, meals or open buffet restrictions, group gatherings etc.

All guests are required to purchase travel insurance to cover medical expenses arising during the trip and losses due to modifications and/or cancellations to the travel itinerary. DST shall not be responsible for any expenses incurred by guests during the trip.

During your trip, governmental agencies and/or third-party vendors may impose additional restrictions (for example, social distancing, face coverings, etc.) and/or institute further screening procedures as a requirement to continue your journey. You agree to comply with any such requests. While we will make our best efforts to minimize the impact of any restrictions and/or screenings, DST shall not be responsible for any resulting delays, interruptions, and/or losses incurred by you.

In the event that the Saudi Ministry of Hajj prohibits you or any family member from traveling for any reason (for example, due to age restrictions), you will be offered a refund less any non-refundable fees, determined in DST's sole discretion. This refund will only apply to those members in your party that fall under the restrictions presented by the Saudi Ministry of Hajj, other members will be subject to the normal terms for cancellation.

If you or anyone in your party is exhibiting symptoms of COVID-19 or test positive for COVID-19 prior to departure for Hajj or Umrah, you agree to notify Dar El Salam Travel representatives immediately, and acknowledge that this may impact your ability to initiate or continue travel. In such event, DST shall not be responsible for any losses incurred by you.

- I have read and accept the Covid-19 Terms & Conditions