

SUNNAH TRAVEL

BOOKING TERMS AND CONDITIONS

Effective date: 30 July 2026

Legal entity	Sunnah Express Ltd
Trading name	Sunnah Travel
Registered and trading address	296 Bethnal Green Road, London E2 0AG, United Kingdom
VAT number	N/A - not currently VAT registered
Email	info@sunnahtravel.co.uk
Website	www.sunnahtravel.co.uk
Retail agent of ATOL holder	Imran Travels - ATOL No. 79159

Important ATOL statement: Sunnah Travel is a trading name of Sunnah Express Ltd and acts as a retail travel agent. Sunnah Travel does not hold its own ATOL. Where a flight-inclusive booking is ATOL protected, the protection is provided by the principal or supplier identified on the customer's ATOL Certificate. For applicable bookings, the stated principal is Imran Travels, ATOL No. 79159. The ATOL Certificate is the definitive record of the ATOL holder and the services protected.

PART A - GENERAL BOOKING CONDITIONS

1. About These Terms

These Booking Terms and Conditions apply to bookings arranged through Sunnah Travel, including flights, flight-inclusive holidays, accommodation, transfers, Hajj and Umrah packages, Ziyarah and religious tours, and other travel-related services. By asking us to make a booking, paying a deposit or balance, completing a booking form, or confirming that you wish to proceed, you agree to these terms on behalf of yourself and every passenger named in the booking.

2. Lead Passenger

The person making the booking must be at least 18 years old and is the Lead Passenger. The Lead Passenger is responsible for providing accurate information, making all payments, communicating these terms and booking information to all passengers, obtaining their authority to make the booking, and notifying us promptly of any change.

3. Our Role as Agent

Unless the booking confirmation expressly states otherwise, Sunnah Travel acts as a disclosed retail agent or intermediary for the principal or supplier providing the travel service. The contract for the underlying travel services will normally be with the principal or supplier identified in the booking documents. The supplier's own booking conditions also apply. Sunnah Travel remains responsible for correctly performing the agency services it has agreed to provide.

4. Making a Booking

Bookings may be made in person, by telephone, email, website, approved online booking system or manual booking form. A booking request is not automatically accepted when submitted. A binding booking normally arises only after availability has been confirmed, the required payment has been received, the principal or supplier has accepted the booking, and a booking confirmation or confirmation invoice has been issued. An acknowledgement, quotation or provisional itinerary is not final confirmation.

5. On Request Bookings

Some bookings may be accepted on an On Request basis. Availability and price are not guaranteed until the supplier confirms the request and you accept the confirmed booking. Payment will only be taken or applied in accordance with the status shown to you.

6. Checking Booking Details

You must carefully check passenger names, titles, dates of birth, passport details, travel dates, flight times, airports, airline, baggage allowance, accommodation, room type, meals, transfers, visa arrangements and all package inclusions before authorising the booking and immediately after receiving confirmation. Passenger names must match their passports. You must notify us immediately of any error. Supplier amendment or cancellation fees may apply.

7. Prices and Quotations

Prices are subject to availability and are not guaranteed until the booking is confirmed. Before confirmation, prices may change because of airline fares, exchange rates, taxes, airport charges, fuel surcharges, visa charges, Saudi Arabian service charges, accommodation, transport or supplier availability. After confirmation, any price change will be handled under the applicable supplier conditions and UK consumer law. We will not impose arbitrary or undisclosed price increases.

8. Deposits and Balance Payments

The required deposit will be stated before booking. For some Hajj, Umrah or pilgrimage packages, a deposit of up to 50% of the package price per applicant may be required because substantial supplier payments are made in advance. Unless otherwise stated in the booking confirmation, the remaining balance must be paid no later than four weeks before departure. Some bookings may require earlier or immediate full payment. The deadline shown on the invoice or confirmation applies.

9. Payment Methods

Payments must be made in pounds sterling unless agreed otherwise. Subject to availability, we may accept debit card, credit card, bank transfer, cash at our office or another approved method. Any booking or administration fee will be disclosed before payment. Bank transfer customers must use the correct booking reference.

10. Failure to Pay

If the balance is not received by the applicable deadline, the principal or supplier may treat the booking as cancelled. Cancellation charges may apply. An instalment arrangement does not alter the final payment deadline unless confirmed in writing.

PART B - DOCUMENTS, PASSPORTS AND VISAS

11. Required Documents

You are responsible for supplying complete, accurate and valid documentation by the stated deadline. Documents may include passports, photographs, visa forms, vaccination certificates, proof of residency, biometric information, marriage or birth certificates, parental consent and other documents required by an authority or supplier. For Hajj and Umrah, documents should normally reach us at least six weeks before departure unless a different deadline is communicated.

12. Late or Incorrect Documents

Late, incomplete or incorrect documents may result in visa refusal, delay, additional charges, cancellation or loss of payments where non-recoverable costs have been incurred. Passports and originals will be handled with reasonable care, but processing times and official decisions remain outside our control.

13. Passport, Visa and Entry Responsibility

Every passenger is responsible for having a valid passport, necessary visa or authorisation, required health documentation, and legal permission to travel. Requirements vary by nationality, immigration status and destination and may change without notice. Information supplied by us is general guidance; passengers must verify current requirements with the relevant official authority.

14. Hajj and Umrah Visas

Visas may be processed by the principal, an authorised Saudi service provider or another recognised agent. Sunnah Travel cannot guarantee that any visa will be granted or issued by a particular date. We are not responsible for refusals or delays caused by government decisions, security checks, incorrect information, late documents, passport problems, quota restrictions, system failures or other circumstances beyond our reasonable control. Cancellation charges will depend on supplier terms and costs already incurred.

15. Tickets and Final Documents

Flight tickets, hotel vouchers, visas and final pilgrimage documents may be issued close to departure. For Hajj, some documents may not become available until approximately 7-14 days before departure because of airline, government, visa or Saudi operational procedures. Customers must remain contactable and keep their contact details current.

PART C - CANCELLATIONS, CHANGES AND REFUNDS

16. Cancellation by the Customer

Cancellation must be submitted in writing by the Lead Passenger and include the booking reference, passenger names, reason and date. The effective cancellation date is when Sunnah Travel receives the written request during normal business hours. Telephone or verbal messages are not normally sufficient. Charges depend on supplier rules, the date of cancellation, airline fare conditions, accommodation, visa and ground-service costs, non-recoverable payments and any disclosed administration fee.

17. Deposits

Deposits are applied toward advance booking and supplier costs. A deposit may be non-refundable to the extent that it represents genuine, disclosed and irrecoverable costs or a valid contractual cancellation charge. Nothing in these terms removes any statutory right to a refund or other remedy.

18. Indicative Hajj and Umrah Cancellation Scale

Where stated in the booking confirmation or principal's conditions, cancellation charges may be: 90 days or more before departure - up to 10% of the package price; 43-89 days - the actual supplier charges or the amount stated in the booking confirmation; 29-42 days - up to 50%; and 0-28 days - up to 95%. Non-refundable airline, visa, accommodation or Saudi service costs may apply where not already included. The exact calculation for the booking will prevail.

19. Flight Cancellation and No-Show

Many discounted or special tickets are non-refundable and may be non-changeable. If a passenger misses one sector, the airline may cancel all remaining sectors, including the return. The passenger may not be entitled to a refund and may have to arrange alternative travel at their own cost. Customers must seek advice before intentionally missing a sector.

20. Customer-Requested Changes

Changes to names, dates, flights, hotels, room arrangements, meals, transfers or other details are subject to supplier approval and availability. Airline or supplier fees, fare differences, tax differences and administration fees may apply. No change is effective until confirmed in writing and paid for where required.

21. Supplier Changes or Cancellation

Airlines, hotels, principals and suppliers may change or cancel services because of schedule changes, weather, air traffic control, operational issues, industrial action, government restrictions, visa or entry changes, Saudi authority

decisions, health emergencies, security concerns or other circumstances beyond reasonable control. We will pass on significant information and explain the options made available by the principal or supplier.

22. Refunds

Where a refund is due from a supplier, Sunnah Travel will process or pass it on after it has been received, except where law requires us to refund directly within a specified time. Supplier refunds may take approximately 8-10 weeks or longer. The refundable amount may exclude non-refundable fares, used sectors, non-refundable taxes or surcharges, visa fees, supplier charges, disclosed booking fees and services already performed.

23. Card Authorisations

A card transaction reversed before settlement may remain visible temporarily as a pending authorisation. The release time is controlled by the card issuer and may take around 72 hours or longer. Where we have not received the funds, the customer should contact the card issuer regarding the pending amount.

PART D - FLIGHTS AND GENERAL TRAVEL

24. Flight Times and Direct Flights

Flight times are supplied by airlines and may change. A direct flight may include an intermediate stop; a non-stop flight normally does not. A code-share flight may be sold under one airline's flight number but operated by another airline. The operating carrier will be identified where required.

25. Check-In

Passengers must follow the airline's current instructions. General guidance is at least three hours before international flights, two hours before European flights and one hour before domestic flights, but airlines may require more time. Passengers must check flight status and travel documents before departure.

26. Connecting Flights

Separate connecting flights may be separate contracts unless confirmed as one through-ticketed itinerary. We are not responsible for loss of an independently arranged connection caused by another service, except where liability arises under law. Allow sufficient connection time and obtain suitable insurance.

27. Baggage

Baggage allowance varies by airline, fare, route and class. Many airlines do not include checked baggage in the basic fare. Passengers must check size, weight, charges and restricted items. Excess baggage is normally payable to the airline. Delayed, damaged or lost baggage must be reported at the airport and a written report obtained before leaving.

28. Children and Infants

Airline age rules usually depend on age on the relevant travel or return date. A child turning two may require a child ticket and seat. Infants under two are not normally allocated a seat unless one is purchased. Unaccompanied minors travel only under airline rules. Parents and guardians must check all consent, passport and visa requirements.

29. Special Assistance and Medical Conditions

You must inform us before booking of any disability, reduced mobility, medical condition, pregnancy, dietary need, allergy, medical equipment or assistance requirement. We will pass reasonable requests to suppliers, but they are not guaranteed unless confirmed. Medical clearance may be required.

30. Travel Insurance

We strongly recommend comprehensive travel insurance immediately after booking. It should cover cancellation, medical treatment, evacuation, repatriation, disruption, missed departure, baggage, personal liability, Hajj and Umrah activities and relevant pre-existing conditions. We are not responsible for losses that suitable insurance could reasonably have covered.

PART E - HAJJ AND UMRAH CONDITIONS

31. Nature of Pilgrimage Travel

Hajj and Umrah involve religious duties, large crowds, shared facilities, walking, waiting, transport delays and arrangements controlled by Saudi authorities and service providers. Times and itineraries are provisional and may change. Passengers must be prepared for crowded conditions, queues, shared transport and accommodation, extensive walking and limited facilities.

32. Group Instructions

Passengers must follow reasonable instructions from Sunnah Travel representatives, the principal organiser, group leaders, guides, Saudi authorities, airline staff, hotel management and transport providers. A group leader's or authority's instruction may override a provisional itinerary for safety, compliance or operational reasons.

33. Leaving the Group

Passengers must not leave the organised group or change arrangements where this may affect permits, transport, accommodation or departure without informing the responsible group leader. Anyone voluntarily leaving may be responsible for their own transport, accommodation, paperwork, rejoining arrangements and airport transfer.

34. Hajj Accommodation

Hajj accommodation may be shared and may differ from UK hotel-rating expectations. Hotel classifications and distance descriptions may be based on Saudi standards or supplier measurements. Mina and Arafat accommodation is normally in tents or facilities allocated by the Hajj authorities. Facilities are shared and may be basic. Tents may not be provided in Muzdalifah.

35. Umrah Accommodation

Umrah hotels and room types are subject to availability. Where a named hotel must be changed in accordance with the booking terms, the supplier will normally seek a suitable alternative. Distances are approximate unless expressly guaranteed.

36. Room Allocation

Staff and volunteers will make reasonable efforts to allocate rooms appropriately, but room-sharing preferences are not guaranteed. Any exchange must be agreed with other passengers and approved where required. Staff may mediate disputes and operational decisions of the responsible organiser or group leader must be respected.

37. Meals

The meals included are those stated in the confirmation. During Hajj, meals may be supplied on designated days by an external caterer in packed portions. Umrah packages do not include meals unless expressly stated. Menus and schedules may change for operational or hygiene reasons. Passengers must disclose allergies and carry appropriate medication.

38. Health

Passengers should consult a GP or healthcare professional before travel, particularly if they have a medical condition, take medication, have mobility limitations, are pregnant, elderly or may be affected by heat and extensive walking. Carry sufficient medication and supporting letters. Local medical availability is outside our control.

39. Death Abroad

In the event of death, Saudi law and official regulations apply. Burial may take place in Saudi Arabia and repatriation may not be available or may require approval. The organiser and authorities will provide reasonable assistance, but official procedures prevail.

40. Conduct

Passengers must respect fellow pilgrims, staff, guides and local residents; follow safety and religious-site instructions; comply with Saudi law; protect their belongings; and avoid abusive, threatening, discriminatory, violent or disruptive conduct. Serious misconduct may lead to termination of participation without refund for unused services, and the passenger may be liable for additional costs.

41. Personal Property

Passengers are responsible for passports, money, jewellery, phones, medicines, luggage and other belongings. Valuable items must not be left unattended. Sunnah Travel is not responsible for loss, theft or damage unless caused by its own negligence and legally recoverable.

42. Photography, Video and Audio

Photography, video or audio may take place for operational, documentary or promotional purposes. We will act reasonably and respectfully. Passengers may notify us in writing before departure if they do not wish to appear in identifiable promotional content. Separate consent may be requested for interviews, testimonials or close-up commercial content.

43. Our Commitment

Sunnah Travel will make reasonable efforts with the principal, suppliers, guides and group leaders to support passengers and help the Hajj or Umrah journey operate successfully, Insha'Allah. Where problems arise, we will seek to provide reasonable assistance and communicate with the relevant supplier.

PART F - ATOL AND FINANCIAL PROTECTION

44. ATOL Protection

Where you buy an eligible ATOL-protected flight or flight-inclusive holiday through Sunnah Travel, you will receive an ATOL Certificate. It identifies the protected services, the principal or ATOL holder, the ATOL number and who to contact if something goes wrong. For applicable bookings, the stated principal is Imran Travels, ATOL No. 79159. Not every travel service is ATOL protected.

45. ATOL Certificate

The ATOL Certificate must be checked immediately. If you believe you should have received one but have not, contact Sunnah Travel without delay. The information on the certificate takes priority when identifying the ATOL holder and scope of protection.

46. Financial Protection Statement

The principal or suppliers identified on the ATOL Certificate are responsible for providing the protected services listed on it, or a suitable alternative, subject to applicable terms. If an ATOL-protected supplier fails, the arrangements and rights under the ATOL scheme apply.

PART G - LIABILITY AND EVENTS BEYOND CONTROL

47. Supplier Responsibility

Where Sunnah Travel acts as agent, the principal or supplier is responsible for the underlying travel service. Sunnah Travel is not responsible for independent supplier acts or omissions except to the extent liability arises under law or because Sunnah Travel was negligent in providing its own agency service. Nothing excludes liability where unlawful.

48. Unavoidable and Extraordinary Circumstances

Neither Sunnah Travel nor the supplier is responsible for failure or delay caused by circumstances beyond reasonable control, except where law provides otherwise. These may include war, terrorism, civil unrest, government action,

border closure, epidemic, natural disaster, severe weather, fire, flood, industrial action, airport closure, air traffic restrictions, airline decisions, security incidents, Hajj quota or permit restrictions and system failures.

49. Personal Arrangements

We are not responsible for independently arranged connecting tickets, hotels, parking, private transport, tours, events, visa appointments or other services outside the confirmed booking. Customers should allow adequate time and insure those arrangements.

PART H - COMPLAINTS AND DATA PROTECTION

50. Problems During Travel

Report any problem immediately to the airline, hotel, guide or supplier, the group leader or local representative, and Sunnah Travel where assistance is needed. Give the supplier a reasonable opportunity to correct the problem. Keep incident reports, photographs, receipts, names and correspondence.

51. Complaints After Travel

Unresolved complaints should be sent within 28 days after return to: Customer Services, Sunnah Travel, Sunnah Express Ltd, 296 Bethnal Green Road, London E2 0AG, United Kingdom; Email: info@sunnahtravel.co.uk. Include full name, booking reference, travel dates, affected passengers, details, supporting documents, action already taken and the remedy requested.

52. Supplier Complaints

Where a complaint concerns an airline, hotel, principal or third party, that supplier's procedure and conditions may apply. Sunnah Travel will provide reasonable agency assistance, but the supplier may be responsible for the substantive decision, compensation or refund.

53. Personal Information

To arrange bookings, we may process names, contact details, dates of birth, passport and nationality information, payment details, travel preferences, medical or assistance information and visa documents. Information may be shared where necessary with principals, airlines, hotels, transport providers, visa agents, embassies, government authorities, Saudi service providers, payment processors, insurers, technology providers and other suppliers, including recipients outside the UK.

54. Privacy Policy

Personal information will be handled under our Privacy Policy and applicable data-protection law. The Lead Passenger must ensure that each passenger understands the processing and has authority to provide another passenger's information, including sensitive information where applicable.

PART I - GENERAL LEGAL TERMS

55. Communications

Notices may be sent to the postal address, email address, mobile number or messaging account supplied by the Lead Passenger. The Lead Passenger must monitor communications and inform all passengers. Any change of contact details must be notified promptly.

56. Transfer of Booking

A customer may not transfer a booking or contractual rights to another person except with supplier approval, payment of applicable charges or where a statutory right applies.

57. Severability

If any provision is illegal, invalid or unenforceable, the remaining provisions continue in effect.

58. Entire Agreement

These terms, the booking confirmation, invoice, ATOL Certificate, supplier conditions, package description, Privacy Policy and written special conditions form the agreement relating to the booking.

59. Changes to These Terms

We may update these terms from time to time. The terms supplied or made available when a booking was confirmed normally apply to that booking. A later website update will not retrospectively remove existing statutory or contractual rights.

60. Governing Law

These terms and the booking are governed by the laws of England and Wales. The courts of England and Wales have jurisdiction, subject to any mandatory consumer right to bring proceedings elsewhere in the United Kingdom. Nothing affects statutory rights.

FREQUENTLY ASKED QUESTIONS

Can I cancel or change my flight?

This depends on airline fare rules. Many lower-priced tickets are non-refundable. Some are changeable subject to charges and fare differences. Contact Sunnah Travel before missing or cancelling any flight sector.

What is the refund policy?

Refund entitlement depends on the airline or supplier rules and your booking terms. Supplier refunds may take approximately 8-10 weeks or longer.

Why is my card refund not showing immediately?

A refund or reversed authorisation may take time to appear. The release of a pending card amount is controlled by your bank or card issuer.

How can I pay?

Depending on the booking, payment may be made by debit card, credit card, bank transfer, cash at our office or another approved method.

When should I arrive at the airport?

Follow the airline's specific instructions. General guidance is three hours before international flights, two hours before European flights and one hour before domestic flights.

What is a code-share flight?

A code-share is sold under one airline's flight number but operated by another airline.

What is an e-ticket?

An electronic ticket is stored in the airline's system. Retain the confirmation and carry all required identification and travel documents.

Is my booking ATOL protected?

It is protected only where eligible and an ATOL Certificate is issued. For applicable bookings sold by Sunnah Travel as retail agent, the stated principal is Imran Travels - ATOL No. 79159. The certificate is definitive.

CUSTOMER ACKNOWLEDGEMENT

1. The booking information has been checked and passenger names match travel documents.
2. These Booking Terms and Conditions and relevant supplier conditions have been read and accepted.
3. Payment, amendment and cancellation conditions have been understood.
4. Passport, visa, health and entry requirements remain the passengers' responsibility.
5. Suitable travel insurance has been recommended.

6. The Lead Passenger has authority to accept these terms for every person included in the booking.

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Retail agent for applicable ATOL-protected bookings

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