

UMRAH POLICY – TERMS & CONDITIONS

Visa Processing

- Umrah visa processing will be subject to the rules and regulations of the Kingdom of Saudi Arabia and the relevant Saudi authorities.
- Ticket is mandatory before visa
- Due to Saudi Arabia's current Umrah visa policy, **staying beyond the approved visa duration is strictly restricted.**
- Any **extra day/overstay may result in a penalty of up to SAR 2,500,000**, subject to applicable Saudi regulations and enforcement.
- Visa issuance is subject to approval by the Saudi authorities and cannot be guaranteed in advance.
- The applicant must provide complete, accurate and valid documents/information for visa processing.
- Any delay, rejection, cancellation or additional requirement imposed by the Saudi authorities will be outside the responsibility of the mRewardsonline or its associates

Visa Processing is done online and may take anywhere between 48 hours upto 120 hours and customer will be sent information via email and is strictly requested to keep a check on his email , cell or updates on his mRewards card dashboard

Passport & Documents

- Passport must be valid 6 Months as per the applicable Saudi visa requirements.
- All documents provided by the passenger must be genuine, complete and accurate.
- Any incorrect, incomplete or misleading information may result in visa rejection or delay.

Hotel Booking

- Hotel bookings are subject to availability and confirmation.
- Once confirmed/booked, hotel reservations may become non-refundable and/or non-changeable according to the hotel's cancellation policy.
- Check-in and check-out times will be according to the hotel's official policy.
- Room type, bed configuration and occupancy will be subject to hotel availability.

Transportation

- Transportation services will be provided according to the confirmed package.
- Any transportation requirement imposed by Saudi authorities must be fulfilled before the relevant voucher/booking is issued.

- Transportation timings may change due to traffic, operational requirements, government instructions or other circumstances.

Cancellation & Refunds

- Visa fees, government charges, service charges and other non-refundable components will not be refundable once processed.
- Once Booked Hotels are Non Refundable & Non Changeable

Customer Information:

Will be informed 12 hours before departure on hotel information, driver contact number and any other information

Send to Embassy

Once the application is marked as "sent to embassy remarks," automatic clearance is expected within 24 to 48 hours. If the visa application does not receive automatic clearance within the specified time frame, additional charges will be applied for Dropbox clearance. These additional charges will be the responsibility of the traveler.