

## Terms and Conditions for the 3rd World Hajj & Umrah Convention

Hajj People Ltd are holding the World Hajj and Umrah Convention of the year, at the famous Queen Elizabeth II Conference Center on the 28<sup>th</sup>, 29<sup>th</sup> & 30<sup>th</sup> of December 2014.

### 1. INTRODUCTION

- 1.1.1. In these terms and conditions (including the Code of Conduct set out in Section 2 below (the "Code"), as amended by Hajj People from time to time (the "Terms"), "HjP" refers to Hajj People and the "Attendees" refers to the person or body (Delegates, Exhibitors and Sponsors) that has agreed to these terms.
- 1.1.2. HjP is a social enterprise company with a commercial engine that is focused and committed on creating solutions to enhance, promote and develop the practices within the Hajj and Umrah industry for the benefit of all industry stakeholders. The Attendees recognise the benefits, both to individual businesses and the industry as a whole, of improving the quality and value offered by every business involved in the Hajj and Umrah industry.

### 2. CODE OF CONDUCT

- 2.1.1. Attendees participating are required to meet the relevant scheme standards.
- 2.1.2. **Customer Care:** The Attendees will ensure that high standards of customer care are in evidence in correspondence and contact with customers. All staff will be expected to deal with customers in a courteous, efficient and polite manner. Complaints from customers or prospective customers will be dealt with courteously and promptly, with every effort made to resolve them to the satisfaction of all involved.
- 2.1.3. The Attendees understands that a helpful and friendly attitude reflects well on its individual business, on the local area, as well as on Pilgrims as a whole. Therefore the Attendees and staff will take a positive and proactive approach to dealing with queries from the general

public (whether they are their own customers or not). In support of this, the Attendees will encourage all staff to develop a good knowledge of local attractions and tourist services.

- 2.1.4. **Safety, Maintenance and Hygiene:** The Attendees will make sure that all buildings, premises, equipment and vehicles are maintained in sound condition, and fit for the purposes intended; and that high standards of safety are maintained at all times.
- 2.1.5. The Attendees will ensure that the highest standards of cleanliness and hygiene will be maintained at all times.
- 2.1.6. **Pricing and Advertising:** The Attendees will ensure that the prices of all products and services offered are made clear and unambiguous, including any surcharges or charges for additional services. Where prices are agreed in advance, these will not be exceeded. A receipt or VAT receipt will be available if requested.
- 2.1.7. The products and services on offer will be described fairly and clearly in all advertising – whether by printed brochures, web sites, word of mouth, or any other means. This will be kept up to date, and any changes advised to prospective customers. These products or services should be supplied or delivered as agreed with the customer, or as advertised – for example opening hours, appointments and reservations will be honoured.
- 2.1.8. **Legislation:** It is the Attendees responsibility to be aware of, and comply with, all relevant statutory obligations and local licensing requirements relating to its business and to ensure that the Attendees and its staff comply with these.

### 3. ADVERTISING & PROMOTION

- 3.1.1. Provision of Marketing Information the Attendees shall ensure that any information provided to HJP for any marketing activity (for example, copy and photographs for inclusion in advertisements in any medium):
  - a) is accurate and complete;
  - b) will not breach any contractual or statutory rights of any third party (for example in relation to intellectual property rights);
  - c) complies with all relevant advertising statutes and codes of practice, for example the British Code of Advertising Practice; and

- d) will not render HJP liable to any claims or proceedings. For the avoidance of doubt, this applies equally to information contained on any web entry or website which the Attendees requests HJP to promote.
- 3.1.2. Use of Marketing Information: HJP reserves the right to refuse to accept or amend any information provided by the Attendees in relation to any marketing activity (including any website, or information contained on a website, that an Attendees requests HJP to promote). HJP is unable to guarantee the date of insertion, position, wording or quality of any advertisement. Unless otherwise agreed between HJP and the Attendees, HJP is unable to return any information provided to it.
- 3.1.3. **Costs:** The Attendees shall pay the costs associated with any marketing activity in accordance with the terms of the relevant booking form or process. HJP will issue the Attendees with an invoice stating the price to be paid as soon as reasonably possible after HJP's receipt of the relevant booking form or completion of the relevant booking process. The Attendees will pay all sums due in terms of such invoices within 30 days of the date of the invoice.
- 3.1.4. **Accuracy of Advertising:** It is the responsibility of the Attendees to check the accuracy of any advertisement (in whatever medium). Neither HJP nor its contractors or suppliers are able to accept any liability for any loss or damage arising as a result of the loss of any information provided by the Attendees to HJP or by any discrepancy or failure in the publication of any advertisement. In any matter of complaint, claim or query HJP's liability shall be restricted to (depending upon which of the following options HJP reasonably believes is most appropriate in any particular situation) either giving a credit for the amount paid in respect of the advertisement or offering the Attendees an appropriate alternative advertising opportunity without additional charge. Nothing in this Section limits HJP's liability for any matters in respect of which liability may not be excluded or limited by law.

#### 4. GENERAL

- 4.1.1. **Inspection of Facilities:** HJP reserves the right to inspect the premises or facilities or services (including by "mystery shopping") of any Attendees to monitor compliance with the Terms.

- 4.1.2. **Participation and Termination:** HjP reserves the right to refuse any application to participate in any marketing or promotional activity. HjP is also entitled at any time to notify an Attendees that its participation in HjP marketing and promotional activities has come to an end, including, but not limited to where:
- i. HjP reasonably considers that the Attendees has caused damage to HjP's interests, reputation or standing; or
  - ii. HjP receives a complaint about the Attendees which, after investigation of such complaint, HjP believes to be sufficiently serious; or
  - iii. the Attendees has breached any of the Terms; or
  - iv. the Attendees fails to pay any sums due to HjP on time and/or in full.
- 4.1.3. **Breach of Terms:** The Attendees will indemnify HjP against all claims (including expenses) arising out of or in connection with the failure of the Attendees to comply with the Terms.
- 4.1.4. **Confidential Information:** HjP will use reasonable endeavours to keep confidential any information relating to an Attendees that;
- i. is provided to HjP subject to an obligation of confidentiality or that the relevant Attendees reasonably requests that HjP keep confidential and/or
  - ii. HjP reasonably believes to be confidential. However, the Attendees acknowledge that any such information may require to be disclosed by HjP in accordance with its obligations under the Freedom of Information Act 2000.

## WORLD HAJJ AND UMRAH CONVENTION 2014

These terms and conditions refer specifically to the WHUC organised by HjP. In the event of a conflict between these Conditions and the HjP Terms and Conditions, these Conditions shall have precedence.

## 5. ATTENDEES PACKAGE includes:

- 5.1.1. 3 Day's Full WHUC Attendees Pass for 28th,29th & 30<sup>th</sup>of December2014 that will include:
- WHUC Conference 2014
  - WHUC Networking Session 2014
  - WHUC Trainings 2014
  - WHUC Exhibitor Pavilion 2014
- 5.1.2. Halal food will be provided to all Attendees during the three days convention at our designated lunch and refreshment areas.

## 6. BOOKINGS

- 6.1.1. These Conditions apply to all booking(s) made by the Attendees in relation to the World Hajj and Umrah Convention organised by HJP (the "WHUC"). The Attendees agrees to comply with any additional terms and conditions applicable to particular WHUC that are set out in the relevant booking form or process (a "Booking Form").
- 6.1.2. Attendees are registered for the WHUC – 2014 immediately upon completing their application/booking form.
- 6.1.3. In order to participate/attend, each Attendee is required to confirm seat at the 3rd World Hajj & Umrah Convention – 2014 (London, UK), by submitting the relevant Attendee Registration Fee to HJP depending upon their participation level (Delegates, Exhibitor, Sponsor)
- 6.1.4. The Attendees Fee will be accepted in local currency as well as in British Pounds Sterling. However, there is no fixation on a standard rate for the registrants.
- 6.1.5. As soon as possible after receipt of a Booking Form and full payment, HJP Accounts Department will confirm to the Attendees whether the booking has been accepted. HJP reserves the right to refuse to accept any booking.
- 6.1.6. If a booking is accepted by HJP, an invoice will be sent to the Attendees for 100% of the total charge for participation at the WHUC, the total charge being as set out in the relevant

Attendees Registration Fee or as may otherwise be notified by HjP to the Attendees prior to HjP's acceptance of any booking (the "Total Charge")

- 6.1.7. If a Booking is accepted by HjP, details and timelines for artwork/information submissions, delivery address details, badging information, participation costs and all other requirements for and conditions of participation in the WHUC will be supplied to the Attendees. The Attendees agrees to comply with all such requirements and conditions.

## 7. CANCELLATION AND POSTPONEMENT

- 1.1.2. Postponement, Change or Cancellation by HjP
- 1.1.3. HjP shall be entitled to postpone or change the duration or venue of the WHUC at its absolute discretion. In the event of postponement or change of duration or venue of the WHUC, HjP will be entitled to make any modification, re-arrangement or substitution to the form, layout and allocation of stances as it considers necessary, and such modification, re-arrangement or substitution shall be binding on the Attendees except that where HjP materially alters the size of allocated stances, HjP shall notify the Attendees and both parties shall use their best endeavours to agree an appropriate amendment to the Total Charge which appropriately reflects the alteration in size.
- 1.1.4. In the event of cancellation of the WHUC by HjP (other than in the circumstances referred to in Condition 7.1.6 below), HjP will, at the Attendees option,
- i. refund to the Attendees the Total Charge previously paid or
  - ii. offer the Attendees an appropriate (in HjP's opinion) alternative opportunity at another WHUC, and HjP shall have no further liability to the Attendees as a result of such cancellation.
- 1.1.5. HjP, the proprietors of the WHUC venue and/or the organisers of the WHUC shall not be liable to the Attendees or any other person for loss, injury or damage of any kind arising from or in any way attributable to the cancellation, postponement, delay or abandonment of the WHUC or change of duration or venue due to any cause beyond the reasonable control of HjP. In the event of cancellation, postponement, delay, abandonment or change as a result of such a cause, HjP shall not be obliged to refund any portion of any sums already paid by Attendees in relation to that WHUC.

- 1.1.6. While every effort is made to arrange an itinerary for speakers and topics that have been confirmed at the time of publishing, circumstances beyond the control of the organizers may be subject to any necessary substitutions, alterations or cancellations of the speakers and/or topics. HJP reserves the right to alter or modify the advertised speakers and/or topics if necessary without any liability whatsoever
- 1.1.7. **Cancellation by the Attendees:** Attendees cancelling a booking after HJP has confirmed its acceptance of a booking will forfeit the Total Charge.
- 1.1.8. Once visa is issued by the concerning authorities and the Attendees is unable to attend for any reason, will forfeit the Total Charge.
- 1.1.9. **HJP is unable to refund the Total Charge unless:**
- written notice of the cancellation is received by HJP (info@hajjpeople.com) at least one month prior to the first day of the WHUC, refund will be released within 30 – 90 days after the event; and
  - HJP is able to re-let the cancelled space in its entirety in return for payment of an amount that is at least equal to the Total Charge.
  - confirmed Attendees that fail to apply for their Visa on time will be eligible for a refund of 75% of the Paid Attendees Registration Fee. To avail this refund, an official request letter should be addressed to [Info@Hajjpeople.com](mailto:Info@Hajjpeople.com) no later than 5th of November 2014. The refund shall be released within 30 – 90 Days after the event.
  - refund of 75% of the Attendees Registration Fee (in case of Delegates) shall be given to each Attendee whose Visa is refused, provided the Visa was applied before the deadline date and no unlawful means were used during the application process. A copy of the Visa refusal letter and refusal stamp on the Passport must be provided along with the official refund application to [Info@Hajjpeople.com](mailto:Info@Hajjpeople.com). The refund shall be released within 30 - 90 Days after the event.

## 8. PROMOTIONAL ACTIVITIES

- 8.1.1. Subject to Condition the Attendees shall be permitted to erect such trade stands and exhibits and use such promotional materials as HJP may specify (in the relevant Booking Form, confirmation of booking or otherwise) or approve in writing in relation to the WHUC.

- 8.1.2. The Attendees must complete all trade stands and exhibits, and promotional materials must be available, before the opening of the WHUC. Trade stands and exhibits must not be removed and displays must not be dismantled either partially or totally, before the closing time on the last day of the WHUC. All exhibits and promotional and other materials brought to the WHUC by the Attendees must be removed as soon as possible after the end of the WHUC.
- 8.1.3. HJP reserves the right to prevent or stop any promotional activity on the part of an Attendee that may cause disturbance, annoyance, danger or inconvenience to any other persons. The Attendees may distribute promotional materials from the Attendee's trade stand but must not distribute promotional materials in the vicinity of entrances and exits. Exhibits or other devices which emit sound or light must cause no disturbance to other persons. If HJP receives a complaint regarding an Attendee's conduct, HJP shall be entitled to take such action as it deems appropriate, including but not limited to immediate removal of all trade stands, exhibits and promotional materials relating to the Attendees without refund of any part of the Total Charge.

## 9. LIABILITY

- 9.1.1. The Attendees shall not contravene any statutory or regulatory provision, in particular relating to the health and safety, copyright, performing rights, trading standards and consumer legislation.
- 9.1.2. The Attendees shall indemnify HJP against any loss, damage or expense arising from the acts, default or negligence of the Attendees or any of its employees, agents and contractors and visitors to its trade stand.
- 9.1.3. The Attendees undertake to insure to their full replacement value the contents of his trade stand and all equipment and materials used by the Attendees in connection with the WHUC. The Attendees also undertakes to have in place adequate levels of appropriate liability insurance for the duration of the WHUC, including but not limited to product, public and employers' liability insurance. HJP reserves the right to require the Attendees to produce satisfactory evidence of insurance cover required under this Clause 9.1.3 prior to the commencement of the WHUC. HJP, the proprietors of the WHUC venue and the



organisers of the WHUC shall have no liability to the Attendees for damage to or loss or destruction of the exhibit or other property brought to the WHUC venue by or for the Attendees or any other person.

## 10. SAFETY

- 10.1.1. The Attendees undertakes to become familiar with the health, fire and safety regulations applicable to the WHUC venue before the opening of the WHUC and to observe these for the duration of the WHUC. Aisles and fire exits must be kept clear of trade stands, exhibits and promotional materials. HJP, the proprietor of the relevant venue and/or the organiser of the WHUC shall be entitled to remove any articles blocking aisles or fire exits and shall not be liable to the Attendees for any loss or damage occasioned by such removal.
- 10.1.2. All trade stands and exhibits must be appropriately constructed so as to avoid danger to persons attending the WHUC. The Attendees shall indemnify HJP against all claims on account of any injury to any persons whatsoever occasioned by or attributable in any way to the Attendees.
- 10.1.3. The Attendees shall obey all reasonable instructions given by HJP, during the WHUC.

## 11. MARKET RESEARCH

- 11.1.1. The Attendees undertake to participate in any follow-up research HJP may conduct in order to evaluate the success/management of the WHUC.