

AS IT HAS BEEN RECEIVED FROM NUSUK



## Tips for Making a Successful Payment of Hajj Packages

### Dear Applicant

We are delighted to inform you that **the booking for Hajj packages will soon be available**. Prior to elaborating on the guidelines for each payment method, we would like to bring to your attention some important general guidelines that will assist you in making a successful payment for a Hajj package:

1. The availability of payment methods may vary from one country to another and is subject to policies and regulations of countries and banks.
2. Do not pay for any services outside of the official platform "Nusuk Hajj". No organization can guarantee you a seat for a deposit, as it will be based on a first-come-first-served basis. We urge you to

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remain vigilant of any fraudulent or fake offers and only make your purchase directly on the official "Nusuk Hajj" platform.

3. Kindly refrain from sharing your financial information with anyone. Nusuk Hajj staff will never request your sensitive financial information such as your CVV number or OTP codes.

4. Once you have selected a payment method, you will not be able to change to another method. In such an event, you will have to cancel and rebook the Hajj package using another payment method, and the cancellation policy will apply.

5. It is essential that you ensure your bank account or credit card (based on your preferred payment method) remains valid for a considerable period and does not expire soon.

6. All payments will be made in Saudi Riyals, so please take note of the exchange rates.

#### **Making Payment using Credit Cards (Visa or MasterCard):**

1. Please make sure that your card has sufficient funds available. If necessary, you may need to contact your bank or credit card company to increase your card's limit.

2. We recommend that you charge your credit card in advance before confirming your booking as you will only have 30 minutes to make the payment before the session expires.

3. Please note that payments for the main person and all companions must be made in a single transaction using one card. Therefore, please ensure that you have sufficient funds available to cover the total amount, as it is not possible to split the payment across multiple cards.

4. Prior to making the payment, kindly notify your bank or credit card company that you will be paying for the Hajj package and mention Nusuk Hajj to them to avoid any blocking.

#### **Making Payment using Bank Transfer:**

1. It is essential that you notify your bank in advance that you will be paying for the Hajj package by mentioning Nusuk Hajj to avoid any blocking.

2. A unique IBAN will be generated for you by Nusuk Hajj for transferring the package price. This IBAN will enable you to transfer the amounts and complete the transaction.

3. You can make transactions from different bank accounts to the same generated IBAN in Nusuk Hajj, but please note that the IBAN is unique to you and your companions and linked to your profile only. It is not the same IBAN for all bookings.

4. You may pay the package price in multiple transactions, and there is no limit to the number of transactions you can make until the full amount is paid. You can keep track of your payments and outstanding balance via your profile.

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5. You will be provided with a certain duration to complete the transaction. Please make the payment promptly upon receiving the IBAN to ensure the successful completion of the transaction. **The duration will be divided as follows:**

a. Five days duration: By the end of the displayed day, the system will verify if 50% of payment has been received by Nusuk Hajj. If not, your booking will be canceled, and the amount will be displayed as an unused amount in your profile to enable you to use it for another booking. The cancellation policy will not apply in this case, but some fees will not be refundable.

b. Three days after the five days duration: After the confirmation of receiving 50% of payment within the first five days, you will be granted an additional three days to pay the balance. By the end of the displayed day, the system will verify if 100% of payment has been received by Nusuk Hajj. If not, your booking will be canceled, and the amount will be displayed as an unused amount in your profile to enable you to use it for another booking.

### **Making Payment using Cash:**

1. The cash payment method is permitted in some countries based on their policies.

2. If cash payment is allowed as a payment method when you are booking, please select the nearest center to you.

3. You will be provided with a duration of five days to make the payment.

4. When going to the center, **kindly ensure the following:**

a. You should have sufficient funds to complete the transaction for you and all your companions, taking into account the applicable exchange rates.

b. Please take your passport with you and present it to the cashier upon making the payment.

5. Upon completing your cash payment, please make sure you received a confirmation email prior to leaving the center. If you face any difficulty, please contact our support team for assistance.

### **Refunds and Cancellations:**

**Any service canceled at any point prior to check-in or the date of travel or delayed for processing the Hajj visa or rejected will be subject to the following terms and conditions:**

1. We strongly advise you to peruse the cancellation policies as each Hajj package has a distinct cancellation policy

2. You will be granted a grace period of 48 hours starting from the booking time, during which the cancellation policy will not apply. However, this provision will only be effective until 15 Dhu Al Qidah. Nonetheless, certain non-refundable cancellation fees will apply.

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3. Refunds will be made using the same payment method, except for cash payments, which will be refunded to the bank account provided by the customer.

4. It takes around 28 days to receive the refund amount upon cancellation. Therefore, make sure to have sufficient additional funds if you wish to book a different package.

These guidelines are intended to be a useful tool to aid you in paying successfully and confirming your booking for the Hajj package. If you need any assistance or clarification, please do not hesitate to contact us via any of the available support channels.

**May Allah bless your virtuous deeds.**

**Thank You!**

**Nusuk Hajj Team**

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