

# Terms & Conditions – MakBesar Event

(6 Feb – 8 Feb 2026)



## 1. Promotion Period:

The promotion is valid for bookings made with Hahnemann Travel & Tours Pte Ltd during the MakBesar Event, **Grand Market** at Suntec City, between [6<sup>th</sup> Feb 2026] and [8<sup>th</sup> Feb 2026], for group Holiday package tours & umrah scheduled between Apr 2026 and February 2027.

## 2. Special Offer – A:

- The promotion applies to all customers who book a group package with a minimum of two (2) adults (couple) in a single receipt at the MakBesar Event
- A discount will be applied to the total package price per booking (per couple). The exact discount amount is determined by the specific package, destination, and departure date selected.
- Discount tiers are as follows:
  - **For Umrah Packages:** Discounts range from SGD \$100 to SGD \$300 per couple.
  - **For Holiday Tours:** Discounts range from SGD \$100 to SGD \$200 per couple.
- The final applicable discount for your chosen package will be clearly stated and confirmed on your booking receipt and invoice. This exclusive event discount is **only valid** for **bookings concluded during the event** dates. It applies to umrah and tours departing between April 2026 and February 2027, subject to package-specific travel dates and availability.

## 3. Special Offer – B:

- 9D Umrah Odyssey - From SGD \$2,899
- 10D Umrah Odyssey – From SGD \$2,999
- Valid for travel from July to October 2026.
- This specific package price (Special Offer B) is not eligible for the tiered discounts outlined in Special Offer A (Clause 2).
- This promotion cannot be combined with any other ongoing promotions, discounts, or offers, unless otherwise stated by the event organizers or travel agents.

## 4. Booking and Redemption:

- The discount will only be applied upon successful booking of the group package tour.
- The discount will be applied directly to the total package price at the time of booking, provided the criteria outlined in these terms are met.

## Cancellation and Refund Process:

- Bookings made during the promotion period are subject to the standard cancellation and refund policies of Hahnemann Travel & Tours.

## Terms & Conditions – MakBesar Event

(6 Feb – 8 Feb 2026)



- If a customer does not qualify for the promotion (e.g., failing to meet the group size or other criteria), the promotion benefits (such as discounts or free gifts) will not apply, and the customer will be charged at the full package price.
- In the event that a customer cancels their booking after the deposit is made, the deposit is non-refundable. Please refer to the detailed Booking and Cancellation Policies for more information.

### 5. Non-transferability:

- The promotion is non-transferable, non-refundable, and cannot be exchanged for cash or other services.

### 6. Combination with Other Offers:

- This promotion cannot be combined with any other ongoing promotions, discounts, or offers, unless otherwise stated by the event organizers or travel agents.

### 7. Modification or Cancellation:

- Hahnemann Travel & Tours reserves the right to modify, suspend, or cancel the promotion at any time without prior notice. Any changes will be communicated through official channels.
- If the promotion is canceled, affected customers will be provided with an option for a refund or an alternative promotion of similar value, as determined by Hahnemann Travel & Tours.
- Refund Process: Refunds will be processed in accordance with Hahnemann Travel's Refund Policy and may be subject to administrative fees.

### 8. Terms of Travel:

- All other standard terms and conditions for the group package tours apply, including but not limited to booking requirements, cancellation policies, and payment terms.
- All bookings are subject to the standard Terms and Conditions for group package tours and Umrah packages, including cancellation and refund policies.
- Force Majeure: In the event of force majeure (e.g., natural disasters, pandemics, government-imposed travel restrictions), Hahnemann Travel & Tours will make reasonable efforts to notify affected customers and offer suitable alternatives, such as rescheduling the travel or a refund. Customers will not be entitled to a refund if the cancellation is due to circumstances beyond Hahnemann Travel's control.

### 9. Event Offers & Eligibility:

- Participation in the special offers and free gifts is governed by additional terms and conditions, which are supplementary to the main terms and conditions of Hahnemann Travel.

## Terms & Conditions – MakBesar Event

(6 Feb – 8 Feb 2026)

- Age and Residency Restrictions: The promotions may be subject to age restrictions and residency requirements, which will be communicated at the time of booking. Please refer to the official terms and conditions for full eligibility requirements.

### 10. Additional Terms and Conditions:

#### I. Free Gifts with Deposit:

- Event attendees who successfully book a tour or Umrah package and pay the required non-refundable deposit (see Clause 11) will receive one (1) free gift per adult in the booking; while stocks last.
- Gifts are selected at random from a pre-determined set (e.g., neck rest, cap, passport cover, prayer mat, drawstring bag) and are subject to availability and while stocks last.
- The specific gift item cannot be chosen, exchanged for cash, or substituted for another item.
- Fraudulent Participation: Any attempt to obtain gifts through fraudulent means will result in disqualification from all promotions and forfeiture of any gifts or discounts.

#### II. General Conditions:

- All offers, discounts, and promotions are subject to the **Terms and Conditions** of the event.
- Umrah package prices exclude the cost of **visa fees**.
- Group tour prices exclude **airport taxes**.
- The term "couple" refers to **two (2) adults** per booking.

#### III. Event Eligibility:

- Discounts, promotions, and other offers are only **applicable to event attendees**.

### 11. Deposit & Free Gift Eligibility

- To secure a booking under this promotion and qualify for the advertised discount, a **non-refundable deposit of SGD \$300 per booking** is required for both Tour and Umrah packages.
- Payment of this **deposit constitutes a confirmed booking** and locks in the promotional package price and discount.
- This deposit also entitles the booking to one (1) free gift per adult in the booking (as detailed in Clause 10.I). The gift will be provided at the event upon payment, subject to stock availability.

# Terms & Conditions – MakBesar Event

(6 Feb – 8 Feb 2026)



## 12. Personal Data Protection (PDPA)

### Collection of Personal Data:

- By participating in this promotion, customers consent to the collection, use, and disclosure of their personal data by Hahnemann Travel & Tours Pte Ltd ("the Company") for the purposes of administering the promotion, processing bookings, and notifying customers of booking confirmations and promotional updates.
- The personal data collected may include but is not limited to the participant's name, contact number, email address, mailing address, and other information relevant to the promotion and booking process.

### Purpose of Collection:

- The Company will collect personal data for the following purposes:
  - To register participants for the promotion and related events.
  - To send promotional materials or updates related to future promotions, services, and events (where consent has been provided).
  - To comply with legal or regulatory requirements, as necessary.
  - To fulfill the requirements for carrying out the tour and Umrah packages as registered by the travelers with Hahnemann Travel, a licensed travel agency.

### Use and Disclosure of Personal Data:

- Personal data provided by participants will be used solely for the purposes stated above and will not be sold or shared with third parties for marketing purposes without the participant's explicit consent.
- The Company may share personal data with third-party service providers or contractors who are involved in the processing or delivery of the promotion or services, such as prize fulfillment. These third parties are obligated to handle the personal data in accordance with applicable data protection laws.

### Data Storage and Protection:

- The Company will take appropriate security measures to protect personal data from unauthorized access, disclosure, alteration, or destruction. This includes implementing physical, electronic, and managerial safeguards in line with industry standards.
- Personal data will be stored securely in the Company's databases for the duration necessary to fulfill the purposes of the promotion and for any additional period required by law. After this period, personal data will be securely disposed of or anonymized.

### Access and Correction of Personal Data:

## Terms & Conditions – MakBesar Event

(6 Feb – 8 Feb 2026)



- Participants have the right to access, correct, or update their personal data held by the Company at any time. To make such a request, participants can contact the Company at [sales@hahnemanntravel.com.sg or whatsapp message +65 9775 2605].
- If a participant believes that any personal data held by the Company is incorrect or incomplete, they can request correction within a reasonable time frame.

### Withdrawal of Consent:

- Participants have the right to withdraw their consent for the collection, use, or disclosure of their personal data at any time, subject to legal or contractual restrictions. However, please note that withdrawing consent may affect a participant's eligibility for the promotion, the claiming of benefits (such as discounts or gifts), or related services.

### Retention of Personal Data:

- The Company will retain personal data only for as long as is necessary for the purposes outlined in these Terms and Conditions or as required by law. Once the retention period has expired, the Company will securely destroy or anonymize the data.

### Compliance with PDPA:

- The Company is committed to complying with the **Personal Data Protection Act (PDPA)** and will ensure that personal data is handled responsibly and securely.

### Marketing Communications:

- With the participant's consent, the Company may send marketing communications related to future promotions, events, and services via email, SMS, whatsapp or other means of communication. Participants may opt out of marketing communications at any time by following the unsubscribe instructions provided in the communication or by contacting the Company.

### 13. Liability:

- Hahnemann Travel & Tours will not be liable for any losses, damages, or costs incurred due to cancellations, delays, or issues related to the promotion or travel arrangements. This includes, but is not limited to, delays caused by weather, political unrest, pandemics, or other unforeseen events.
- Indemnification: Customers agree to indemnify Hahnemann Travel & Tours from any claims or damages arising from their participation in the promotion, booking process, or travel activities.

### 14. Governing Law:

- These Terms and Conditions shall be governed by and construed in accordance with the laws of Singapore. Any disputes arising out of or relating to this promotion shall be subject to the exclusive jurisdiction of the Singapore courts.