

UMMAH MOBILITY MOBILE APPLICATION

TERMS & CONDITIONS OF USE

Last Updated: 24th June 2026

1. INTRODUCTION

These Terms and Conditions govern the use of the Ummah Mobility mobile application ("Platform") owned and operated by Theta Edge Berhad ("Theta Edge", "Ummah Mobility", "we", "our" or "us").

By creating an account, browsing, booking, purchasing, or using any services available through the Platform, you agree to be bound by these Terms and Conditions.

If you do not agree with any part of these Terms, you should discontinue use of the Platform immediately.

2. NATURE OF THE PLATFORM

2.1 Ummah Mobility is a digital platform that enables users to:

- (a) Search, compare and purchase Umrah, Hajj and travel-related packages;
- (b) Access pilgrimage-related information and guidance;
- (c) Communicate with participating travel agencies;
- (d) Manage bookings and payments;
- (e) Access digital religious and travel tools.

2.2 Ummah Mobility is not a licensed Umrah operator unless expressly stated for a specific package.

2.3 All Umrah packages displayed on the Platform are organised, operated and fulfilled by licensed travel agencies registered with the relevant authorities.

2.4 The travel agency identified on the package page shall be solely responsible for:

- (a) Visa processing;
- (b) Flight arrangements;
- (c) Hotel arrangements;
- (d) Ground handling;
- (e) Transportation;

- (f) Mutawwif services;
 - (g) Delivery of the purchased package.
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3. USER ACCOUNT

Users must:

- (a) Be at least 18 years old;
- (b) Provide accurate information;
- (c) Maintain confidentiality of login credentials;
- (d) Update personal information when required.

Users are fully responsible for activities conducted through their account

4. PACKAGE INFORMATION

4.1 Package descriptions, itineraries, prices and availability are provided by the respective travel agency.

4.2 While Ummah Mobility performs reasonable verification procedures, we do not warrant that all information supplied by travel agencies is free from error.

4.3 Package availability remains subject to confirmation by the travel agency.

5. BOOKING AND PAYMENT

5.1 A booking becomes confirmed only after:

- (a) Payment is successfully received; and
- (b) Confirmation is issued by the travel agency.

5.2 Deposits, instalments and final payment schedules shall be governed by the package terms of the relevant travel agency and applicable laws.

5.3 The Organiser reserves the right to determine the eligibility of any package under this Promotion.

5.4 Payment processing may be conducted through approved third-party payment service providers.

Travel add-ons;

6. TRAVEL AGENCY TERMS

6.1 Each package purchased through the Platform is additionally subject to the terms and conditions of the organising travel agency.

6.2 Where required under Malaysian law, the provisions of the Fourth Schedule of the Tourism Industry Act 1992 shall apply.

6.3 In the event of any conflict between a travel agency's terms and mandatory legal requirements, applicable law shall prevail

7. CANCELLATIONS, AMENDMENTS AND REFUNDS

7.1 Cancellation and refund policies shall be governed by:

- (a) The relevant travel agency;
- (b) Airline policies;
- (c) Hotel policies;
- (d) Applicable laws and regulations.

7.2 Refund processing times may vary depending on the travel agency, airline, hotel, government authority or payment provider involved.

7.3 Ummah Mobility does not guarantee approval of refund requests.

8. CHANGES TO ITINERARY

Travel agencies may modify itineraries, accommodation, transportation, schedules or activities due to operational, safety, regulatory or force majeure reasons.

Reasonable efforts should be made by the travel agency to provide alternative arrangements of reasonably comparable standard whenever practicable

9. HEALTH AND FITNESS TO TRAVEL

Users are responsible for ensuring that they are medically fit to travel and perform Umrah.

Users shall disclose relevant medical conditions where required.

The organising travel agency may refuse participation where a traveller's condition may pose a significant health or safety risk.

10. PASSPORTS, VISAS AND DOCUMENTATION

Users are solely responsible for:

- (a) Passport validity;
- (b) Visa eligibility;
- (c) Vaccination requirements;
- (d) Immigration requirements;
- (e) Travel documentation.

Neither Ummah Mobility nor the travel agency shall be liable for losses arising from incomplete or invalid travel documents supplied by the user

11. TRAVEL INSURANCE

Users are strongly encouraged to obtain comprehensive travel and medical insurance coverage.

Travel insurance remains the responsibility of the traveller unless specifically included in the purchased package

12. THIRD-PARTY SERVICES

The Platform may provide access to services supplied by:

- (a) Airlines;
- (b) Hotels;
- (c) Transport providers;
- (d) Insurance providers;
- (e) Visa service providers;
- (f) Ground operators.

Such services are governed by the terms of the respective service providers

13. LIMITATION OF LIABILITY

13.1 Ummah Mobility acts primarily as a technology platform facilitating transactions between users and travel agencies.

13.2 To the extent permitted by law, Ummah Mobility shall not be liable for:

- (a) Flight cancellations;
- (b) Visa rejections;

- (c) Hotel overbookings;
- (d) Airline delays;
- (e) Government restrictions;
- (f) Acts or omissions of travel agencies or third-party suppliers.

13.3 Nothing in these Terms excludes liability that cannot legally be excluded under Malaysian law

14. FORCE MAJEURE

Neither Ummah Mobility nor participating travel agencies shall be liable for failure or delay arising from circumstances beyond reasonable control, including:

- (a) Natural disasters;
 - (b) Pandemics;
 - (c) Government restrictions;
 - (d) War;
 - (e) Civil unrest;
 - (f) Airport closures;
 - (g) Visa suspensions.
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15. USER CONDUCT

Users shall not:

- (a) Use the Platform unlawfully;
 - (b) Upload false information;
 - (c) Impersonate another person;
 - (d) Interfere with Platform operations;
 - (e) Engage in fraudulent transactions.
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16. PERSONAL DATA

Personal data shall be collected, processed and stored in accordance with:

- (a) Personal Data Protection Act 2010;
- (b) Ummah Mobility Privacy Notice.

Users consent to the sharing of necessary information with travel agencies and service providers for booking fulfilment purposes.

17. INTELLECTUAL PROPERTY

All content, software, branding, trademarks and materials within the Platform remain the property of Theta Edge Berhad or its licensors.

18. COMPLAINTS AND DISPUTE RESOLUTION

Users should first submit complaints through the Platform.

Disputes involving package fulfilment should be directed to the organising travel agency.

Nothing in these Terms limits a user's right to seek remedies available under Malaysian law, including the Tribunal for Consumer Claims Malaysia

19. GOVERNING LAW

These Terms shall be governed by the laws of Malaysia.

20. CONTACT INFORMATION

Ummah Mobility

A Platform Operated by Theta Edge Berhad

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