

# **Instructions Regulating Pilgrimage Affairs**

## **1 Introduction**

The Ministry of Pilgrimage in the Kingdom of Saudi Arabia is pleased to provide you with a guide that explains the Hajj instructions that ought to be followed by the Hajj missions or those who represent them, as well as the obligations and rights of pilgrims which they obtain in terms of services that are provided to them in Makkah Al-Mukarramah, the Holy Sites, Al-Madinah Al-Munawwarah, and at the air, land and sea entry outlets. It also explains the duties of the National Tawafa Establishments and the National Guides Establishment, the role of the Unified Agents Office and the Unified Zamzamis Office. This guide deals with the fees paid by pilgrims to the Tawafa Establishments, to the National Guides Establishment and to the Unified Agents Office, as well as the reimbursements of transport between Jeddah, Makkah Al-Mukarramah, Al-Madinah Al-Munawwarah and the Holy Sites.

The Ministry of Pilgrimage also expects the relevant ministries in the Islamic countries and the Hajj missions to play an active role in realizing the interests of their pilgrims, particularly as regards their edification in their respective countries, in respect of the Hajj rituals and ethics and to take the proper steps to guide and educate them so that they may perform the Hajj rituals properly according to the dictates of Shari'ah. It is also appropriate for pilgrims to acquaint themselves, while in their own countries, with life in the Holy Land, that such acquaintance should include knowledge of the standard of living, that pilgrims should be aware of their duties towards the Holy Land and preserve its sanctity and cleanliness, and that its security be respected, in obedience to Allah's guidance: "And whoever holds in honor the Rites of Allah, such (honor) should come truly from piety of heart."

The Ministry of Hajj confirms, while being aware of its duty and invoking the concept of good to which the Government of the Custodian of the Two Holy Mosques aspires, namely, that the National Establishments for Hajj Affairs and all the staff of the Ministry of Hajj should rise to the level of responsibility, as the State is keen on seeing to it that the pilgrims heading for Allah's Inviolable House and the visitors of the Mosque of the Noble Prophet, peace be upon him, should be provided with the best service. We pray Allah Almighty to accept the devotion and sacrifices of the pilgrims and wish them a safe return to their respective countries, for He is so close and responsive to men's invocation.

## **2 The Ministry of Hajj Designations and Definitions**

### **The Ministry**

The Ministry of Hajj is the official government authority that is responsible for matters pertaining to Hajj (represented by its headquarters in Makkah Al-Mukarramah, Al-Madinah Al-Munawwarah, Jeddah, Riyadh, the Holy Sites, the entry outlets and its various committees). It is the first authority to refer to by pilgrims ever since they

arrive in the Holy Land and up to their departure there from. It is also the responsible authority to whom the Hajj missions or those who represent the pilgrims refer and address. It is keen on looking after them in all matters to enable them to perform their rites with ease and facility.

### **The National Establishments for Hajj Affairs**

These are private non-governmental establishments that comprise: The National Tawafa Establishments, the National Guides Establishment and of Unified Zamzamis Office (those in charge of providing zamzam water to pilgrims).

### **The National Tawafa Establishments in Makkah Al-Mukarramah**

These are establishments that specialize in serving pilgrims coming from outside the Kingdom of Saudi Arabia. There are six of them. They look after the affairs of the pilgrims of whom they are in charge, according to the geographical classification of nationalities, and provide them with all the necessary services in Makkah Al-Mukarramah and the Holy Sites. They monitor the needs and comfort of pilgrims and facilitate their formalities as of their arrival in the Holy Land and up to their departure to their respective countries.

### **The National Guides Establishment In Al-Madinah Al-Munawwarah**

It is an establishment that specializes in serving the pilgrims arriving from outside the Kingdom, who wish to visit the Prophet's Mosque. It receives them and provides them with all the necessary services in Al-Madinah and sees to it that the pilgrims are comfortable and facilitates their formalities as of their arrival and up to their departure.

### **The Unified Zamzamis Office in Makkah Al-Mukarramah**

The local establishment that is responsible for offering zamzam water to pilgrims and to visitors of the Prophet's Mosque at the entry outlets, the orientation centers and the pilgrims' residences in Makkah Al-Mukarramah, the Holy Sites, Al-Madinah Al-Munawwarah and the centers of grouping, upon departure.

### **The Unified Agents Office In Jeddah**

The local establishment that receives pilgrims at the designated entry outlets receives their passports and collects the checks covering the service fees and transport fees. It is considered a representative of the National Establishments for Hajj Affairs, the General Cars Syndicate, the Transport Companies and the agent thereof. The Office is responsible for transporting pilgrims to Makkah Al-Mukarramah or to Al-Madinah Al-Munawwarah. It is also responsible for the repatriation of pilgrims to their respective countries in coordination with the Passport Department General and Airline companies.

## **The General Cars Syndicate**

It is the party that supervises the companies that are accredited for the transportation of pilgrims. It is the establishment that acts as a coordinator between the Unified Agents Office, the Tawafa and Guides Establishments in respect of the transportation of pilgrims. The syndicate is responsible for securing the proper means of transport for pilgrims who have paid the transportation fees.

## **The Transport Companies**

They are the officially accredited companies under the umbrella of the General Cars Syndicate for transporting pilgrims between the Hajj cities and the Holy Sites (Mina, Arafat, Muzdalifah). These companies are keen on preparing the means of transport that pertain to the transportation of pilgrims who have paid the transportation fees, and to equip them with all that is necessary.

# **3 Rules and Regulations for Pilgrims**

## ***3.1 First: General Instructions***

For the sake of the pilgrim's well being and good health, and to enable him/her to perform his/her pilgrimage easily and comfortably, the following instructions must be followed:

1. To abide by these instructions and cooperate with the concerned authorities of enumeration and distribution. The noble pilgrims are requested to hand over to the Unified Agents Office at check points of the entry outlet the two checks covering the service fees of the pilgrim as well as the transport fees, or to pay them in cash.
2. To hand over his/her passport, after completing the official formalities of immigration and customs, to the Unified Agents Office's delegate who represents the National Establishments for Hajj Affairs so as to complete his/her travel formalities to Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah.
3. Pilgrims who are coming by air or by sea must deliver their travel tickets with their passports to the National Tawafa Establishment, or to the Field Service Group which is serving them, to enable the establishment to attach it with their passport at the time of their travel to give it to the Group Dispatching Control Centers whether they are traveling to Al-Madinah Al-Munawwarah or to Jeddah. It is noticed that some of the pilgrims keep their tickets inside their bags which delay the procedures of their journey.
4. The pilgrim must strictly follow instructions concerning his/her lodging places and his/her transportation schedules in each of Jeddah, Al-Madinah Al-Munawwarah, Makkah Al-Mukarramah, and the Holy Sites.

5. The pilgrim must respect sanctity of the land of the Two Holy Mosques and ought to be a good example for the teachings of our true religion. He/she should also observe the regulations of the Kingdom of Saudi Arabia, keep away from lodging and staying in the Holy Mosque, streets, public squares, or pavements in both of Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah. He/she must abstain from leaving behind any dirt, and must throw any garbage in the trash boxes to maintain the cleanliness of the holy places.

6. The pilgrim must carry at all times his/her personal data card delivered to him/her by the National Tawafa Establishment in Makkah Al-Mukarramah or by the National Guides Establishment in Al-Madinah Al-Munawwarah.

7. The pilgrim has to avoid pursuing business while in the holy land. His/her unique aim must be performing devotion of Hajj or Umrah which is the purpose of what he/she came for.

8. Bring twelve photographs of himself/herself to use them upon request for the personal identification cards given to him/her by the National Tawafa Establishment.

9. He/She should keep any important documents or money with the National Tawafa or Guides Establishment or a trustworthy party such as his/her pilgrimage mission or embassy. In all cases he/she must get a receipt confirming that, and not carry with himself/herself except what he/she needs for his/her expenses and purchases. He/she must heed for his/her belongings, and if he/she is exposed to any situation as stealing, he/she must inform the National Tawafa Establishment, the Ministry's committees or the police stations for necessary action.

10. If his/her luggage is lost, he/she has to call on the Pilgrimage Directorates in Makkah Al-Mukarramah or Al-Madinah Al-Munawwarah (lost items department) to detect his/her belongings if found.

11. Calling on the Field Service Group pertaining to the National Tawafa Establishment, whose number is written on the personal data card given to him by the establishment, to serve him/her and do what is necessary for him/her.

12. In case of any complaint the pilgrim must report it to the complaints committee at the Deputy Ministry in Makkah Al-Mukarramah or to the Pilgrimage Departments in Jeddah and Al-Madinah Al-Munawwarah immediately after its occurrence and enough time prior to his/her departure from the Kingdom, together with pertinent justifications.

### **3.2 Second: Instructions at the Holy Sites**

1. Pilgrims should use the transport vehicles that belong to the companies that transport pilgrims and to the Syndicate that have been paid for transporting the pilgrims to the Holy Sites (Arafat, Muzdalifah, Mina), to enable the National Tawafa Establishments and the Service Group, that are in charge of serving them, to perform

their duties towards them, in order to secure the performance by the pilgrims of their rituals easily and comfortably.

2. Since the Field Service Group that is affiliated to the establishment in charge of a particular group of pilgrims is responsible for providing the necessary service to pilgrims to enable them to perform the holy ritual, therefore, pilgrims should approach the Field Service Group in charge of the group to enable it to perform its duty towards them.

3. Pilgrims should be patient and should not worry when *nafra* occurs after sunset from Arafat and should stay in the camp where they reside and should not go out into the streets, pending the arrival of the buses designated for their transportation to Muzdalifah, whether in the first or in the second trip or through the shuttle trips. In doing so, pilgrims would contribute to the efficient and swift *nafra* of pilgrims from Arafat.

4. Pilgrims should cooperate with the establishment in charge of them and contribute to the success of the plan of grouping pilgrims to the Jamarat Bridge, which plan is executed by the establishment, by observing the instructions which are given for their own comfort, so that they may cast the *jamarat* (stones) easily and smoothly, and be spared the great crowd that is associated with the rushing of pilgrims for casting the *jamarat* all at once.

5. They should not carry belongings when heading to the Jamarat Bridge and should not use mobile chairs. Elderly and disabled pilgrims should benefit from the Shari'ah exemptions by delegating the casting of *jamarat* to others, this being for their own safety.

### **3.3 Third: Health Instructions**

In order to ensure public safety for all the delegations of the Most Merciful, each pilgrim should abide by the following health instructions:

1. If a pilgrim comes from a country which is hit by an epidemic throughout, or in part of the country, he should submit a vaccination certificate against such disease (epidemic) that is in conformity with the international health regulations. In case there is no vaccination certificate, the pilgrim shall be given the necessary vaccine and shall be placed under strict health supervision for six days following the date of the vaccination.

2. Pilgrims should produce a certificate evidencing vaccination against meningitis, which certificate should have been issued not less than ten days, and not more than three years, before arriving in the Kingdom, provided the health authority in the country of origin shall make sure the vaccination has been administered properly.

3. Pilgrims are not allowed to bring-in foodstuffs except simple quantities that satisfy the needs of pilgrims traveling over land, and only for the duration of the travel.

4. In case a pilgrim contracts an unexpected disease, God forbid, he must report to the Field Service Group or to a hospital or clinic, carrying with him his personal identity card.

5. Pilgrims should avoid walking in the sun for a great distance, particularly women and elderly people, in order to avoid exposure to the heat and not to suffer from bodily harm.

## **4 Dates of Arrivals, Departures and Repatriation of Pilgrims to their Respective Countries**

### ***4.1 Arrival and Departure Dates***

Prompted by its desire to secure the comfort of the pilgrims of Allah's Inviolable House, and to provide them with the best services, the Ministry of Pilgrimage hopes that all pilgrims will observe the arrival and departure dates, as well as their movements between Makkah Al-Mukarramah, Al-Madinah Al-Munawwarah, Jeddah and the Holy Sites. The deadline for receiving applications for a pilgrimage visa from the embassies and representations of the Custodian of the Two Holy Mosques outside the Kingdom is the twenty fifth of the month of Dhil-Qi'dah of each Hegira year (the Islamic Calendar), pursuant to the Umm Al-Qura Calendar. Thus the arrival and departure dates shall be as follows:

1. The deadline for the arrival of the pilgrims traveling over land to the Kingdom's borders is the end of the month of Dhil-Qi'dah of each year, pursuant to the Umm Al-Qura Calendar, with strict adherence to the designated roads to be followed by pilgrims for reaching Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah. As regards pilgrims arriving by air (King Abdulaziz Airport in Jeddah; Prince Mohammad bin Abdulaziz in Al-Madinah Al-Munawwarah; or King Fahd Airport in the Eastern Province) and by ship (Jeddah Islamic Seaport) their arrival deadline is the end of the fourth of the month of Dhu'l-Hijjah of each year.

2. The deadline for the departure of pilgrims from Jeddah to Al-Madinah Al-Munawwarah over land is the end of the twenty sixth day of the month of Dhil-Qi'dah of each year.

3. The deadline for the departure of pilgrims from Jeddah to Al-Madinah Al-Munawwarah by air is the end of the second day of the month of Dhu'l-Hijjah of each year.

4. The deadline for the departure of pilgrims from Al-Madinah Al-Munawwarah to Makkah Al-Mukarramah traveling over land (before Hajj) is the end of the fifth day of the month of Dhu'l-Hijjah of each year.

5. The deadline for the departure from Al-Madinah Al-Munawwarah to Jeddah by air (before the Hajj) is the end of the sixth day of the month of Dhu'l-Hijjah of each year.

6. The expiry of the visas of pilgrims arriving by air, and their departure from the Kingdom to their respective countries shall be after the end of the month of Dhu'l-Hijjah, and not later than the fifteenth of the month of Muharram of the following year. Departure shall be according to the dates indicated on their air-tickets. As to pilgrims arriving by sea, the date of their departure shall not be later than the fifth of Muharram.

7. In order to avoid any problems, the departure date of each pilgrim must be specified at the beginning of his trip and should by no means exceed the validity date of the visa granted to him by the representation of the Custodian of the Two Holy Mosques abroad.

#### **4.2 *Departure of Pilgrims to their Respective Countries***

##### **First: Pilgrims traveling by air**

1. Pilgrims arriving by air from abroad are allowed to leave Makkah Al-Mukarramah after the usual clearance issued by the Ministry of Health and in the following order:

A. Regarding air pilgrims, the dates of whose departure are indicated on their air tickets and the cards wherein the departure date is indicated, the Tawafa Establishments shall take the necessary steps for pilgrims' departure from Makkah Al-Mukarramah to Jeddah, at least twelve hours before the time of take-off of their flights to their respective countries, for pilgrims who depart from the Pilgrims City at King Abdulaziz International Airport in Jeddah, and eight hours for pilgrims departing from the northern and southern terminals at the same airport. Pilgrims who have not visited Al-Madinah Al-Munawwarah before the Hajj and wish to pay such visit after performing the Hajj duty are allowed a maximum of eleven days before their departure to their respective countries, one day being allotted for travel to, and one day for travel from, and eight days for staying in, Al-Madinah Al-Munawwarah, and one day in Jeddah.

B. Air pilgrims whose date of departure was not indicated before their arrival from their respective countries should approach the establishment in charge of serving them or the party acting on its behalf for the latter to approach the Airlines Agents before the ascension to Arafat for it to determine the date of their departure, on the basis of the dates of their arrival in the kingdom, pursuant to the arrival stamp appearing on their passports.

C. The staff of the Ministry of Pilgrimage who are delegated to perform certain assignments, at the Group Dispatching Control Centers on the roads, shall check that the departure data are stamped by the relevant grouping officials in the establishments before allowing buses to proceed to Jeddah or Al-Madinah Al-Munawwarah, according to dates and schedules specified in these instructions.

2. Air pilgrims coming from Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah and proceeding to travel to their respective countries by air and whose travel time is

due, shall be directed to King Abdulaziz International Airport in Jeddah directly, and those desiring to reside in the Pilgrims City of the air pilgrims in Jeddah shall be disembarked before the date of their departure pursuant to the instructions.

3. When pilgrims approach airline companies for making arrangements for their travel, the latter shall prepare a manifest of the names of each flight passengers and shall submit a copy thereof, together with the passports of the pilgrims traveling on each flight, to the branch of the Ministry of Pilgrimage at the Governorate of Jeddah for endorsement of the pilgrims' travel, in which the following data are included:

A. Full pilgrim's name as written in his/her passport.

B. Nationality.

C. Passport number, date and origin.

The manifest is then submitted to the Passport Department for completion of the pilgrim's travel formalities.

4. The agents of airline companies and the Saudi Airlines are under the obligation of refraining from writing down the name of any pilgrim in the passengers' manifest except after making sure of the actual date of his/her departure.

5. In the event of any pilgrims approaching airline companies before the date of their departure, such companies shall present their passports and travel tickets to the Ministry's branch in Jeddah for the latter to investigate how they arrived in Jeddah before the dates designated for their departure. The companies may not make any reservation for any pilgrim on a date prior to that previously specified, except after permission is given by the branch after explaining the reasons for their request.

6. A pilgrim is free to choose his return itinerary only by air or by sea. The change of the return itinerary can be made only through the branches of the Ministry of Pilgrimage, provided his actual return is guaranteed. As to air and sea pilgrims, who wish to return to their respective countries over land, emergency cases of a special nature shall be considered in light of their circumstances by the branch of the Ministry of Pilgrimage in Makkah Al-Mukarramah for completion of the processing, payment, and checking off.

## **Second: Sea Pilgrims**

1. Pilgrims arriving by sea shall be permitted to travel from Makkah Al-Mukarramah to Jeddah after the usual annual clearance by the Ministry of Health is announced, according to the departure bulletins that are issued by the branch of the Ministry of Pilgrimage at the Governorate of Jeddah, at least thirty six hours in advance for those who arrive from Al-Madinah Al-Munawwarah, and twenty four hours for those arriving from Makkah Al-Mukarramah, provided that those who choose to stay at the Pilgrims City of the sea pilgrims in Jeddah shall submit an undertaking to actually stay therein after payment of the accommodation fees, which amount to 80 Saudi Riyals, to the order of Ein Al-Aziziyah Management.

2. Hajj Department staff at the Pilgrims City, and the competent authorities, shall receive the pilgrims who wish to reside at the Pilgrims City. The Hajj Department

Director at the Seaport, and the accommodation supervisor of the pilgrim's accommodation there, shall supervise the arrangement of their accommodation that is prepared for them at the Pilgrims City of sea pilgrims.

3.The Unified Agents Office shall arrange for the transport of pilgrims' luggage immediately upon their arrival and shall receive their passports in order to complete the due processing.

4.The Unified Agents Office shall coordinate, with the maritime companies, the process of registration of pilgrims in he ships' manifest, and shall use a special stamp, with dates, for stamping the passports of pilgrims whose names have been registered.

5.The Passport Department at the seaport shall direct pilgrims who have not registered their names with the Unified Agents Office and the maritime companies, individually, to the Unified Agents Office for drawing up lists of their names to be added to the manifest.

6.In the event pilgrims arrive before the date of their travel, the Unified Agents Office and the maritime companies shall notify the Department of Pilgrimage at the concerned seaport city in respect of such pilgrims and shall present their passports to such Department for the latter to investigate how they have arrived and to refer the investigation to the Ministry.

7.The Department of Pilgrimage at the Pilgrims City of sea pilgrims in Jeddah shall supervise the arrangements pertaining to the safe transport of pilgrims and their luggage to the Seaport by Unified Agents Office after ascertaining that the ship has docked along the quay and its being ready to receive the pilgrims and completion of all due processing.

### **Third: Land Pilgrims**

1.The travel of land pilgrims from Makkah Al-Mukarramah shall take place after completion of the Hajj duty each year, not later than the fifth day of the month of Muharram, according to the Umm Al-Qura Calendar, after the Ministry of Health announces the Hajj clearance. They shall travel using the same means of transport that have brought them. The said means of transport shall not be permitted to move about from one place to another except after the Passport departments have ascertained the presence of the passengers registered thereon or the existence of evidence of legal excuse for those pilgrims staying behind on the basis of legal documents that are supported by the statement issued by the Ministry of Pilgrimage (the branches of the Ministry of Pilgrimage in Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah), each within their field of competence, pursuant to Article Seven of the Regulations governing the transport of pilgrims to the Kingdom of Saudi Arabia and repatriating them to their respective countries.

2.The land vehicles must report to the Group Dispatching Control Centers situated at

the outlets of Makkah Al-Mukarramah for registering the departing pilgrims.

3.The Group Dispatching Control Centers that are affiliated to the Ministry of Pilgrimage at the outlets of Makkah Al-Mukarramah shall authorize the vehicles of the land pilgrims to travel to their respective countries after ascertaining that they have satisfied all the legal departure procedures.

## **5 Charges for Services and Transport**

The transport of pilgrims, ever since their arrival in the Holy Land and up to their departure, is among the most important priorities of the Ministry of Pilgrimage. Hence this Ministry assumes the responsibility of supervision of the pilgrims transport companies that are accredited and registered with the General Car Syndicate, which, in turn, plays its role in coordinating between the official Hajj missions or the pilgrims' representatives in their respective countries or the licensed tourist and travel agencies and the pilgrims transport companies. The purpose is to determine the responsibility of the carrier, its rights and obligations, in order to secure the transport services between the Hajj cities at the appropriate times and places. In view of the aforementioned, anyone who wishes to perform the Hajj duty should first obtain a Hajj visa from the representation of the Kingdom of Saudi Arabia in their respective countries. There are two methods of obtaining the Hajj visa:

The First method:To apply through the official Hajj mission in the respective country of the pilgrims.

The Second method:Through the licensed tourist groups and offices in the country wherein the visa applicants reside.

In all cases, the applicant should enclose with his application two certified bank checks drawn on a bank in Saudi Arabia. Personal checks drawn by individuals are not acceptable, even if drawn on local banks.

The first check is for charges for the services that are provided by those who work for the National Establishments for Hajj Affairs.

The second check is for the charges of the means of transport that will transport pilgrims coming by sea or air to Makkah Al-Mukarramah, Al-Madinah Al-Munawwarah and the Holy Sites, and back to the exit outlets at the time of departure.

Pilgrims traveling over land to the Holy Land in their own vehicles are exempted from the transport charges. For the information of the venerable pilgrims, these charges are against the actual services that are provided to them by the National Establishments for Hajj Affairs and the pilgrims transport companies. The Ministry of Pilgrimage affirms that the Government of the Kingdom of Saudi Arabia does not charge fees or taxes from pilgrims in any form. For the purpose of clarification, the

details of the spending of the sums required of pilgrims when obtaining the Hajj visa are as follows:

### First: Charges for Services

A pilgrim desiring to visit Al-Madinah Al-Munawwarah shall pay the equivalent of 594 Saudi Riyals by way of service charges allocated to the National Establishments for Hajj Affairs and to accommodation at the Holy Sites. This sum covers the following:

### Charges for Services

Charges for Services	
Service	Saudi Riyals
Services provided by the Tawafa Establishments at Makkah Al-Mukarramah and the National Guides Establishment in Al-Madinah Al-Munawwarah, the Unified Agents Office, and the Unified Zamzamis Office in Makkah Al-Mukarramah, as stipulated by the regulating instructions	294
Tent charges at Arafat and Mina, inclusive of water, electricity, cleanliness, guards, mattresses and a ventilator, for each tent at Arafat, and air-conditioning in the tents at Mina.	300
Total: five hundred ninety four Saudi Riyals only	594

### Second: Transport Charges

A pilgrim is free to choose the course he wishes to follow, according to the following directions:

Serial Number	Description	Course / Amount
1	Transport charges for arrivals through King Abdulaziz Airport or the Jeddah Seaport, who desire to visit Madinah before the Hajj	Jeddah - Madinah 97.5
		Madinah - Makkah 127.5
		Makkah - Holy Sites - Makkah 180
		Makkah - Jeddah 30
		Total 435
2	Transport charges for arrivals through King Abdulaziz Airport or the Jeddah Seaport, who desire to visit Madinah after the Hajj	Jeddah - Makkah 30
		Makkah - Holy Sites - Makkah 180
		Makkah - Madinah 127.5
		Madinah - Jeddah 97.5
		Total 435

3	Transport charges for arrivals through King Abdulaziz Airport or the Jeddah Seaport, who desire to perform Umra first, followed by a visit to Madinah	Jeddah - Makkah Makkah - Madinah Madinah - Makkah Makkah - Holy Sites - Makkah Makkah - Jeddah Total	30 127.5 127.5 180 30 495
4	Transport charges for arrivals through King Abdulaziz Airport or the Jeddah Seaport, who desire to visit Madinah before the Hajj by air and to return by bus to Makkah.	Prince Muhammad Airport Madinah Madinah - Makkah Makkah-Holy Sites-Makkah Makkah - Jeddah Total	10 127.5 180 30 347.5 Total
5	Transport charges for arrivals through King Abdulaziz Airport in Jeddah, who desire to visit Madinah after Hajj and to depart there from to their countries	Jeddah - Makkah Makkah-Holy Sites-Makkah Makkah -Madinah Madinah - Airport Total	30 180 127.5 10 347.5
6	Transport charges for arrivals through King Abdulaziz Airport or the Seaport in Jeddah, who desire to be transported to Makkah and to the Holy-Sites only, without proceeding to visit Madinah	Jeddah - Makkah Makkah-Holy Sites-Makkah Makkah - Jeddah Total	30 180 30 240
7	Transport charges for arrivals through King Abdulaziz Airport or the Seaport in Jeddah, who desire to proceed to Al-Juhfa in open, uncovered buses for ihram, followed by visiting Madinah after Hajj	Jeddah - Al-Juhfa - Makkah Makkah-Holy Sites-Makkah Makkah-Madinah Madinah - Jeddah Total	130 180 127.5 97.5 535
8	Transport charges for arrivals through Prince Muhammad bin Abdulaziz airport at Madinah	Airport-Madinah (or vice-versa) Madinah - Makkah Makkah- Holy Sites-Makkah Makkah - Jeddah Total	10 127.5 180 30 347.5

In all cases, those who wish to perform the [Haji](#) duty should make sure of the following:

1. That the name of the pilgrim and the number of his passport is written on the certified check pertaining to the aforementioned charges.
2. That the certified check is for each pilgrim separately or for groups collectively according to the agreement with the Unified Agents Office.
3. That the number, amount and date of the check are written in the passport.
4. The Kingdom's representation giving the visa shall make a special mark on the check when issuing the visa, to preclude its repeated use.
5. That the bank check should be certified in Saudi Riyals and drawn on a Saudi bank. Personal checks are not acceptable.
- 6.A) That the two checks brought by pilgrims upon their arrival shall be for the account of the Unified Agents Office in Jeddah. The first is for the services of the [National Establishments for Hajj Affairs](#); the second, for the General Cars Syndicate that represents the accredited pilgrims transport companies, drawn on an accredited bank in the Kingdom. The checks should be handed over to the Unified Agents Office. Pilgrims should also make sure a transport ticket is issued, wherein shall be indicated that the price is included in the check pertaining to the charges, and wherein the means of transport and the places of transportation are specified. Pilgrims must keep safe the coupons included in such tickets, so that one coupon is drawn on every occasion of its use, and that such coupons are produced in case of any queries.
- B) A pilgrim is entitled to reimbursement of unused coupons (his/her ticket), with the exception of the coupon pertaining to the [Holy Sites](#) (because the Syndicate would have reserved a seat for him/her for the [Holy Sites](#)) when he/she, or whomever he/she delegates, apply to the in this Syndicate connection.
- C) If a pilgrim is unable to travel to Al-Madinah Al-Munawwarah, he/she shall be entitled to reimbursement of the fees paid for the guide, which fees amount to 35 (thirty five) Saudi Riyals, as well as of the transport charge indicated in the tables pertaining to transport charges, provided he/she produces evidence of that to the Ministry of Pilgrimage.
7. In the event a pilgrim is unable to bring the checks pertaining to the services and transport charges, for reasons of unforeseen currency restrictions in his country, he/she shall be obligated to pay the charges in question at the Unified Agents Office at the entry outlets (in cash) in Saudi Riyals or in Saudi certified tourist checks.
8. The above stipulated charges are due in full in respect of every pilgrim who is fifteen years old or more. Those who are less than fifteen years old, down to seven

years old, shall pay half the stipulated charges, pursuant to official documents evidencing the date of birth.

9. Exempted from payment are members of official [Haji](#) missions whose names have been notified to the Ministry of Pilgrimage through the Ministry of Foreign Affairs, within the number agreed in the [Haji](#) agreements that are approved every year.

10. Pilgrims arriving over land shall pay the sum pertaining to the service charges and the tent charges at [Arafat](#) and [Mina](#), which charges are determined pursuant to the instructions indicated in this chapter pertaining to the services and transport charges.

11. As regards pilgrims coming from the Gulf States for performing the [Haji](#) duty, who are not citizens of such Gulf States, these shall be subject to the [Haji instructions](#) that regulate the pilgrims of their respective countries, including the service fees paid by pilgrims in return for receiving the services of the [National Establishments for Hajj Affairs](#).

12. The sums indicated on the checks pertaining to the service charges do not include residence rents in Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah, or the Sea or Air Pilgrims Cities in Jeddah. Pilgrims or those who represent them shall, themselves or those whom they delegate, pay such rents to the lessers. They shall also make adequate provision for living expenses in the Kingdom throughout their stay therein.

13. If a pilgrim desires to reside in the Pilgrims City in Jeddah, he shall pay the rent therefore to the Ein Al-Aziziyah Management in Jeddah, in the amount of eighty Saudi Riyals per day, either in cash or by certified check.

14. [Accommodation](#) at [Arafat](#) and [Mina](#) shall be under tents provided or served by the Tawafa Establishments, which a pilgrim would have previously included in the check pertaining to the service fees.

15. Additional services shall be agreed upon in writing between a pilgrim or his delegate and the establishment or the service group that is in charge of serving him. The charges pertaining to such additional services shall be paid pursuant to a payment receipt issued by the establishment or the field service group, for such service would not be included in the above mentioned two checks paid by the pilgrim.

16. A pilgrim may not give any sum of money or tip to the driver of any bus or car pertaining to the pilgrim transport companies. Should a driver demand this, the pilgrim should notify the nearest checking center pertaining to the General Cars Syndicate or the central or sub-committees of the Executive Committee that is responsible for supervising the transport of pilgrims, or a public security authority, for inflicting the due punishment on such a driver.

## 6 Official Hajj Missions

In order to enable the Official Pilgrimage Missions to ensure their pilgrims comfort and with the intent of accomplishing increased efficiency in the performance of such missions and due to the outcome of the fruitful and mutual cooperation that can be fulfilled between such missions and the Ministry of Pilgrimage Bodies, the Pilgrimage missions should consider the following:

1. In an implementation of the resolutions of the 17th Islamic Conference of the Foreign Ministers of the Islamic countries held in Amman in 1987 regarding the measures organizing and specifying the numbers of pilgrims heading for the Holy Sites, the support that resulted from the conference regarding the measures specifying a certain percentage of the pilgrims to ensure equal opportunities among all pilgrims, performance of their rituals, provision of their comfort means, a rule for such specification was set through specifying a percentage of one person per one thousand of the total population for each country. Therefore, the Pilgrimage Commissions and their governments should abide by such a rule.
2. Compliance with the instructions organizing the Pilgrimage affairs, commitment to the agreed upon minutes of meetings signed by the Minister of Pilgrimage and the Pilgrimage mission head as regards the pilgrims of each mission and its relationship with the bodies working during Pilgrimage while complying with all regulations and rules of the governmental bodies related to the Pilgrimage affairs.
3. An earlier notification to both Ministries of Pilgrimage and Foreign Affairs of the Kingdom of Saudi Arabia of the names of the Official Pilgrimage Missions and delegations.
4. Each and every mission should have a known residence in Makkah Al-Mukarramah, Al-Madinah Al-Munawwarah, Jeddah, and the Holy Sites. The Pilgrimage Ministry Branches in Makkah Al-Mukarramah, Al-Madinah Al-Munawwarah and Jeddah should be advised by the mission of their residence full addresses, which include the name of the district, street, phone number and the name of the person in charge and his deputy. Those addresses and data should be conveyed by each Pilgrimage Mission to the appropriate National Tawafa Establishment in Makkah Al-Mukarramah and the National Guides Establishment in Al-Madinah Al-Munawwarah.
5. Observing the scheduling of the air pilgrims arrival so that it covers the whole arrival period, which starts on the first of the 11th month (Dhil-Qi'dah) of each year up to the end of the 4th day of the 12th month (Dhu'l-Hijjah) of the year. As for the land pilgrims, the last date for their entry into the Kingdom will be the end of the 29th day of the 11th month as per Umm Al-Qura calendar. The same applies to the departure scheduling which commences on the 12th day of the 12th month (following the announcement of the Pilgrimage Cleanliness, healthwise) up to the end of the 15th of the 1st month (Muharram) taking into consideration the conditions of the space capabilities of King Abdulaziz International Airport in the Governorate of Jeddah and

Prince Mohammad Bin Abdulaziz Airport in Al-Madinah Al-Munawwarah. The airline companies operating in the transportation of the pilgrims shall be obligated to such dates upon scheduling their flights with the Kingdom's Civil Aviation Bodies for the sake of the pilgrims comfort and to avoid their accumulation in the airport areas.

6. The Bodies that the Pilgrimage Missions may contact are as follows:

- A) In Jeddah:
  - i) The office of His Excellency, the Pilgrimage Minister
  - ii) Branch of Pilgrimage Ministry
  - iii) The Unified Agents Office
  
- B) In Makkah Al-Mukarramah:
  - i) Branch of Pilgrimage Ministry
  - ii) The appropriate National Tawafa Establishment
  
- C) In Al-Madinah Al-Munawwarah
  - i) Branch of Pilgrimage Ministry
  - ii) National Guides Establishment

7. Ensuring the efficiency of the pilgrim's air carrier and its capability to transport the pilgrim's majority in the specific times to keep its commitments towards the pilgrims as regards its own fleet of the aircrafts, its ground laborers and the concluded contracts ...etc.

8. Coordination with the Unified Agents Office in Jeddah with regard to the receipt of the returns for the services extended by the National Establishments for Hajj Affairs, transportation fees, and striving to organize the travel of the pilgrims to Makkah Al-Mukarramah or Al-Madinah Al-Munawwarah.

9. Coordination with the National Establishments for Hajj Affairs relating to pilgrims reception, organizing their accommodation affairs in Makkah Al-Mukarramah and Holy Sites, and their transfer to the holy sites or Jeddah or Al-Madinah Al-Munawwarah.

10. The mission should abide by distributing pilgrims onto accommodations and rooms and separating men from women who do not have unmarriageable persons.

11. Coordination with the National Guides Establishment in Al-Madinah Al-Munawwarah as regards the reception and accommodating of their pilgrims whether before or after Pilgrimage, together with organizing their group dispatching to Jeddah or their travel to their countries from Al-Madinah Al-Munawwarah according to the regulations and instructions.

12. Missions should direct their pilgrims to the significant compliance and adherence to the measures and regulations of the Saudi competent authorities, which advise not to crowd and gather specially in areas of congestions. Rather, pilgrims should comply

with the security precautions to be taken by the competent authorities in the Kingdom to protect them from any risks and dangers.

13. Missions should also cooperate with the Ministry of Pilgrimage and the National Tawafa and National Guides Establishments and the competent authorities in the Kingdom to follow up with the pilgrims who die naturally, whereas the laws and regulations dictate the following:

A. Each Pilgrimage mission or consulate should have a fax number of its own to be addressed directly by the governmental hospitals to easily obtain a burial approval.

B. A consulate deputy and a Pilgrimage mission representative should be necessarily available and duly authorized by their countries to deal with the governmental hospitals and clinics in the Kingdom to finalize the death cases procedures pertaining to their pilgrims and to take over the hospital admitted ones having been cured for their travel. A sufficient number of the Pilgrimage mission members should remain following the rituals performance to handle such tasks and they should not travel unless they make sure that all of the mission pilgrims have already returned back to their countries.

14. Organizing the flow of pilgrims to the slaughterhouses of offerings (Hadye) and sacrifices (Odheyah) as per a timetable and appointments to be assigned in advance to avoid their crowdedness in the slaughterhouses, which result in the pile up of the slaughtered offerings and sacrifices, which consequently lead to the spoil and no benefit of some of them. Their pilgrims should be made earlier aware of the method and mechanism of the work followed so that instructions can be easily followed and abided by in addition to encouraging the deputation to lessen the crowdedness.

15. In case there is a need for delegating Pilgrimage Mission representatives to the Group Dispatching Control Centers of the Ministry in Makkah and Al-Madinah, coordination with the branches of the Ministry of Pilgrimage shall be taken in each region as needed in association with National Tawafa and Guides Establishments.

16. Officials of Pilgrimage Missions in charge of the Group Dispatching of pilgrims should be strongly reminded that they should not dispatch pilgrims to the airport to leave the Kingdom long time before their travel date is due.

17. Coordination should be made with the Unified Agents Office in Jeddah, National Tawafa Establishments in Makkah Al-Mukarramah and the National Guides Establishment in Al-Madinah Al-Munawwarah for organizing the leave of the missions pilgrims as per the dates already scheduled.

18. Emphasis should be made to the pilgrims who have any complaint so that they bring it up to the Complaints Committees together with its evidential proofs immediately upon its occurrence for the solution of which prior to their leave because it is so difficult to consider any complaint following pilgrims leave.

19. Missions should urge pilgrims to comply with the airlines instructions particularly with regard to the payment of extra weight fees.

20. Benefit should be made out of the facilities that the Saudi Riyal traveler's checks issued by the Saudi Traveler's Checks Company and supervised by the Saudi Arabian Monetary Agency provide for serving pilgrims. Such checks provide for them security, and do not expose the pilgrim to carry fake money. It is also possible that such checks can be refunded when lost or stolen and cannot be exchanged by other than their owners. In addition, they can be easily carried and exchanged particularly in Pilgrimage areas and regions.

21. As from the 1422 H. Pilgrimage season, Pilgrimage Missions shall observe the air carrier responsibility towards passengers in case of flight delays and shall ensure that they provide the necessary services gradually as per the delay period commencing with necessary drinks, moving to meals provision, and then provision of hotel accommodation if the delay exceeds the normal period.

22. Taking necessary measures that ensure informing pilgrims prior to Pilgrimage that they should not bring into the Kingdom any materials for trading purposes in order to comply with the laws and regulations being applied in the Kingdom, and so that their entry into the Kingdom is not delayed at the entry outlets.

23. Preventing pilgrims from carrying any photos or books or political publications of whatever type or any things the bringing-in of which into the Kingdom is prohibited. They should be also prevented from participating in any gatherings, demonstrations, or political hails. Otherwise, the violating person shall be subject to lawful penalties and measures being applicable in the Kingdom such as returning the violating to his/her home country.

24. Pilgrimage Missions shall submit its complaint to the competent Ministry Bodies immediately following the occurrence of any violation so that it can be eliminated and investigated.

25. Pilgrimage Missions may express their notes and comments to the officials in the Ministry of Pilgrimage and the National Establishments serving pilgrims to be considered and so that the constructive suggestions may be accomplished to attain the general benefit for the pilgrims.

26. Members other than those of the official mission shall not be allowed to leave unless on the specified dates according to instructions.

27. Branch of the Ministry of Pilgrimage in the Governorate of Jeddah shall give courtesy cards to the Official Pilgrimage Missions members upon their arrival to the Kingdom as per the instructions organizing such an action.

28. Official, medical, and service missions can travel with no restrictions from Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah. It is important that they pass through the group dispatching control centers along the roads to verify their identities as per their passports, and their courtesy cards.

29. Persons given the courtesy cards are not restricted from travel from Makkah Al-Mukarramah. However, they are not allowed to settle in the Pilgrimage Rest Areas in Jeddah or leave the Kingdom unless on the specified dates as per the leave rules.

## **7 General Instructions**

1. Branches of the Ministry of Pilgrimage shall follow up the pilgrims departure to Jeddah, and Al-Madinah Al-Munawwarah on the date specified herein. They shall take the appropriate measures against any violation committed by the establishments officials in charge of pilgrim's departure. The party causing the violation shall bear the accommodation expenses of the mentioned pilgrims together with their board and all the consequences of such a violation.

2. The competent authority in the Ministry of Pilgrimage shall ensure that taxis and private vehicle owners will abstain from transporting any pilgrim from Makkah Al-Mukarramah to Jeddah or Al-Madinah Al-Munawwarah and vice versa. Only through the General Cars Syndicate or by the Ministry of Pilgrimage they are allowed to be transported, with the exception of those who have a permit to move about freely by any transportation means.

3. Branch of the Ministry of Pilgrimage in Al-Madinah Al-Munawwarah shall take the necessary action to open control centers to ensure that no pilgrims travel from Al-Madinah Al-Munawwarah unless on the set dates as per the instructions of the Higher Commission for Monitoring of Pilgrims Transport resolution and the directives taken in this regard. Such centers shall return each pilgrim whose travel date to his home country is not yet due to the centers as per the instructions and shall write up a report stating the pilgrim's name, number and date of his passport, place of issue, date of the lawful return, and date of the violation so that the one who caused it shall be penalized according to instructions.

4. Tourism companies in any country are not allowed to conclude a contract with pilgrims from another country who wish to perform pilgrimage. However, citizens of the country where the tourism company is located are allowed to make such a contract.

5. The representative missions of the Custodian of the two Holy Mosques abroad shall publish these instructions through available media means while clearly showing such instructions in the mission premises.

## **8 Duties and Services Provided by National Establishment for Hajj Affairs (NEHA)**

### **8.1 First: Duties of the National Tawafa and Guides Establishments**

1. To provide a guide for each bus in cooperation with the Pilgrims Transport Companies when pilgrims arrive at the air and sea outlets.
2. To receive pilgrims at the Guidance and Instruction Centers that are situated at the entrances of Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah by accredited representatives of the Field Service Groups (FSG's) at the establishments. These should accompany the pilgrims assigned to them, take them to their residences and sign the manifests that are prepared for that purpose.
3. To welcome and honor pilgrims and provide them with adequate information.
4. To assist pilgrims in finding proper accommodation.
5. To transport pilgrims, together with their luggage, to their accommodation by the means of transport that brought them and to facilitate their affairs.
6. To make their pilgrims comfortable and look after them throughout the period of their sojourn in Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah and to allocate a sufficient number of staff to serve them.
7. To report to the competent authorities unauthorized houses that accommodate pilgrims.
8. The establishments shall review the regulations and bill of implementation pertaining to the residences that are prepared for the accommodation of pilgrims, the residence criteria and the instructions that are issued in connection with accommodation in Makkah Al-Mukarramah and Al- Madinah Al-Munawwrah.
9. To create special groups for serving pilgrims staying at hotels and facilitate their affairs.
10. Establishments shall cooperate with the competent officials for the edification of pilgrims and guiding them regarding matters pertaining to their religion, shall designate persons to accompany them and guide them in the tawafa, sa'y (the seven courses between Safa and Marwah) and the remaining Hajj rituals in order to make it possible for pilgrims to perform their rites properly during their sojourn in Makkah Al-Mukarramah and the Holy Sites, or during their visit to the Prophet's Holy Mosque during their sojourn in Al-Madinah Al-Munawwarah.

11. To cooperate with the Unified Agents Office (UAO) and the Hajj missions in assigning their pilgrims to the Field Service Groups (FSG's).
12. To urge pilgrims to observe conditions of cleanliness and to safeguard the environment at their residences and in their movements.
13. To coordinate with the General Cars Syndicate (GCS) and Pilgrims Transport Companies in providing the buses needed for the transport of pilgrims.
14. To deliver to each pilgrim a card wherein is printed the basic information, such delivery being considered evidence of the receipt by the establishment of the pilgrims' passports. It is necessary to enter into the computer the full names of pilgrims, the number and date of their passports, the serial numbers of their cards, the dates of their arrival and departure, and their destination.
15. To make sure the pilgrims' passports or travel documents and travel tickets are kept with the guide of each vehicle designated for their transport from Makkah Al-Mukarramah to Al-Madinah Al-Munawwarah or Jeddah, for them to be delivered later on to the UAO or to the competent establishments.
16. To continuously check the conditions of their pilgrims and to assist them in the processing of their documents at government departments, whenever this is required.
17. To notify the competent authorities regarding lost pilgrims and to continuously make inquiries in that regard, at least every six hours.
18. To notify security departments in the following cases:
  - Failure to locate them, twenty-four hours after they are being missed.
  - Failure of pilgrims to leave on the designated dates of their departure.
  - Loss of some pilgrims' luggage.
  - Pilgrims' falling victims to pickpockets or theft.
19. To promptly notify the nearest health center in case of any pilgrim contracting a certain disease, particularly if there is cause to believe that the disease is contagious, and to assist the pilgrim to report to a hospital and take the necessary treatment or to bring a doctor to examine and treat him/her, if his/her condition so requires.
20. To assist pilgrims to report to hospitals and clinics when falling sick in order to receive treatment.
21. To call ambulances for transporting pilgrims who are not able to report to hospitals.
22. To follow up, through the guides thereof, the condition of pilgrims who are admitted to hospitals and to be in charge of the discharge of those who are cured,

who are officially declared to have improved by the treating doctor, pursuant to the coordination with the Health Affairs Department at both Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah, in coordination with the missions of the pilgrims they are in charge of.

23. To promptly supply the branches of the Hajj Ministry and the Treasury with the names of the deceased pilgrims, their nationalities, ages, the numbers of their passports and travel documents and the money and property and other things that were in their possession. There should be indicated the place, and cause of their death, and a death certificate should be given pursuant to the standard procedures; and to coordinate with their respective Hajj missions. The cemetery departments that are affiliated to municipalities should be notified regarding the death of their pilgrims, for taking the necessary steps connected with their burial.

24. The establishment (the Field Service Groups) shall submit manifests, in duplicate, of the names of the pilgrims that are to travel, together with the coupons that show the travel destination to the General Cars Syndicate, three days before the departure date of each group, whether they are traveling to their respective countries, to Makkah Al-Mukarramah, to Al-Madinah Al-Munawwarah, or to Jeddah, with an indication of their nationalities and the means of transport that will transport them upon their departure. They shall attest the validity and truthfulness of the contents of such manifests.

25. Mounting pilgrims on the top of buses should be absolutely avoided, whether on the trips to the Holy Sites or between the Hajj cities.

26. To place a large signboard on the permanent headquarters of the establishment and the pilgrims' place of residence in Arabic and English, or in a language that would help pilgrims in identifying their residence.

27. To write down the addresses and phone numbers of the Complaint Committees at the pilgrims' places of residence in Makkah Al-Mukarramah, Al-Madinah Al-Munawwarah and the Holy Sites.

28. The staff of the establishments and Field Service Groups shall see to it that all members of a family are accommodated in one location, whether in Makkah Al-Mukarramah, at the Holy Sites or in Al-Madinah Al-Munawwarah, or in the vehicles, so that a woman remains with her guardian and a man with his wife/family.

29. The establishments should urge the pilgrims they are in charge with not to sleep in the streets or squares and other such places and to notify the Ministry's competent authorities if such things do occur.

30. All concerned shall observe the provisions of civil defense that have been communicated to them by virtue of circulars issued by the Hajj Ministry concerning safety requirements and instructions.

31. Those concerned shall bring the means of transport prepared to transport pilgrims to Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah or Jeddah and shall provide all necessary assistance to them. It is necessary, as much as possible, for the passengers of each bus to be of the same nationality. In case of various nationalities, the bus driver heading to Makkah Al-Mukarramah shall be provided with a manifest indicating the number of pilgrims sent to each national tawafa establishment, and each bus shall carry all the number of passengers designated for it.

32. Every establishment shall be responsible for pilgrims' travel, or pilgrims' attempt to travel before the official date designated for their departure.

33. Without prejudice to the obligations of the establishments, they may make use of third parties to assist them in performing their duties, at their own expense and responsibility. Such parties shall be healthy and bodily fit, should have a good reputation, should be known for their proper conduct and their professions should be compatible with the job and service they perform. They should have the necessary qualifications for such job. This utilization shall be conducted in a lawful manner, pursuant to a contract that may be referred to when necessary. Each of them shall be provided with a card showing the particulars of the employee and his employer.

34. The duties indicated in this Part do not conflict with the duties designated in the resolutions pertaining to the creation of the National Establishments of Hajj Affairs as well as the royal decrees and decisions and orders issued by his Highness the Minister of the Interior, the President of the Higher Hajj Committee or by the Hajj Ministry. The establishments shall abide by all the duties and services that are originally entrusted to the 'mutawwif' and the 'dalil' (guide) in addition to the responsibilities and provisions on the basis of which the resolution creating the establishment is based. Moreover, the establishments shall be in charge of any queries concerning any of its pilgrims throughout the year and they shall keep clear records of them.

## ***8.2 Second: The Duties of the National Tawafa Establishments at the Holy Sites***

1. Each of the six Tawafa establishments shall be responsible for the construction and furnishing of the land plots and spaces, which are officially distributed among them by the commission in charge of allotment of plots of land at the Hajj Ministry, with the necessary tents for the pilgrims assigned to them.

2. The establishments shall carry out their duties of providing their services through the centers pertaining to services and of guiding those who get lost, under the supervision of the Hajj Ministry.

3. They shall provide each bus with a representative of the relevant field service group when they transport the pilgrims from Makkah Al-Mukarramah to Mina and Arafat.

4. They shall approach the Electricity Company at Mina for connecting the camps allotted to them with electric power.
5. They shall be in charge of supervising the cleanliness of the tents that are designated for the accommodation of pilgrims at the Holy Sites, and shall provide clean and cold drinking water, as well as proper lighting, and of securing the necessary servants for the necessary cleanliness, as well as adequate guards.
6. The establishments (the field services groups) shall receive the buses that shall transport the pilgrims up to Arafat or when heading to Jeddah or Al-Madinah Al-Munawwarah. They shall be in charge of the mounting and departure of their pilgrims according to the designated schedules as of their receiving of the buses, so that they may not cause traffic jams.
7. They shall place signposts on the headquarters of the groups in Makkah Al-Mukarramah, Al-Madinah Al-Munawwarah, the Holy Sites, on the entrances of camps at both Arafat and Mina. The signposts shall be in the distinctive color of each establishment and shall be lighted at night.
8. They shall place, on the accommodation of their pilgrims, signposts showing the number of the Field Service Group.
9. They shall follow up the conditions of pilgrims who are admitted to hospitals and their guides shall organize the discharge of those who are cured and who are so declared officially by their doctors pursuant to the coordination which takes place with the Department of Health Affairs at the Holy Sites.
10. The burial of deceased pilgrims shall be carried out pursuant to a declaration by the establishment or its groups, which declaration shall include the necessary particulars of the deceased after taking the legal procedures with the Hajj mission in charge of them. It is stipulated that after the descent from Mina, the pilgrims' passport shall be submitted for completing the legal procedures and obtaining the death certificates for delivering them to their representatives or their Hajj missions.

### ***8.3 Third: The Duties of the Unified Agents Office***

1. To receive, welcome and guide pilgrims at the entry outlets and to show them their places of accommodation at the Hajj Cities if they have chosen of their own will to reside there, as well as to attend to their comfort and to assist them in doing what they need to do during their sojourn.
2. To transport the pilgrims' luggage and to provide the necessary labor for carrying their luggage at all the pilgrims' air, sea and land entry outlets, at no extra charge, against the fees previously collected for this purpose from the pilgrims on behalf of all the National Establishments for Hajj Affairs, for the services stipulated in these instructions.

3. To cooperate with the National Tawafa Establishments and the Hajj missions in allocating the pilgrims to the field services groups and to the residences designated for their accommodation.
4. To seek to facilitate the transport of pilgrims and bring the buses that are designated to transport them to Makkah Al-Mukarramah, or Al-Madinah Al-Munawwarah and to provide them with all assistance in a manner that secures their getting on the buses and their departure pursuant to the arrangements regulating all this.
5. After directing the pilgrims from Jeddah to Makkah Al-Mukarramah or to Al-Madinah Al-Munawwarah, and after preparing all the necessary data pertaining to the departure of the pilgrims, the Unified Agents Office shall hand over the passports of pilgrims who are departing in each bus to the bus guide for him to deliver same to the services group in Makkah Al-Mukarramah, or the National Guides Establishment at Al-Madinah Al-Munawwarah.

When pilgrims head from Makkah Al-Mukarramah to Jeddah or from Al-Madinah Al-Munawwarah to Jeddah, for their departure in safety, God willing, to their respective countries, the Unified Agents Office shall receive the passports from the guides after making sure that they have all the passports pertaining to the pilgrims arriving on each bus.

6. To receive pilgrims' passports and travel documents and keep them pursuant to the instructions regulating this, to fill-in the questionnaires and particulars addressed to them, to indicate the number of persons accompanying the pilgrims, and to make sure that the name of the establishment is written in an absolutely legible manner.
7. To collect the fees pertaining to the services, tents, and transport, in accordance with the tariff designated for these matters. They shall also record the details of payments made by the pilgrims, in the form of statements, and stamp pilgrims' passports, using the special stamp of the Unified Agents Office, provided that the said stamp shall indicate that the government does not charge any fees from pilgrims.
8. To provide the Ministry's branch in Jeddah and the General Passports Department with the necessary data concerning the pilgrims.
9. To receive pilgrims upon their return from Makkah Al-Mukarramah, after having performed their rituals, or upon their return from Al-Madinah Al-Munawwarah, and to seek to accommodate them in the Hajj Cities, if they so desire, and to do everything that makes them comfortable and facilitate their departure.
10. To continuously monitor the conditions of pilgrims and to assist them in the finalizing of routine matters with the government departments, whenever this is required.

11. To notify the competent authorities regarding missing pilgrims and to persistently contact them every six hours, at least, and to notify the general security departments if they cannot trace them or if any of them is missing for more than twenty four hours or if he/she fails to travel on the designated dates for his/her departure. This shall not affect the obligations to search and notify the security departments of the result of the search.
12. To promptly notify the nearest health center whenever a pilgrim contracts a disease, particularly if there is reason to believe that it is a contagious disease, and to assist pilgrims in reporting to hospitals or clinics for receiving proper treatment or bringing a doctor to treat a pilgrim and examine his/her condition in case of necessity.
13. To provide the competent branches of the Hajj Ministry, the National Establishments for Hajj Affairs and the Treasury with the names of the deceased pilgrims, to indicate their nationalities, ages, passport numbers, to specify the money, property and other things in their possession, to document the location of the case, its cause and the death certificate, pursuant to the standard procedures, and to coordinate with their Hajj missions, and to notify the cemetery departments that are affiliated to municipalities concerning the deceased pilgrims, for taking the necessary steps for their burial.
14. The Unified Agents Office shall establish offices at all air, sea and land travel outlets for supervising the reception and departure of pilgrims, for providing the necessary labor for carrying pilgrims' luggage, at no extra charge, in return for the fees previously included in the checks collected from the pilgrims. These offices shall be run by selected agents with long expertise in these matters. They shall also coordinate with the pilgrims' transport companies and with the General Cars Syndicate. It is necessary that they should be assisted by an adequate number of experienced employees in this field. The following shall be observed when pilgrims head to Makkah Al-Mukarramah or to Al-Madinah Al-Munawwarah:
  - A. Not to have pilgrims that belong to more than one nationality in one bus.
  - B. To seek to assign the group of passengers of a bus and their luggage to one field service group.
15. The Unified Agents Office and the Reception Committee at the Ministry's branch in Jeddah shall be directly responsible, each in its field of competence , for directing a family to one establishment and not to transport them in more than one bus. The Office and the Reception Committee shall cooperate together and exert every effort to realize that.
16. The addresses and phone numbers of the complaint committees shall be written down in the Hajj Cities.
17. Without prejudice to the obligations of the Office, it may use third parties to assist it in performing its duties at its expense and responsibility. Such parties must be healthy and bodily fit. They should have a good reputation and should be known for their proper conduct, their basic profession shall be compatible with the job and

service they are required to render and should be qualified to perform the job. Such utilization shall be effected in a legal manner and pursuant to a contract that may be referred to when necessary. Each shall be provided with a card bearing the particulars of the employee and his employer.

18. The duties indicated under this Part shall not contradict the duties stipulated in the resolutions creating the National Establishments for Hajj Affairs as well as the royal decrees and orders and resolutions of his highness the Minister of the Interior, the President of the Higher Committee. The establishments shall comply with all the duties and services which are originally entrusted to the 'mutawwif' and the 'dalil' (guide), in addition to the responsibilities and provisions creating the establishment. Moreover, the establishment shall be responsible for answering any query addressed to it regarding any of the pilgrims it is in charge of throughout the year and it should keep clear record of them.

#### **8.4 Fourth: The Duties of the Unified Zamzamis Office**

1. To provide pilgrims with Zamzam drinking water at the guidance centers and the Group Dispatching Control Centers, in one 0.5 liter container upon arrival and in another 1.5 liters upon departure. The pilgrims shall also be provided with Zamzam water at their places of accommodation in Makkah Al-Mukarramah according to the regulations issued by the Hajj Ministry. It is essential to make sure that those involved in providing drinking water shall be healthy and clean, and the drinking cups shall be clean, while the instructions issued by the Hajj Ministry shall be observed, in respect of clean clothes and the observance of hygienic conditions.

2. To fill tankers with cold Zamzam water and having same brought up to the Holy Sites (on 'Arafat Day' and the 'Tashreeq Days', at Mina).

3. To distribute plastic containers filled with Zamzam water among the visitors of the Mosque of the Noble Prophet, peace be upon him, pursuant to the regulations laid down by the Hajj Ministry.

4. The Unified Zamzamis Office shall choose selected Zamzamis to monitor and follow up the provision of Zamzam water whether at the guidance centers and the Group Dispatching Control Centers or at the place of residence of the pilgrims, in order to ascertain that the services required of them are provided with great care.

5. Without prejudice to the obligations of the Office, it may use third parties to assist the Office in performing its duties at its expense and responsibility. These must be healthy and bodily fit, of good reputation and should be known for their good behavior. Their basic profession shall be compatible with the job and services they are to provide and that they are qualified to perform such work. This utilization shall be made legally on the basis of a contract to be referred to when necessary, and each of them shall be provided with the particulars pertaining to the employee and his employer.

## **9 Duties of the General Cars Syndicate and the Transport Companies**

The General Cars Syndicate shall be responsible for upgrading the standard of services that are provided to the guests of the Most Merciful and the visitors of the Mosque of His Prophet, peace be upon him, in respect of securing comfortable buses for the transport of pilgrims. It shall follow up and monitor the services that are provided by the pilgrims transport companies, and of securing prompt assistance by way of fixed and mobile workshops all along the road, through the support centers between Makkah Al-Mukarramah – Al-Madinah Al-Munawwarah – Jeddah – the Holy Sites, for dealing with bus failures and having a wireless communication network all along the roads used by pilgrims.

The duties have been specified as follows:

1. To secure the transport of pilgrims, against receipt of their transport fees.
2. To urge transport companies to provide buses and small vehicles, either by acquiring or hiring same in advance, pursuant to the instructions communicated to them.
3. The pilgrims transport companies shall provide an adequate number of drivers for the vehicles they prepare for the transport of pilgrims at an early and proper date and to train them in respect of the roads that lead to the Holy Sites and the Hajj facilities, through coordination with the traffic departments.
4. The pilgrims transport companies shall be accessories in the traffic violations committed by their drivers in respect of transporting pilgrims on top of the buses, excess passengers or traffic violations.
5. The pilgrims transport companies shall provide portfolios for passports, which shall be kept in the safes of the buses for the safe keeping of passports.
6. The pilgrims transport companies shall see to it that safety belts are available for each seat in their buses and vehicles, pursuant to traffic instructions.
7. To prepare transport tickets wherein shall be indicated the destination of pilgrims and the price of each coupon, and handing over of same to the Unified Agents Office for selling same, such Office being a representative of the General Cars Syndicate, pursuant to the agreement concluded by and between the Syndicate and the Unified Agents Office in that respect.
8. To prepare maps that show the direction of drivers between Makkah Al-Mukarramah – Al-Madinah Al-Munawwarah – the Holy Sites.

9. The pilgrims transport companies may not require the bus drivers to work beyond their daily capacity, this being for securing the safety of pilgrims against accidents that are the result of drivers' exhaustion.
10. The pilgrims transport companies shall provide first aid kits and the safety requirements tools in each bus.
11. The pilgrims transport companies shall make sure of the safety and maintenance of the buses and vehicles and ascertain the existence of safety tools and all the necessary accessories therein before they start to operate, pursuant to the instructions that are issued in that respect by the Executive Committee of the Higher Commission for Monitoring of Pilgrims Transport.
12. The pilgrims transport companies shall provide the necessary covers and ropes and shall give strict instructions to the bus drivers to thoroughly supervise the binding and covering of luggage.
13. The pilgrims transport companies shall be liable for the value of bags whose loss or falling from the buses is proven, which value shall be no less than two hundred and a maximum of one thousand and five hundred Saudi Riyals.
14. It is strictly forbidden to carry luggage beyond the capacity that is specified on top of the buses.
15. The pilgrims transport companies shall obligate their drivers to stop at the Group Dispatching Control Centers, the Guidance Centers, and the Miqat Mosque at Al-Madinah Al-Munawwarah.
16. The pilgrims transport companies shall instruct their drivers to require pilgrims to remove zamzam water containers and small bags from the passageways inside the buses and the emergency exits.
17. All companies that transport pilgrims arriving by air, sea or over land, shall comply with their full responsibilities that are stipulated under the regulations governing the transport of pilgrims.

## **10 Pilgrims Lodging Rules and Executive Regulations Pertaining to Houses for Pilgrims**

The Pilgrim Lodging Rules and the Executive Regulations Pertaining to the Houses Prepared for the lodgings of pilgrims

### **FIRST: The Pilgrim Lodging Rules:**

#### **Article 1**

The Tawafa Establishments shall assist the pilgrims or their representatives to choose the appropriate housing and to facilitate renting them.

## **Article 2**

The Landlords or the lessors shall provide the Tawafa Establishments with information about their houses which they wish to let during the pilgrimage season. This information shall include:

- a) Location of the house and its address in full
- b) Type of building
- c) Number of floors and rooms available in each
- d) A list of house contents
- e) A copy of licensing the house for pilgrims lodging issued by the Housing Inspection Committee for that year
- f) A copy of the lease contract signed between the original landlord and the lessor.
- g) A copy of the Power of Attorney (if applicable).

## **Article 3**

Leasing shall be made from the principal landlord or his legal attorney or from the tenant, whose term of rent is a full year.

## **Article 4**

The lessee shall rent the house only to the pilgrims or their representatives.

## **Article 5**

Lease contracts for house shall be made between landlords or their agents, or the lessors and the pilgrims or his direct representative. Establishments are to be notified about the houses which the two parties agreed to rent. The rent contracts are to be attested – free of charge – by the Establishments. These contracts are to be authenticated also by the Ministry of Pilgrimage.

## **Article 6**

The Tawafa Establishments or their branch offices may not rent a house with the purpose of re-leasing it to the pilgrims or their representatives.

## **Article 7**

Members of the Establishments and their branch offices may lease personally their privately owned houses, or such premises they have rented for the whole year, like any other landlords or lessors.

## **Article 8**

The Tawafa Establishments or their branch offices may not make any profit, or receive certain percentages, commissions, or compensation under any context out of the pilgrim lodging lease contracts be it from the pilgrims or their representatives, or from the landlords or the lessors.

## **Article 9**

The value of the rent is based on the agreement made between the landlords or the lessors and the pilgrims or their representatives, depending on the supply and demand conditions.

## **Article 10**

The landlords or the lessors are committed to provide the housing with all required services such as water, electricity, cleaning, furniture, servants, maintenance and security as agreed between them and pilgrims or their representative. If the landlord or the lessor expressed his inability to provide such services or part thereof and was taken into consideration when fixing the rent, the concerned pilgrimage mission may contact any other party to provide such services as appropriate.

## **Article 11**

The landlord of the lessor will deposit 15% of the rent with the Tawafa Establishment as a guarantee. The Establishment will use this security if the landlord or the lessor failed to meet his obligations stipulated in the contract and mentioned in the previous paragraph. This deposit must be included in the contract terms and will be refunded in full or partly to the landlord or the lessor after completion of the lease term and the submission of a certificate issued by the pilgrim or his representative confirming the fulfilment of obligations towards the pilgrims.

## **Article 12**

The Ministry of Pilgrimage prepares a standard form for the pilgrim housing contract. This form covers the basic items and includes the foregoing stipulations. This form is being circulated to all Tawafa Establishments to be observed by all parties.

## **Article 13**

The rent value shall possibly be paid in full upon signing the contract between the landlord or lessor and the pilgrim or his representative. If impossible, payment will be made then as follows:

- a) 30% upon signing the contract
- b) 40% upon the pilgrim's arrival and lodging at the house
- c) 30% at least three days before the end of the lease term

Provided the pilgrim or his representative submits to the landlord or the lessor a bank guarantee equivalent to the second and the third payments mentioned in b and c above. The guarantee is to be issued by a local bank.

#### **Article 14**

a) if a mission or a pilgrim group is committed to a written contract with the landlord or the lessor and the advance payment was paid, the contract may be rescinded. The balance of the rent value must be paid unless such lodging will be detrimental to the pilgrims.

b) The landlord or the lessor may not lease the house again if committed with the pilgrim or his representative for whatever the reasons are.

#### **Article 15**

The landlord or the lessor may not rent housing units to a foreigner beyond his lodging needs throughout the year.

#### **Article 16**

The number of the pilgrims to be lodged in any rented house may not exceed the approved number in the house inspection certificate issued by the Inspection Committee on the Pilgrim lodging houses.

#### **Article 17**

The Ministry of Pilgrimage should coordinate with the Ministry of Foreign Affairs regarding the pilgrims who come from their countries unorganized in the form of missions or groups by urging the concerned countries to organize their pilgrims to come under official missions. These official missions will assume necessary arrangements for their pilgrims, including renting their houses.

#### **Article 18**

The lease contract shall be in several copies. The following parties are to be furnished with copies thereof:

The Ministry of Pilgrimage

The Tawafa Establishment that endorsed the contract

The Landlord or the Lessor

The Pilgrim Mission or the Pilgrims Representative

## **SECOND: The Executive Procedures of the Regulations Pertaining to the House Prepared for the Lodging of the Pilgrims**

a) It is not permitted to lodge the pilgrims except in houses of a definite technical standard, general specifications, safety requirements, and sanitary rules in accordance with the Regulations of Buildings and Roads as well as the Regulations of Houses Prepared for the Lodging of Pilgrims, and with the instructions and orders issued for implementing these regulations and rules, provided a license is issued for lodging the pilgrims in them.

b) In both Makkah and Madinah there will be formed a principal committee called The Lodging Committee specialized in dealing with all matters pertaining to the lodging of pilgrims, and directly connected with the HH the area Amir.

c) The conditions pilgrim houses should have are:

1. The construction elements in both popular houses and concrete houses should be sound and unimpaired, and so designed as to bear the weights they are supposed to carry, not having any apparent faults.

2. The rooms should be over-looking the streets or open light shafts

3. the space set for each pilgrim should not be less than two and one half meters by one meter (2.5 x 1). Halls, kitchen and corridors should not be used for lodging the pilgrims.

4. Supplying electric cold water fountains at the rate of one for each floor, but if a floor contains more than four flats, water fountains should be increased. Paper cups should be provided.

5. Supplying each room with an air-conditioner suitable for its size.

6. Supplying enough containers for rubbish at the rate of one small plastic container for each room and a big one with cover for each flat. Rubbish plastic bags should also be provided.

7. The number set for each room in the license should be adhered to. The number set for each room by the committee should be written on the door of each room.

8. The kitchens, bathrooms, flats corridors, staircases and light shafts of the building should be cleaned around the clock.

9. Supplying fire-extinguishers (powder) of five kilos capacity for each flat. Also there should be supplied one pail along with one fire-extinguisher, of not less than eight kilos capacity, at the entrance of every building. This is along with supplying all the other safety means as the Civil Defense Department sees necessary.

10. Each flat should have a kitchen with a washing basin and an exhaust fan. The kitchen should not contain any draining pipes that appear to have any leaking.
11. The windows of both rooms and bathrooms should have insect proof wire screen.
12. The bathrooms should be sanitary, well-ventilated with working siphons. As to the popular buildings, they should have the same as far as it is technically possible.
13. Lighting in all parts of the building should be satisfactory.
14. The electric wiring should be in insulating pipes.
15. The built water tank should be reinforced and plastered. Roof fiberglass water tanks may be used.
16. Ground water tanks should have tight covers and should be raised above the ground, containing a float, a lock, and be faraway from any source of pollution.
17. The principal means of movement (staircases and lifts) and the horizontal ones (corridors inside and outside the flat) should fit the technical and well-known specifications. The lift should be faultless with good ventilation, stopping at the level of each floor. It should have a maintenance contract made with a specialist company.
18. As to the popular buildings, they should have all the technical, sanitary, and general safety requirements mentioned above. But they are relieved of the full finishing required in the reinforced buildings.