



**A booklet of instructions organizing Hajj  
affairs for the Hajj season of 1444 AH**



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## General instructions for the Hajj season

The registration of vital characteristics (fingerprint) for all pilgrims is a prerequisite for coming to the Kingdom of Saudi Arabia, according to the following:

A- Pilgrims of the Road to Makkah Program (countries that have vital characteristics registration centers):

Their vital characteristics are recorded in these centers after obtaining the Hajj visa, and before they come to the ports of entry in the Kingdom Saudi Arabia, in order to facilitate the procedures for finalizing their arrival through the ports (land - air - sea) through which they apply.

B- Countries that do not have centers for registering vital characteristics:

The pilgrims coming from it can register their vital characteristics at the entry points (air - land - sea) inside the Kingdom Saudi Arab..

2. The authorities organizing the arrival of pilgrims from abroad (pilgrim affairs offices, companies, tourism agencies and campaigns) should issue Certificates of (death and birth) for the pilgrims dependent upon them as soon as they occur, provided that the period does not exceed (48) hours as a maximum from the registration of the (death) notification. and childbirth) in hospitals in the Kingdom of Saudi Arabia.

3. The offices of pilgrims' affairs may open two headquarters in each of Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah: the first for the administrative office for pilgrims' affairs and the second for the office

The Office of Pilgrims Affairs must obtain a written approval from the Ministry's branch in Makkah Al-Mukarramah and the Visiting Agency in Madinah

The medical office must obtain a permit for its establishment from the Ministry of Health, provided that these two headquarters are located outside the central area, and that these offices are located outside the central area.

The buildings are authorized by the Committee for the Inspection of the Pilgrims' Residences, and it is permissible to raise the official state flag over these two premises during the Hajj season only.

It is prohibited to raise the flag on the pilgrims' residences, or in any of the pilgrims' residence sites.

4. It is forbidden to contact and communicate with the ministries and official authorities in the Kingdom of Saudi Arabia except after prior coordination with the Ministry of Hajj and Umrah.

And taking into account not to write to the official authorities except through the Ministry of Hajj and Umrah or its branches in Makkah Al-Mukarramah and Jeddah Governorate and the visitation agency in the city

5. Members of the offices of pilgrims' affairs (administrative and medical) are exempted from paying revenues for the services of the cult-trading companies, according to the electronic system mechanism.

Unified for pilgrims abroad by the Ministry of Hajj and Umrah on their passports in addition to:

A- Obtaining official identification cards for them from the offices of pilgrims' affairs, and on them must be stamped by the authority concerned with Hajj affairs.

The seal of the concerned Saudi consulate.

B- That the role of the members of the Office of Pilgrims' Affairs in the holy sites be a service role to assist their pilgrims, and that their residence be outside

C- That the work of the members of the offices of pilgrims' affairs in the Holy Land is not carried out except after coordination with the Ministry's branch in Makkah Al-Mukarramah and the agency.

uniforms in Madinah, the concerned Tawaf company, and the guide company, and it is taken into account that they are present in Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah before their arrival

pilgrims for a period of not less than ten days.

D- Among the members of the medical office there must be a general practitioner or a doctor specializing in preventive medicine at a rate of (20%) of the total members of the office.

Medical facilities for pilgrims



6 In order to obtain Hajj visas, all pilgrims must have separate international passports, including those accompanying them and children. The validity period of the passport is not less than 6 months, and it is necessary to obtain a visa before arriving in the Kingdom of Saudi Arabia.

7. Announcing to all pilgrims and Umrah performers that the Ministry of Hajj and Umrah in the Kingdom of Saudi Arabia has established a communication center to receive Communications, inquiries and observations from (pilgrims, Umrah performers and visitors) and its keenness to provide everything that would serve and comfort guests  
Al-Rahman, through the toll-free number (911) from inside the Kingdom, and the number (+966920002814) from outside the Kingdom.

8. The offices of pilgrims' affairs must cooperate with the Ministry of Hajj and Umrah and the concerned authorities to allow their employees to enter the pilgrims' residences to monitor services provided to them.

9. It is not allowed for the employees of the Pilgrims Affairs Offices to move outside Makkah Al-Mukarramah except after obtaining written approval from the competent authorities in the Ministry of Hajj and Umrah.

10. The Ministry of Hajj and Umrah shall be notified about the pilgrims who are late for their departure times in due course, and the office shall search and investigate them.

If a lagging pilgrim is found, the travel ticket with a copy of the pilgrim's passport is delivered to the Ministry of Hajj and Umrah, in coordination with the Ministry of Hajj and Umrah.

The competent authorities in the Kingdom of Saudi Arabia (General Directorate of Passports), and the raft company must inform the competent authorities of any delay  
He performed Hajj after the expiration of the specified period of residence, and the provisions will be applied against the violator of the residence regulations.

11. Procedures are taken by the Hajj Affairs Office to ensure that no pilgrims affiliated with them remain in the Kingdom after the end of the Hajj season.  
The organizer bears the responsibilities and consequences of this matter fully.

12. Appointing an authorized employee with full authority to enter pre-readiness data, provided that he is among the members of the Affairs Office. The pilgrims are present at the air ports (King Abdulaziz International Airport in Jeddah and Prince Muhammad bin Abdulaziz Airport in Madinah).

13. It is necessary to cooperate with the officials of the Ministry of Hajj and Umrah regarding the lack of numbers of Umrah pilgrims coming for the purpose of performing the rituals of Hajj, which harms the public interest, and negatively affects the services provided by the government of the Kingdom of Saudi Arabia and service companies concerned with serving

Pilgrims, and addressing the situation in accordance with the controls set by the Ministry of Hajj and Umrah to regulate the movement of pilgrims coming to perform the rituals of Umrah.

14. It must be taken into account that the basic and enrichment service packages in the unified electronic system for pilgrims abroad cover all services related to the place.  
time, quality, etc.

15. The provision of medical center services should be limited to their pilgrims and not to establish any mobile clinics, clinics or centers.  
Medical in the holy sites or outlets or timings.

16. The use of seasonal labor is prohibited during the Hajj season, and the seasonal labor used by the offices of pilgrims' affairs is appointed by Through contracted service providers and under the auspices and follow-up of the concerned raft companies and the supervision of the Ministry of Hajj and Umrah.

17. The pilgrims' affairs offices and all the organizers (tourist companies and agencies) must abide by all the instructions issued by the authorities. government in the Kingdom of Saudi Arabia related to Hajj affairs.

18. Pilgrims must be assured not to carry in-kind and cash belongings in public places, which exposes them to loss, and to warn them not to jostle and crowding.

19. In the event that there are any new instructions or controls later on, they will be added directly to the electronic version of the instruction booklet in the system.

The unified electronic services for pilgrims (the electronic track for pilgrims abroad). [www.ehaj.haj.gov.sa](http://www.ehaj.haj.gov.sa)

20. In the event of new developments in the Corona virus pandemic, the quota allocated to each country of pilgrims may change.

## Instructions for transporting pilgrims coming to the Kingdom of Saudi Arabia and returning them to their countries and the transportation mechanism

### Chapter One: Instructions for transporting pilgrims to the Kingdom of Saudi Arabia and returning them to their countries, according to the following:

#### A- Air transportation instructions:

1. Selection of licensed airlines that meet the conditions and requirements approved by the General Authority of Civil Aviation, taking into account the provisions contained in any agreements related to air transport signed bilaterally between the authorities of the two countries.
2. The process of transporting pilgrims is subject to the provisions and principles of bilateral air agreements signed between the Kingdom of Saudi Arabia and other countries as well as complying with all the terms of the agreement that is signed with the General Authority of Civil Aviation in the Kingdom of Saudi Arabia.
3. The pilgrims are distributed among the service companies affiliated with the Tawafah companies in Makkah Al-Mukarramah and the National Guide Company in Al-Madinah Al-Munawwarah before they come to the Kingdom of Saudi Arabia, so that the number of offices per flight does not exceed two service offices only.
4. The commitment of the offices of pilgrims' affairs not to contract with providers of housing and land transportation services in Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah, before contracting with air carriers and scheduling arrival and departure flights, according to the requirements of the unified electronic system for pilgrims abroad.
5. The pilgrims are enlisted on flights in a regular and consecutive manner, taking into account the capacity of the air ports in the Kingdom, according to schedules flights issued by the General Authority of Civil Aviation and in accordance with the plans and instructions for dispatching pilgrims from Medina to Makkah and vice versa.
6. Air pilgrims are transported to and from the Kingdom by the national air carrier or any airline internationally licensed by international organizations well-known, and the General Authority of Civil Aviation, and in accordance with the regulations and instructions in force in the Kingdom of Saudi Arabia.
7. Completing the necessary and early coordination with the General Authority of Civil Aviation to make the necessary reservations for the landing of aircraft so that they can be fulfilled  
With the dates it sets for the arrival of its pilgrims and submitting a detailed flight schedule approved by the General Authority of Civil Aviation to the Ministry of Hajj and Umrah, showing the flight numbers, date of arrival and departure, and the name of the carrier.
8. The return tickets for the pilgrims must include a confirmed reservation showing the date and number of the flight: provided that the pilgrims' flights are scheduled for the dates specified in advance by the General Authority of Civil Aviation and according to the unified electronic system for foreign pilgrims of the Ministry of Hajj and Umrah.
9. With the approval of the Saudi General Authority of Civil Aviation, the "approved shipper" service is subscribed. This service is summarized in receiving Luggage of pilgrims departing by this shipper from Makkah Al-Mukarramah or Al-Madinah Al-Munawwarah and transferring it directly to the airport after completing procedures Inspection, and it is shipped directly to the plane without going through the procedures counters at the airport.
10. The Office of Pilgrims' Affairs must notify the General Authority of Civil Aviation when contracting with transport companies and shipping groups' luggage in the country Mecca and Medina.
11. Providing representatives of pilgrims (offices of pilgrims' affairs, tourism companies and agencies) around the clock during the period of arrival and departure of Pilgrims in the Hajj halls at King Abdulaziz International Airport in Jeddah and Prince Muhammad bin Abdulaziz Airport in Madinah, provided that their data and the documents of each employee of them to the ministry branch in Jeddah and the visitation agency in Madinah to obtain security clearance cards for entry Prayers before the arrival of the pilgrims in sufficient time.
11. That the luggage bags they carry with them comply with international standards in international airports in terms of weights and sizes specified in accordance with the instructions issued by the General Authority of Civil Aviation, while not accepting large sizes that impede the process Operation inside the terminals and the airport apron



2 Submission of all arrival and departure flight schedules and completion of procedures for obtaining landing and departure permits for its aircraft by the Authority General Civil Aviation on the first of Rajab of each year and a date not later than the fifteenth of the same month according to the Hijri date and what corresponds to the Gregorian date, provided that the carrier airline has a coordinator approved by the Authority to do so and an office to represent it in Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah during the period of the Hajj season to review the pilgrims, noting that submitting flight schedules in advance increases the opportunity companies obtain the required times according to their operational plan and in proportion to the airport's capacity.

13. The pilgrims departing by air are automatically dispatched according to the flight schedule issued by the General Authority of Civil Aviation, provided by the companies. The carrier of pilgrims within the framework of the agreement concluded in this regard, and in accordance with the instructions issued by the General Authority of Civil Aviation referred to in Air transport instructions in Paragraph (a) of these instructions, and that any amendment thereto must be made through the General Authority of Civil Aviation and by the Ministry of Hajj and Umrah.

14. The number of actual pilgrims arriving and departing by air from each port, mentioned in the item on entry ports "by air", will be confirmed of the Hajj Agreement, in accordance with what is agreed upon between the Office of Pilgrims Affairs and the General Authority of Civil Aviation.

15. The distribution and scheduling of flights shall be done in a way that ensures optimal utilization of the full periods of arrival and departure of available pilgrims in a balanced manner and to avoid the peak times that the airport witnesses annually, and the officials concerned with the offices of pilgrims' affairs in all countries must work on this Taking into account that the period of arrival and departure of pilgrims by air is not less than (30 days) and that it is distributed evenly over the movement of arrivals and departures, and commitment With landing schedules and permissions prepared by the General Authority of Civil Aviation in sufficient time before the Hajj season.

16. The Office of Pilgrims Affairs reviews the General Authority of Civil Aviation to agree on a schedule for the arrival and departure of pilgrims and notify the Ministry of Hajj and Umrah according to the schedule approved by the Civil Aviation, and to be paid automatically through the unified electronic system for services for pilgrims abroad (advance preparation) because it is considered the basis on which housing contracts in the two holy cities (Makkah and Medina) are built. as the housing contracts for pilgrims in Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah must be in accordance with the flight schedule issued by The General Authority of Civil Aviation, as well as with plans and instructions for organizing the transportation of pilgrims between Medina and Makkah Al-Mukarramah.

17. In coordination with the General Authority of Civil Aviation, and after obtaining approval from the Ministry of Hajj and Umrah (the Visiting Agency in Madinah and the Ministry's branch).in Jeddah Governorate) in accordance with the regulations and conditions regulating this, the offices of pilgrims' affairs are allowed to receive their pilgrims arriving by air via King Abdulaziz International Airport in Jeddah, and Prince Muhammad bin Abdulaziz International Airport in Madinah, provided that the members of the office receive Persons assigned to receive pilgrims at the two airports must obtain the necessary entry cards and provide offices for them inside the pilgrims' reception halls.

18. Schedules for the arrival and departure of all pilgrims coming from abroad and their service companies, as well as ticket numbers, are recorded travel, and the addresses of their residence in the holy sites and their field service offices, in the unified electronic system for pilgrims the outside.

19. The arrival and departure of all pilgrims will be according to the same track, so that the departure of the pilgrims who come through Prince Muhammad bin Abdul Aziz in Madinah from King Abdulaziz International Airport in Jeddah and vice versa, and in the event that this is violated, the airlines will be responsible The official transporting the resulting sums of money for the housing and subsistence of the pilgrims in Medina.

20. Contracts are made by the officials concerned with the offices of pilgrims' affairs with the transport companies directly and without an intermediary or contracting from Subcontractors to control arrivals and departures and determine responsibility

1 All airlines must first obtain the time slots for their flights at the arrival and departure stages, distributed evenly according to The numbers of each country and the distribution mechanism referred to in the Hajj instructions issued by the General Authority of Civil Aviation, and then presented to the Affairs Office State-affiliated pilgrims to be able, based on those schedules, to conclude housing contracts for pilgrims and housing commitment to the specified time schedule.

22. The Office of Pilgrims Affairs must confirm that the airlines contracting with it adhere to all instructions issued by the General Authority Civil Aviation in the Kingdom of Saudi Arabia.

23. The Office of Pilgrims Affairs should not request the transfer of pre-approved Hajj flights from King Abdulaziz International Airport in Jeddah to an airport city and vice versa

23. The Office of Pilgrims Affairs must confirm and warn the pilgrims of the need to verify the integrity of documents related to aviation before boarding plane in time.

24. Not making reservations for pilgrims and scheduled and regular flights for flights departing before the fifteenth of Dhul-Hijjah every year and beyond corresponding to the Gregorian date.

25. The Hajj Affairs Office must provide air carriers with passenger data 72 hours before take-off and not interfere in operational matters. for air carriers.

26. The need for the Office of Pilgrims' Affairs to confirm the carriers that have been contracted with to request flights as stipulated in the contracts concluded

26. Emphasizing that the Office of Pilgrims' Affairs informs air carriers of the number of passengers with special needs.

### **B- Land transportation instructions:**

1. The instructions and controls issued by the government agencies related to Hajj affairs include determining the numbers of pilgrims coming from the port by land, and to ensure that their arrival is sudden, to avoid overcrowding and overcrowding at specific times.
2. The process of arrival of land pilgrims starts from the first date of the month of Dhul Qi'dah, and until the thirtieth of it every year, and whatever corresponds to that in the Gregorian date without exception.
3. It is prohibited for companies, institutions and offices of Hajj and Umrah affairs to contract with foreign buses for transportation within the Kingdom, unless after obtaining a permit from The General Transport Authority to do so.
4. Compliance with the technical specifications that must be available in the buses used to transport pilgrims to the Holy Land, in accordance with the instructions regulating this.
5. The process of leaving land pilgrims starts from the fifteenth of the month of Dhul-Hijjah until the end of the fifteenth of the month of Muharram of each year and it does not agree with the Gregorian date without any exception.
6. The pilgrims travel from Makkah Al-Mukarramah to Al-Madinah Al-Munawwarah by land after performing the rituals of Hajj starting from the morning of the fourteenth of Dhul-Hijjah Every year and what corresponds to that on the Gregorian date until the end of (15 Muharram) according to the permitted flow rates, with the necessity of fulfilling the requirements Necessary for buses, drivers and security of pilgrims.
7. The scheduling of the flow of pilgrims from Makkah Al-Mukarramah to Al-Madinah Al-Munawwarah is presented according to the specified flow rate and submitted to the civil company for the concerned raft and the General Motors Syndicate Company no later than the beginning of Dhu al-Qi' dah.

8. Vehicles transporting land pilgrims coming from outside the Kingdom of Saudi Arabia, which have a capacity or more than (25) five Twenty passengers to organize the reservation of land pilgrims' vehicles in order to arrange their movements in Medina, Makkah Al-Mukarramah and the holy sites under the supervision of the leadership of traffic, provided that all necessary measures are taken to subject it to regulation immediately upon its entry into the Kingdom and until its departure, and not to allow it to leave the specific ways to run it.

8. Adhering to the provision of additional drivers in buses coming from outside the Kingdom and adhering to all safety rules.

. 10 Adhere to the necessity of contracting with carriers for the pilgrims' luggage in order to avoid their accumulation in the buses.

### **C- Shipping instructions:**

1. The process of the sea pilgrims coming through the ports of "Jeddah Islamic" and "Yanbu Commercial" starts from the first date of the month of Dhul Qi'dah until the fourth of the month of Dhul-Hijjah, and their departure will be from the fifteenth of the month of Dhul-Hijjah, until the month of Muharram of each year, and what This coincides with the Gregorian date and in accordance with the timetable related to the organizing instructions mentioned in Paragraph (27) of the timetable in post this brochure.

2. The marine modes of transport approved by the competent authority at the Saudi Ports Authority shall be used, taking into account that all of them are available

Safety means according to applicable international standards

The number of actual pilgrims arriving and departing “by sea” from each port is confirmed according to what is agreed upon between the Office of Pilgrims Affairs and the Authority.  
General Ports.

## Chapter Two: Instructions for transporting pilgrims between the cities of Hajj and the holy places according to the following:

1. Adherence to the instructions for transporting pilgrims, which limit transportation between each of (Makkah Al-Mukarramah, Al-Madinah Al-Munawwarah, and Jeddah) to the buses of the Syndicate Company General Motors, according to what was registered in the service packages through the unified electronic system for pilgrims abroad.
2. Informing all pilgrims to adhere to loading the personal (personal) luggage of each pilgrim on the bus in which he will be transported, and not to load his luggage on a bus other.
3. A truck shall be provided to transport the excess baggage, and the financial expenses incurred thereof shall be paid, and the resulting delay in transporting the pilgrims shall be borne.
4. Vehicles are used between the cities of pilgrimage and the holy places according to what is shown below:
  - A- It is not permitted for pilgrims to move between the cities of Hajj (Makkah Al-Mukarramah, Al-Madinah Al-Munawwarah and Jeddah) and the holy places, except on buses of pilgrims transport companies approved by the General Motors Syndicate Company, and in accordance with the arrangements and instructions detailed in the agreement for the provision of transportation services concluded with the General Syndicate of Motors Company.

B- It is forbidden for land pilgrims' cars to enter Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah, and they will be reserved in the designated parking lots outside the two cities

The two holy cities, with the provision of buses for mass transportation that pilgrims can use to enter the center of the two holy cities and return to Parking lots, noting that these parking spaces are not designated for housing pilgrims at all.

C- With regard to the use of vehicles intended for transport services, or passengers with a load of less than (25) passengers, the numbers and types should be specified and the sources of vehicles to be used, along with defining the tasks officially assigned to them, and specifying the number of members of the Office of Pilgrims' Affairs who benefit from them and clarify the tasks assigned to them and the justifications for that, and refer to the Ministry of Hajj and Umrah (General Administration of Transport) to coordinate with the competent authorities according to the instructions organizing this, provided that they are not used to transport pilgrims on the journey of the holy sites.

D- With regard to vehicles designated for medical services, they must obtain a written approval from the Ministry of Health or any official agency representing it in the region of Makkah Al-Mukarramah or Al-Madinah Al-Munawwarah, and the number and dates of its participation in the service of pilgrims are determined.

5. A period of four months, ending at the end of Muharram, shall be determined as a maximum limit for the stay of foreign cars coming through the land crossings used from  
Before the offices of pilgrims' affairs, while continuing to put a sticker on those cars by the Zakat, Tax and Customs Authority in coordination with the General Security, and in the event that the exit of these cars is delayed, the provisions of the executive regulations of the unified customs system shall apply to them.

6. All types of cars of the pilgrims' affairs offices are subject to the instructions that limit their use during the Hajj season only, after Obtaining the necessary permits from the competent authorities in the Kingdom of Saudi Arabia.

7. Diplomatic cars are prohibited from traveling between the Hajj regions (Jeddah, Makkah Al-Mukarramah, and Al-Madinah Al-Munawwarah) unless they obtain a permit from the Ministry of Interior Ministry of Foreign Affairs in the Kingdom of Saudi Arabia for the period from the first of Dhul-Qi' dah until the end of the month of Dhul-Hijjah, with the exception of ambassadors and political officials in any embassy.

8. Small cars registered outside the Kingdom of Saudi Arabia, whose capacity or load are less than 25 riyals, are prohibited for pilgrims. Entry to Makkah Al-Mukarramah, and they are booked in the parking lots prepared at the entrances to Makkah Al-Mukarramah, and the passengers of these cars are transported from the parking lots to Mecca by public transport buses.

9. All types of vehicles that carry Saudi plates and have a capacity of less than (25) twenty-five passengers, which are driven by those who wear Ihram, are prohibited from entering Makkah Al-Mukarramah, it is reserved in the small car parking spaces at the entrances to Makkah Al-Mukarramah



10 All types of cars are prohibited from entering the holy sites unless there is an official permit from the competent authority for public security, for the period from the morning of the fifth day until the end of the thirteenth day of Dhu al-Hijjah.

11. All types of vehicles with a capacity of (25) twenty-five passengers are subject to registration at the Traffic Department and obtaining a permit that distinguishes and identifies them the season in which she is authorized to work, in accordance with the approved regulation

12. It is prohibited to use all types of motorcycles and bicycles by the offices of pilgrims' affairs in Makkah Al-Mukarramah, Al-Madinah Al-Munawwarah, and the holy places except with permits from the competent traffic department and with the approval of the Ministry of Hajj and Umrah.

13. It is prohibited for all types of vehicles to enter the sites and squares that are designated temporarily or permanently for pedestrian movement around the Grand Mosque and the Namera Mosque, Jabal Al-Rahma, Al-Mashaar Al-Haram, and Al-Jamarat, even if there are headquarters and sites for the authorities in those spaces.

### Chapter Three: Instructions for transporting pilgrims by train in the holy places (Arafat - Muzdalifah - Mina) according to the following:

1. The numbers of pilgrims wishing to use the train to move within the holy sites are determined from the total quota prescribed for them, and that they are provided Hajj and Umrah and the civil company of the concerned raft visited their names no later than the end of the month of Rajab of each year.
2. It is confirmed to all supervisors in charge of the pilgrims' transportation program at the transport stations by train that they must adhere to the use of tickets issued by the company operating the train and that they have to assure the pilgrims not to sell it to other nationalities.
3. Compliance with all instructions and controls related to the use of the Mashaer Railway in order to preserve the safety and comfort of pilgrims.
4. Adhere to the promotional programs communicated to them by the Ministry of Hajj and Umrah and the concerned Tawaf companies in Makkah Al-Mukarramah

Third:

### Housing instructions in Makkah and Madinah for the Hajj season

1 All housing contracts in Makkah Al-Mukarramah, Al-Madinah Al-Munawwarah, and the holy sites are subject to the procedures approved by the Ministry of Hajj and Umrah through the unified electronic system for pilgrims abroad, and no bilateral agreements between pilgrims affairs offices or organizers with the housing renters are considered the housing of the pilgrims should be limited to hotels and authorized buildings, and the representatives of the pilgrims (offices of Hajj affairs or companies and agencies) shall bear the responsibility for violating this.

2. Reserve buildings are registered through the unified electronic system for pilgrims abroad, in excess of the actual need for the capacity that accommodates their percentage (1%) of the total number of pilgrims, including all pilgrims arriving under the umbrella of the Office of Pilgrims Affairs, Companies and Tourist Agencies His subordinates, in order to use them in emergency cases that may occur during the Hajj season and it is necessary to evacuate the building in order to preserve the safety of lives Pilgrims such as fire and crack, with the need for the buildings rented for housing to be approved by the concerned authority with valid permits for the season Hajj for the entire number of pilgrims.

3. The capacity specified for the building shall not exceed the authorized number, and it is strictly forbidden to use halls, kitchens, corridors, and the mezzanine floor Or a role for services, parking and roofs for any residential and storage purposes

4 The rental value of the pilgrims' housing shall be paid in full through the electronic payment system approved by the Ministry of Hajj and Umrah, provided that the Tawafa company undertakes Concerned in Makkah Al-Mukarramah and Al-Edala Company in Al-Madinah Al-Munawwarah to transfer these amounts to the lessors according to what is approved by the Ministry of Hajj and Umrah and guarantees the fulfillment of Lessor with rental terms and service requirements.

5. In the event of renting accommodation for pilgrims outside the central area, and it is 2 kilometers or more away from the Two Holy Mosques, a contract must be concluded with The General Syndicate of Cars Company to provide the service of transporting pilgrims from their homes to the Two Holy Mosques and back to them, to enable those who wish to do so from performing prayers in them during the first and second seasons, according to the flows of arrivals and departures, according to the operational plan and transportation stations. The start date for providing this service is on the 15th of Dhul-Qi'dah, until the end of the 5th of Dhul-Hijjah, and from noon on the 14th of Dhul-Hijjah to the end of the Hajj season.

6. Starting from the date of signing the minutes of the agreement on arrangements for Hajj affairs, the conclusion of service packages through the unified electronic system for pilgrims begins abroad, including housing designated for pilgrims in Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah, according to what is contracted in the unified contract form Certified by the Ministry of Hajj and Umrah, certified by the concerned Tawaf company or the National Guide Company, and authenticated by the branch of the Ministry of Hajj and Umrah. In Makkah Al-Mukarramah or the visiting agency in Al-Madinah Al-Munawwarah.

7. The Ministry of Hajj and Umrah has the right to set upper limits for the number of residential contracts and the maximum total capacity allowed to be concluded per day, according to for contracting procedures through the unified electronic system for pilgrims abroad.

8. Coordinating with the concerned Tawafah company and the Al-Ahlia guide company on its own to put up the indicative panels in the rented buildings, which enable the pilgrim to know his place of residence within the appropriate and sufficient number.

9. It is forbidden to overlap the periods of housing contracts, and the privacy of housing in Medina requires landlords to maintain (24) hours separating between the two consecutive contracts for the cleanliness and preparation of housing, and the automated system will determine, when concluding service packages, the hour of entry for pilgrims to the residence and the hour their exit from it to abide by it.

10. Accommodation and food for the pilgrims are provided by the Office of Pilgrims' Affairs in the event of delays in departing international flights for reasons beyond their control the responsibility of the carrier airline, such as (bad weather or security and political reasons in the country of arrival) in accordance with regulations and instructions for Air transport.

11. The instructions and controls do not allow a foreigner to own real estate in Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah, nor to invest in it or rent it except for a limited period not exceeding one year, which may be extended for a similar period.

12. The period for concluding housing contracts for pilgrims in Medina is limited to the fifth day of Dhu al-Hijjah in the first season, so that the concerned authorities can from the implementation of plans and instructions for organizing the dispatch of pilgrims to Makkah Al-Mukarramah to perform the rituals of Hajj.

13. The pilgrims will be accommodated within the legal area of Mina within the limits of the camps' capacity, and a percentage of the number of pilgrims will be their housing in the camps of the third stage of developed tents located within the borders of Muzdalifah, and the Ministry of Hajj and Umrah confirms its reliance on the actual number of pilgrims in the distribution of camp spaces allocated to the pilgrims of each country in Mina within the limits of the available capacity.

14. The importance of observing the implementation of all instructions and regulations related to housing services for pilgrims in Makkah and Madinah

## Health instructions and requirements for pilgrims, and controls for operating a seasonal hospital or a temporary health company for pilgrims' affairs offices during the Hajj season

### Chapter One: Instructions and health requirements for pilgrims:

#### 1. Mandatory immunizations:

##### 1.1 Coronavirus (COVID-19).

It is required for all those wishing to perform Hajj to complete immunization with vaccines approved in the Kingdom.

##### 1.2 Neisseria meningitis

It is required for all those wishing to perform Hajj or Umrah or to be present in the Hajj and Umrah areas for any other purpose, including adults and children 1 year of age or older present a valid vaccination certificate proving that you have received the quadruple meningitis (ACYW) vaccine before coming to

Hajj and Umrah areas for a period of not less than (10) days.

#### Vaccination is accepted with one of the following vaccines:

The quadruple (ACYW) polysaccharide vaccine, provided that the period since receiving the vaccine does not exceed (3) years

The quadruple (ACYW) conjugated vaccine, provided that the period since receiving the vaccine does not exceed (5) years.

Scientific evidence indicates that the conjugate vaccine is effective and safe for those over 55 years of age.

The health authority in the country from which the pilgrim or Umrah performer is coming from must make sure that he receives the vaccine at the specified time and writes a name

The vaccine used and the date it was administered clearly on the vaccination certificate. Note that in the event that the type of quadruple vaccine is not specified in

Vaccination certificate The validity period of the vaccination certificate is three years from the date of taking the vaccine.

##### 1.3 Polio

Those coming from countries in which wild poliovirus or vaccine-derived poliovirus (VDPV) is circulating are required

(Cvdpv1) Appendix 1 - Table 1) Provide a valid vaccination certificate proving that they have received at least one dose of the vaccine

Bivalent oral polio (Bopv) or inactivated polio vaccine (IPV) for a period of not less than (4) weeks and not more than

(12) months prior to coming to the Kingdom.

Those coming from countries that have vaccine-derived poliovirus (Cvdpv2) (Appendix 1-Table 2) are required to present

A valid vaccination certificate stating that they have received at least one dose of inactivated polio vaccine (IPV) within a period of no less than

Less than (4) weeks and not more than (12) months prior to coming to the Kingdom.

##### 1.4 Yellow fever

All arrivals over (9) months of age from countries and regions where yellow fever is common (Appendix 2) are required

Submit a valid vaccination certificate proving that they have received the yellow fever vaccine before their arrival in the Kingdom. Note that the vaccination certificate

The yellow fever vaccine becomes valid 10 days after receiving the vaccine and its validity extends for life

## 2 Recommended immunizations:

### 1.2 Seasonal influenza

All those coming for Umrah, Hajj, seasonal work, or any other purpose in the Hajj and Umrah areas are advised to receive the seasonal flu vaccine. Not less than (10) days before their arrival to the Kingdom, especially pregnant women, children under the age of (5) years, and the elderly, Those with chronic diseases (such as heart disease, respiratory system disease, kidney disease, metabolism, nervous system, or liver disease). or blood) and individuals with immunosuppressed conditions (such as HIV/AIDS, receiving treatment chemotherapy, steroids, or oncology).

We advise all countries from which pilgrims and Umrah performers come to provide sufficient quantities of the latest flu vaccines. And for this pilgrimage nThis year, the southern hemisphere vaccine will be available, and the Ministry of Health recommends it to all pilgrims from the northern hemisphere or from countries that use it

The Northern Hemisphere vaccine is required to receive the Southern Hemisphere vaccine at least (10) days prior to the date of their arrival to the Kingdom.

## 3. The preventive measures of the Ministry of Health at the entry points in the Kingdom

### 3.3 Coronavirus (COVID-19).

All arrivals from outside the Kingdom are required to adhere to the procedures and requirements required by the Public Health Authority, which can be viewed It can be obtained through the link (<https://covid19.cdc.gov.sa/>), noting that these requirements are continuously updated.

### 3.2 Neisseria meningitis

Based on the risk assessment, the Ministry of Health may decide to administer an antibiotic that is effective against the bacteria that cause Neisseria meningitis in

Ports of entry for those coming to Hajj and Umrah areas from countries where outbreaks of the bacteria that cause Neisseria meningitis occur

Countries prone to outbreaks of Neisseria bacteria, and countries with outbreaks of fever-causing bacteria

acanthora gonorrhoeae not included in the vaccine ( Appendix.) 3

### 3.3 Polio

People coming from countries in which wild poliovirus or vaccine-derived poliovirus (VDPV1) is circulating are given Cvdpv1

Appendix 1 - Table 1) A single dose of bivalent oral polio vaccine (Bopv) at the ports of entry to the Kingdom, regardless of their age and previous immunization.

### 3.4 Yellow fever

A certificate is required from all aircraft, ships and other means of transport coming from countries where yellow fever is endemic (Annex 2).

A valid document showing that disinfection was applied in accordance with the controls recommended by the World Health Organization. The

Ministry of Health has the right to subject any of the means of transport for health inspection to ensure that they are free of disease vectors.

### 3.5 Dengue fever and Zika virus

Requires all aircraft, ships and other means of transport arriving from countries affected by the Zika virus and/or dengue fever (Annex No.

4) Submission of a valid certificate showing that the disinfection was carried out in accordance with the controls recommended by the World Health Organization or the Ministry of Health.

Subject any means of transportation to a health inspection to ensure that they are free of disease vectors.

## **4 Important health tips and advice:**

### **4.1 Diseases transmitted by water and food**

The authorities in the Kingdom prevent the entry of foodstuffs with those coming for Hajj and Umrah, with the exception of canned food prepared for use person in small quantities and in easy-to-see containers.

Those coming for Umrah, Hajj, institutional work, or any other purpose in the Hajj areas are advised to adhere to the following health guidelines:

- Make sure to clean hands before and after eating and after leaving the bathroom
- Make sure to wash fresh vegetables and fruits well
- Food must be thoroughly cooked and food kept at safe temperatures
- Do not eat exposed cooked foods or stored outside the refrigerator

### **4.2 Heat stress and heatstroke**

Those coming for Umrah or Hajj or for seasonal work in the Hajj and Umrah regions, especially older individuals, are advised to avoid direct exposure to sunlight and drink enough fluids. The Ministry of Health also recommends educating the countries from which pilgrims and Umrah performers come provide them with information on ways to avoid heat exhaustion and advise pilgrims who are taking medications that exacerbate dehydration (such as diuretics) by reviewing the attending physician before Hajj.

### **4.3 Middle East respiratory syndrome coronavirus (MERS-CoV) and other respiratory infections**

- Washing hands with soap and water or an antiseptic, especially after coughing and sneezing, after using the toilet, and before preparing and eating food and after touching animals
- Use tissues when coughing or sneezing and dispose of them in the waste bin
- Wearing masks when you are in crowded places and changing them with dry ones when they get wet
- Avoid direct contact with people who appear ill and avoid sharing their personal items
- Avoid direct contact with camels in farms, markets or barns
- Avoid drinking unpasteurized milk or eating raw meat or animal products that have not been thoroughly cooked

### **4.4 Dengue fever and Zika virus**

It is recommended to take the necessary measures and precautions to avoid mosquito bites, including wearing protective clothing (light color is preferred), cover as much of the body as possible, use physical barriers such as closed windows and doors, and use insect repellent According to the product label instructions () on skin or clothing containing (DEET), (IR3535)



## 5 Responding to international health events

In the event of a public health emergency of international concern “God forbid” or outbreaks of diseases subject to health regulations in any country from which pilgrims come, the Ministry of Health will take additional measures not mentioned above, in coordination with the World Health Organization.

### 6. Medical offices attached to pilgrims affairs offices

The number of doctors accompanying the medical office should be at the rate of at least one doctor for every (1000) pilgrims.

- That the proportion of public health doctors (a) at least 20% of the total number of doctors in the medical office
- That each medical office contracts through its Pilgrims Affairs Office with an approved internal company specialized in transportation

Medical waste for a period covering the period of work of the office during the Hajj season

Each medical office should provide at least one room to isolate suspected cases of infectious diseases in the medical clinics' premises.

- The commitment of medical offices to report communicable diseases that must be reported in the Saudi health system using reporting methods approved

### 7. Physical ability and health awareness

We recommend taking into account the presence of a minimum level of physical capacity for the Hajj and Umrah performers, and this ability should be verified in the presence of chronic diseases.

such as advanced cancers, diseases of the heart, respiratory system, advanced liver or kidneys, and aging, and also recommends the implementation of basic health awareness activities for them, which include ways to maintain food safety, avoid heat stress and prevent diseases, We also recommend updating their immunization against diseases targeted by basic immunizations, such as: diphtheria, tetanus, and whooping cough, polio, measles, chicken pox and mumps, and recommending that people with chronic diseases take information about their health status and medicines they take and bring a sufficient amount of this medicine in its original packaging

The second chapter deals with the controls related to the operation of a seasonal hospital or a temporary health company for the offices of pilgrims' affairs during the period of Hajj season

1. Registering in the electronic system of the Ministry of Health (SEHA platform) for Hajj medical missions and submitting a request to obtain permits before the end of the 1st day of the month of Dhu al-Qi' dah of each Hajj season.
2. Attach a letter of approval from the Ministry of Hajj and Umrah for the medical mission.
3. Determine the locations of the medical missions and the locations of their pilgrims' residence.
4. Determine the type of medical mission to be operated (clinic - clinic complex - hospital).
5. Providing a specialist doctor in one of the following specializations (General Medicine - Internal Medicine - Emergency Medicine - Umbilical Medicine) so that he is a supervisor On the medical mission.
6. Providing a doctor specializing in public health for every thousand pilgrims.
7. Allocating a clinic as a minimum for each medical mission
8. Providing an isolation room for epidemic diseases in the pilgrims' residence for every 25,000 pilgrims.
9. Contracting with a private and approved company to dispose of medical waste for each branch of the medical mission.
- 11 Provide surveillance cameras at all entrances and exits of medical missions.
- 12 Providing basic equipment for the medical clinic and dressing rooms, according to the attached form.
13. Providing medicines in appropriate quantities approved by the Saudi Food and Drug Authority.
14. Providing a drug charge officer for each medical mission.
15. Appointing a liaison officer for each branch of the medical mission.
16. An undertaking by the service provider (company or Mutawaf) responsible for the campaign to bear full responsibility for fulfilling all health requirements required on medical missions and bear the financial fines issued against these missions.
17. Undertaking to provide medical services to their compatriots, pilgrims only.
18. Undertaking not to treat criminal cases by the medical mission and to be limited to providing life-saving first aid when necessary He was immediately transferred to the nearest government hospital, accompanied by a doctor with an equipped ambulance, and accompanied by a medical report on the medical procedures that were conducted for him. Immediately inform the relevant security authorities
19. Undertaking to adhere to the instructions of the Public Health Department in health affairs and to report on the same day any case of infectious diseases with the transfer of the case to hospitals designated for these cases.
- 20 . Undertaking not to keep the bodies of the deceased inside the headquarters of the medical mission and to transfer them to specialized hospitals with the attachment of the report. medical and death notification.
21. Undertaking to carry out daily field tours to government hospitals to facilitate the discharge process for cases that are allowed to be discharged. Escalating patients whose condition allows them to perform Hajj under their own care, as well as facilitating the departure of their sick pilgrims after Hajj season ends.
22. Undertaking to provide the Health Investment Development Department in the region with daily statistics of the number of patients.
23. Undertaking to vacate the headquarters of medicines and equipment after the end of the Hajj season.
24. Undertaking to inform the Health Investment Development Department in the region three days prior to departure

## Chapter Two: Requirements and Conditions for Issuing Permits for Members of Hajj Medical Missions:

1. Attach a copy of the passport for members of the mission
2. Attach copies of academic qualifications and medical experience, certified by the embassies of the Kingdom and translated into Arabic and English.
3. Each Hajj medical mission must register and document the qualifications of health practitioners with the Saudi Commission for Specialties health services at least three months before applying for the permit, and attach evidence of that through the electronic link:  
<https://www.scfhs.org.sa>

### Medical mission permit mechanism:

After completing the requirements and conditions above, the Health Investment Development Department in Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah Region will do the following:

1. Receiving requests for medical missions through the electronic system.
2. Set an appointment for the examination at the medical mission headquarters.
3. In the event that the examination committee approves the medical missions, the administration approves the request, and the permits are issued electronically by the mission medical.
4. The medical missions that did not meet the required requirements shall be re-examined before the start of the Hajj season.
5. In the event that the medical mission requests an increase in the number of clinics, it will be checked to ensure that the clinic is ready.
6. All permits and admission cards for hospitals shall be approved by the Director General of Health Affairs in the region or his authorized representative.

### General Provisions:

1. A medical pilgrimage mission may not practice medical activity except after obtaining a work permit from the Health Investment Development Department in the region.
2. Each medical mission must create a special file for each patient.
3. Each medical mission shall establish a system for medical records as follows:

- A- The sickness record contains the following: the patient's triple name – age – serial number – date and time of entry – sex – nationality  
Passport number - place of residence - name of the tawafah company to which the pilgrim belongs - address of the patient in his country of origin - diagnosis - treatment -The result )
- b- A register to record laboratory and x-ray results
- C- A record of deaths, including the same data in (a), adding the cause of death.

### 4. Each medical mission shall provide the public health department in the region with the following:

- A- Daily statement of communicable diseases.
- b- An epidemiological report on the communicable disease, if any positive case appears.
- C- A report on the transferred cases.
- D- The daily statistics of the outpatient clinics, including gender and nationality Advertisement, propaganda, or raising banners indicating the presence of a medical mission inside the headquarters is prohibited.
5. It is prohibited to dispense narcotics and controlled drugs, except in metered quantities, and to those whose health condition requires the need for them, and the departments must be provided with Developing health investment in the region with daily exchange cycles for these medicines, accompanied by medical prescriptions.
  6. The duration of the medical mission permit is one season only.
  7. Adhere to the infection control and sterilization system of the Ministry of Health.
  8. Commitment to the health professions practice system and its executive regulations issued by Royal Decree No. (M / 59) dated 4/11/1436 AH.
  9. In the event that the medical missions do not comply with the requirements and instructions, they will be reported to the Ministry of Hajj and Umrah to take appropriate measures.

## **The model of equipping the medical clinic, the dressing room and the emergency room:**

### **Basic equipment of the medical clinic:**

1. The area of the clinic shall not be less than 12 square metres.
2. Stethoscope.
3. A device for measuring blood pressure.
4. Oral and anal thermometers.
5. Weight scale with length scale.
6. Nerve hammer.
7. A set (boxes) for ear, nose, throat and eye examination.
8. One-time use tongue depressor.
9. Plastic syringes with sterile needles for one-time use.
10. Medical oxygen device: including an oxygen cylinder, valves, respirators, and a suction device.
11. Sterilization device (autoclave).
21. A light bulb for reading radiographs.
31. Focused moving lighting.
41. Rubber gloves.
51. Tool table (movable trolley).
61. A wheel for solutions and first aid medicines (cortisone injections - adrenaline - antihistamine - atropine).
- 71 holders of solutions.
81. A desk, a sufficient number of chairs, and cupboards for samples, files, and cards.
91. A movable bed from the head with a sufficient number of sheets, medical pillows, and a perfume (barrier) + clothes hanger .

### **B. Basic equipment for dressing rooms**

Surgical scissors (2).

Various disinfectant solutions

- Needle holder number (2)

. Disinfectant solutions holder

- Refill scissors

- Different gauze bandages

- Surgical needles of different sizes with the necessary sutures

- Linoleum paste for wounds

- Eyelid handling AT

- Local anesthetic, medical gauze

- renal pelvis solutions holder

Waste basket for contaminated spare parts

- Basin for keeping the machines

- Dressing table

- Suitable curtains for windows

Sterilization device (autoclave)

- Sterile needles for one-time use only

- Wash basin with running water

Tourniquet (compressor of the arteries)

- Concentrated mobile lighting

- Plastic gloves

- A barrier or a perfume barrier

- Trolleys for refills and arterial cavities, number (2).

- One (2) scoop for wound dressing, a sterilization box

Wound dressing kit

Table 1: Countries with circulating wild poliovirus or infantile derivational virus (Cvdpv1):

cVPV1	WP1
Madagascar	Afghanistan
To whom	Malawi
	Pakistan

Table 2: Countries where cVDPV2 is circulating

cVDPV2		
Pakistan	Ethiopia	Afghanistan
Senegal	Gambia	Boys
Sierra Leone	Guinea	Burkina Faso
Somalia	Guinea Bissau	Cameroon
South Sudan	Iran	Central African Republic
Tajikistan	Liberia	Chad
Uganda	Mauritania	Congo
Ukraine	Mozambique	Democratic Republic of Congo
To whom	Niger	Djibouti
	Nigeria	Egypt

Source:

Report of the 31st meeting of the International Poliovirus Health Regulations Emergency Committee convened

On February 28, 2022 AD - World Health Organization.



Countries and areas where yellow fever is common, according to the World Health Organization guide for international travel

The Americas		Africa	
Gianna	Argentina	Niger	Angola
Panama	Venezuela	Nigeria	Boys
Paraguay	Bolivia	Senegal	Burkina Faso
Peru	Brazil	Sierra Leone	Burundi
Suriname	columbia	Mauritania	Cameroon
Trinidad and Tobago	Ecuador	Republic of South Sudan	Central African Republic
	French Gene	Togo	Chad
		Uganda	Congo
		Gabon	Ivory Coast
		Gambia	Democratic Republicof the Congo
		Ghana	Equatorial Guinea
		Guinea Bissau	Ethiopia
		Kenya	Guinea
		Financial	Liberia
			Sudan

Countries in which outbreaks of the bacteria that cause Neisseria cerebral fever occur and countries prone to outbreaks of Neisseria bacteria (

Health and International Travel, World Health Organization 2015)

Africa		
Nigeria	Ethiopia	Boys
South Sudan	Gambia	Burkina Faso
Rwanda	Ghana	brundi
Senegal	Guinea	Cameroon
Sudan	Guinea Bissau	Central Africa
Tanzania	Kenya	Chad
Togo	Finacial	Ivory Coast
Uganda	Mauritania	Democratic Congo
	Niger	Eritrea

## Countries affected by Zika virus and/or dengue fever

Asia			Americas		
Vietnam	Fiji	Bangladesh	Nicaragua	protorico	Anguyal
Papua Guinea	Polynesia	India	Montserrat	Antigua and Barbuda Saint Barthelemy	
Philippines	alos	Indonesia	Saint Vincent	Saint Kitts and Nevis	argentina
Samoa	Maldives Marshall Islands		Saint Martin	Saint Lucia	Aruba
Singapore	Malaysia	Myanmar	Suriname	Saint Martin	Bahamas
Solomon Islands	Federated States of Micronesia	Thailand	Trinidad and Tobago	Dominica	Briados
Tonga	Caledonia	Cambodia	Turks and Caicos	Dominican	Belize
Vanuatu	Palau	Cook Islands	Virgin Islands	Ecuador	Boliva
	Africa		Venezuela	El Salvador	Bonaire
	Ethiopia	Angola	Mexico	French Guiana	Cent or Status and Saba
	Gabon	Burkina Faso	Peru	Grenada	Brazil
	Guinea Bissau	Burundi		Guadeloupe	British Virgin Islands
	Nigeria	capoverde		Guatemala	Cayman Islands
	Senegal	Cameroon		Guyana	Colombia
	Uganda	Central Africa		Haiti	Costa Rica
		Cote d'Ivoire		Honduras	Cuba
				Isle de Pascua	Curaçao
				Jamaica	Panama
				Martinik	Paraguay

**Instructions for the stages of the pilgrims' promotional stages, from their arrival until their  
sacred departure for the Hajj**

Chapter One: Promotion Stages:

1. The first promotion stage: the pilgrims come to the Kingdom through the ports (air, sea and land) and move between the cities of Hajj through a mechanism work that maintains its balance during the advent period, which starts from day (1) of the month of Dhul-Qi'dah until day (4) of the month of Dhul-Hijjah of each Public.
2. The second consolidation stage: dispatching the pilgrims from Makkah Al-Mukarramah to Al-Madinah Al-Munawwarah, provided that the residences are ready to receive them.
3. Third Enlistment Phase: Delegation of pilgrims from Medina to Makkah Al-Mukarramah, starting from 01/11 until 5/12. A request can be submitted. The exception is for the visitation agency in Madinah, according to the regulations designated for that.
4. The fourth promotion stage: the pilgrims ascend to Mina (the Day of Tarwiyah) and start from 12/7 to 12/8.
5. The Fifth Enlistment Stage: Enlisting the pilgrims for the two phases of escalation from Makkah Al-Mukarramah and Mash'ar Mina to Mash'ar Arafah.
6. The Sixth Enlistment Stage: Enlisting the pilgrims for the overflow stage from Arafah to Muzdalifah
7. The seventh promotion stage: the departure of pilgrims from Muzdalifah to Mina.
8. The eighth promotion stage: the pilgrims are invited to throw the stones, and this stage starts from the morning of 10/12 until the evening of the day. 12/13
9. The ninth promotion stage: dispatching pilgrims from the camps to the slaughterhouses of sacrificial animals in Mina.
10. The tenth promotion stage: dispatching the pilgrims from the holy sites to the Holy Mosque of Mecca after stoning the Jamarat on the tenth day and days Tashreeq, especially on the twelfth of Dhu al-Hijjah.
11. The Eleventh Enlistment Stage: Delegating the pilgrims from Makkah Al-Mukarramah to Al-Madinah Al-Munawwarah after the end of the Hajj season, from the evening of 12/12. Until the 15th of Muharram.
12. The twelfth promotion stage: final departure promotion through King Abdulaziz International Airport in Jeddah and Prince Muhammad bin Abdulaziz Airport. The international airport in Madinah and the land and sea ports, whether departing from Makkah Al-Mukarramah or Al-Madinah Al-Munawwarah

## Chapter Two: Requirements for the Promotion Stages:

1. Preparing a statement of the twelve stages of promotion for the offices, the mechanism for implementing each stage, and what the office and the pilgrims must do in all of these stages, provided that an integrated marketing plan is submitted to the Ministry of Hajj and Umrah in the Kingdom of Saudi Arabia, explaining the mechanism for distributing pilgrims agreed upon. They come to the twelve stages of promotion within a maximum period of the end of the month of Sha'ban.
2. Appointing a sufficient number of promotion guides, in coordination with the cruise companies and the Ministry of Hajj and Umrah.
3. Evaluation of the role of promotional officials in the offices of Hajj affairs and reporting this to the competent authorities, with the importance of the offices' commitment to adopting the promotional programs presented to them.  
of the raft comp.
3. Violations of promotional programs are among the violations that place the office under legal and Sharia accountability.
4. Submitting a questionnaire indicating the times that the office deems appropriate for the pilgrims to perform the rituals of throwing stones and the ritual of circumambulation at the end of performing the rituals of Hajj. Provided that this information is submitted no later than the end of the month of Rajab.
5. The promotion takes place based on the schedules issued by the Ministry of Hajj and Umrah that organize the times and hours of promotion for the Jamarat facility and train stations, according to what will be issued within the service packages through the unified electronic system for pilgrims abroad.
6. Raising the level of coordination between the organizers of the Hajj Affairs Offices and the Tawafah companies, by appointing a member of the Hajj Affairs Office to be a full-time official with the Ministry of Hajj and Umrah and the concerned Tawafah company about the program to encourage its pilgrims to stone the Jamarat, and to appoint an appropriate number of employees to help him in carrying out the required tasks and notifying the concerned cruise company of the names of these officials within one month from the date of signing the minutes of the agreement arranging the affairs of their pilgrims.
7. All instructions and instructions related to the pilgrims' program for stoning the Jamarat should be followed, such as: not bringing children, not carrying luggage or use of wheelchairs while going to the Jamarat.  
Chapter Three General Instructions for Promotion:
  - 1- Notifying the pilgrims of the need to abide by the time periods specified for their exit to stone the Jamarat within the tafweej program; Exit is strictly prohibited. Pilgrims to throw stones during the prohibited periods.
  - 2- The importance of the role assigned to the organizers of the offices of Hajj affairs and religious guides in raising the awareness of the pilgrim to adhere to the regulations and instructions provided. for them.
  - 3- The offices of pilgrims' affairs must warn their pilgrims to avoid crowded places and gatherings that may lead to stopping pedestrian movement and turning back crowd movement.
  - 4- Activating the role of religious guides accompanying the pilgrims prior to the start of guiding the pilgrims to the Holy Land, while emphasizing the importance of the tafweej program.  
The pilgrims throw the stones according to the dates set for their departure for stoning.
  - 5- The need to commit to keeping 50% of the pilgrims in the camps for the thirteenth day, and to educate the pilgrims about that.
  - 6- The importance of educating pilgrims to take legal permissions with regard to deputizing the elderly, the infirm and women



## Instructions regulating the arrival of pilgrims through (tourist companies and agencies) and Hajj campaign

### Chapter One: Obligations of Pilgrims Affairs Offices:

1. Approval of the quota of pilgrims determined for each country, and it is approved to organize their arrival through the organizers of the arrival of pilgrims (companies and tourist agencies, associations, campaigns) and stipulated in the minutes of the agreement concluded between the Ministry of Hajj and Umrah and those responsible for Hajj affairs in the country concerned, and not to exceed it, and in the event of the need to amend the distribution of the share of pilgrims according to the organization of their arrival, the matter must be addressed to the Ministry of Hajj and Umrah with the required amendment to take the necessary measures in this regard.

2. Early coordination with the Tawafa company to implement the application of the unified electronic system for pilgrims abroad, to be the main method to receive requests for Hajj visas in accordance with the service packages and formal procedures for the arrival of pilgrims through the electronic Hajj portal.

3. Coordinating early with the concerned cruise company to obtain the website link, the user name, and the password that authorizes the cruise office pilgrims Affairs Registration of the organizers of the arrival of pilgrims (tourist companies and agencies) affiliated to him to work during the Hajj season.

4. Registration of tourism companies and agencies according to the following criteria:

A- The minimum number of pilgrims assigned to each organizer is (50), and the registration of organizers whose numbers are less than this number.

B- Relying on the registration of the organizers of the arrival of pilgrims belonging to the same country with the number of the organizer previously given to them in the past years, consisting of:  
( ) 4 digits.

C- Not registering any organizer for the arrival of pilgrims or his representative who has previous penalties of permanent or temporary suspension that prevent them from carrying out business  
Organizing the arrival of pilgrims from outside the Kingdom.

D- allowed By registering new organizers, provided that they are not owned or represented by persons who were previously prevented in the past years from practicing organizing the arrival of pilgrims, and this will be under the responsibility of the Hajj Affairs Office. E- Requests for modification can be made in the approved share of the organizers (increase or decrease the share of pilgrims) or to amend non-essential data to the organizers, provided that this is before issuing the organizer's card by the company or registering the application and within the framework of the above specifications.

5. The Hajj Affairs Office confirms and follows up on all the organizers accredited to them to comply with the conclusion of a service contract with the pilgrims registered with them to ensure the implementation of all obligations and rights of the pilgrims and the organizers, as they are both parties to the relationship, and the rights are clarified duties, content and level of service provided, and a copy of it shall be handed over to the cruise company. concerned, in accordance with what was stated in  
The form communicated to the representations of the Kingdom of Saudi Arabia abroad, as well as the private companies for rafting in Makkah Al-Mukarramah.

6. All their contracts for services to their pilgrims are made through **the unified electronic system for pilgrims abroad**, so that each pilgrim has a package services including housing, transportation, and subsistence (in Makkah Al-Mukarramah, Al-Madinah Al-Munawwarah, and the holy sites) that guarantee the rights of every pilgrim in a transparent manner in addition to all the additional services that are agreed upon with the civil companies for the heads of sects, and the General Syndicate Company cars, and all service providers to pilgrims, in accordance with what is stated in the articles of the minutes of the agreement and these instructions.

7. Not registering any of the organizers against whom violations were recorded by the Ministry of Hajj and Umrah until the completion of the procedures for studying those violations. Violations according to the clarifications and payments received from the concerned organizers, and then the Ministry of Hajj and Umrah determines the penalties appropriate for each case, and the Office of Pilgrims Affairs will be notified of what is decided in their regard

The Hajj Affairs Office must follow up with its organizers to conclude the regular contracts required to obtain Hajj visas (pilgrims' accommodation in Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah, the service contract in the Tawafa Company, the Unified Agents Company Contract, the catering contract)

9. That one company have one authorized representative to complete the procedures with the company.

10. Adherence to the specified period of stay in the Kingdom according to the visa granted to them, and their departure immediately after the completion of their procedures for organizing the arrival of pilgrims, and not to demand an extension of the visa period.

11. The concerned Tawafa company and the Al-Ahlia company are automatically provided with the service contracts concluded with the pilgrims, otherwise the pilgrims' complaint will be considered  
And their demand for a certain level of housing, transportation and subsistence is in the interest of the pilgrims as long as the organizers do not submit otherwise.

12. The obligations of tourism companies and agencies are notified of these instructions, as well as the specific dates for applying the organization of arrival. Pilgrims through tourism companies and agencies shown in the (timetable) to follow up on their implementation before and during the arrival of the representatives of the approved companies. to the Kingdom to complete its procedures, and the Office of Pilgrims Affairs will be fully responsible for that.

13. The Office of Pilgrims Affairs assures all its accredited organizers not to leave until the full number of their pilgrims has left.

14. The Pilgrims Affairs Office assures all its accredited organizers of the need to inform the pilgrims of the services that will be provided to them. In the Kingdom of (transportation, housing, and subsistence) in each of: (Makkah Al-Mukarramah, Al-Madinah Al-Munawwarah, and the Holy Sites) before their arrival to the Kingdom.

## **Chapter Two: Instructions for the organizers of the arrival of pilgrims through tourism companies, agencies and associations:**

1. Obtaining an entry visa to the Kingdom from the Kingdom's representative office that serves the organizer's country.
2. Coming to the Kingdom to register with the concerned private Tawafah company and complete its formal contractual procedures.
3. Submit the following documents upon his review of the concerned cruise company:
  - A- A copy of the valid permit granted to the company in its country to carry out the activity of tourism and travel services for individuals and groups and clarifying Numerical scales authorized to be served and approved and documented by the competent authorities in the country of the organizer, (bringing the original for verification).
  - B- A valid copy of the commercial registration issued in the country of the company or tourist agency (bring the original for verification).
  - C- An official authorization in the name of the person authorized by the company to review the Ministry of Hajj and Umrah and the concerned authorities to register the organizer and complete the registration the contractual and legal procedures for obtaining Hajj visas for the same year, bearing in mind that if he is the delegate of the company granted to him the organizer card (female) must abide by the legal dress according to the regulations of the Kingdom of Saudi Arabia throughout the period of her presence there and upon reviewing the Ministry Hajj and Umrah or other concerned parties.
  - D- An approved health certificate showing the ability of the health company's delegate to carry out the required work towards the company's pilgrims.
  - E- Submitting all the required documents after being approved by the competent authorities in the country of the organizer and endorsed by the embassy or representative of the Kingdom. Saudi Arabia in the same country so that the date of approval and ratification is recent and does not exceed (30) days from the date of the regulator's review of the company. The raft inside the Kingdom to present his papers.

4. The pilgrims will be accommodated according to the housing contracts documented by them, and in the event of changing the pilgrims' homes, this must be according to documented contracts.

And in buildings that meet all the conditions and requirements

5 A contract is made with licensed catering companies in the Kingdom to provide nutrition services to the company's pilgrims in Makkah, Madinah, and the Holy Sites according to the health standards issued by the competent authorities and in accordance with the unified contract formula for nutrition services and accompanying services through the unified electronic system for pilgrims abroad, with a commitment to the following:

A- The organizer must adhere to the standard contract formats for catering services and associated services.

B- Not to conclude any contracts that are double or different from what has been approved or certified by the Ministry for the same number of pilgrims contracted from.

B- Not to terminate any contract by its sole will after it has completed the stages of ratification or entered the stage of implementation, and the organizer shall bear all the consequences of Violation of claims or accountability.

C- The feeding service is provided through the civil company of the concerned raft, according to the formula of the unified contract for the services accompanying the feeding service.

D- An integrated file is sent to each contractor that includes all copies of contracts concluded between the organizer and contractors providing food services to pilgrims, as well as full copies of the contracts concluded between the organizer and the National Tawafa Company concerned with providing service to the pilgrims affiliated to him, for the implementation of the accompanying services for feeding services to pilgrims, in addition to all copies of documents and legal justifications for the contract, and all documents and data attached to the contract. The Ministry of Finance is required to study and approve it by the end of the month of Shawwal of each year.

6. The pilgrims who fall under the organization of the tourist company or agency are assured of the following:

A- They devote themselves entirely to performing the rituals of Hajj and not exceeding the goal for which they came.

B - All propaganda work, printing or distributing leaflets, or holding gatherings with political and other objectives that are disbursed shall be avoided. Pilgrims to the Sacred House of God for worship and performing rituals, such as holding seminars, meetings, media and books under any name and whatever they may be the reasons are in compliance with the wise guidance in the Holy Qur'an

(Surah Al-Baqarah, verse (.) 197

C- Refrain from politicizing the Hajj season or engaging in acts or actions that disturb the spiritual atmosphere of this great religious ritual, because this The behavior has nothing to do with religion, rather it offends the pilgrims and distracts them from performing the rituals and devoting themselves to worship, which is one of the most important aspects of worship. Hajj rituals, and that the Government of the Kingdom of Saudi Arabia, when announcing this, would like it to be known to everyone that it will not Never in this regard, and that the security authorities have strict instructions to prevent and stop any behavior or movement activity aimed at undermining the security of And the comfort and safety of Hajj and pilgrims, and it will be dealt with in a deterrent manner.

7. Not to engage in time-sharing activity, to market it, or to acquire any right under time-sharing contracts other than through inheritance on tourist real estate units located in Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah.

8. The conclusion of contracts by the organizers from countries (Europe and others) for the transport of their pilgrims with approved airlines directly and without a Saudi intermediary.

9. The need to refer to the official delegate of the organizer to conclude and terminate all contracts specifically related to it and not to appoint or authorize Saudi citizens or residing in the Kingdom of Saudi Arabia.

10. Not organizing the arrival of pilgrims from a country other than the country in which the pilgrimage permit was granted.

11. The pilgrims are accompanied and followed up at all stages of the Hajj (upon their arrival and departure at the ports of the Kingdom of Saudi Arabia, their residence in Makkah Al-Mukarramah Medina and the Holy Sites, and during their movements, and following up the affairs of the sick, the inpatients, and the deceased) to provide the necessary facilities and services in the event that pilgrims come or move in batches, each batch or regiment must be accompanied by a representative authorized by the organizer. He carries an identification card to facilitate the procedures and services of the pilgrims affiliated with the organizer and to coordinate with the concerned authorities

12. That the organizer's commissioner should not represent more than one organizer, and the organizer is not allowed to organize the arrival of pilgrims except through one company,

In the event that this is violated, the organizer shall bear the legal procedures issued by the Ministry of Hajj and Umrah.

13. A timetable for the program for the arrival and departure of pilgrims to the Kingdom is provided through an approved airline and in coordination with the General Authority for Aviation.  
civil.

14. Not organizing the arrival of any pilgrim holding a transit visa through the territory of the Kingdom of Saudi Arabia.

15. No visas will be obtained for pilgrims registered with him from outside the country from which he is authorized to organize the arrival of pilgrims.

16. Contracts are concluded for the accommodation of the pilgrims affiliated with him in Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah, and it is also necessary to conclude contracts with the National Tawafah Company. To provide service to pilgrims and arrange their housing in the holy sites, through the use of the unified electronic system for pilgrims abroad.

17. The fees for the services of the pilgrims and transportation fees are paid on behalf of his pilgrims via electronic payment for the entire number of arriving pilgrims under its regulations to the Kingdom of Saudi Arabia, according to the approved mechanism for that, and the payment of these wages is a condition for completing the Hajj visa issuance procedures.

18. The transportation services for pilgrims on the buses of the General Syndicate of Cars Company and their required routes are determined through the electronic system the unified service for pilgrims abroad for the entire Hajj cycle between the cities of Hajj and the holy sites, in order to achieve the application of a package of all services - including a service Excess baggage transportation - for each actual pilgrim, according to the port of his arrival and departure, and the dates of his housing contract.

19. Coordination and adherence to the dates for the arrival of pilgrims to King Abdulaziz International Airport in Jeddah and those continuing their travel to Madinah are carried out according to Saudi Airlines to attend before the take-off times in sufficient time, and in the event that they arrive after exceeding the specified time, work is required New reservations to continue their travel to Medina.

20. Private buses are not rented except within the packages registered in the unified electronic system for pilgrims abroad.

21. There shall be no lease or assignment of the sites allocated by the raft company to the pilgrims of the organizer in the holy sites, and in the event that this is proven The permit granted to the organizer will be permanently revoked.

22. The approved number of pilgrims is organized for him, and in the event that a number of pilgrims exceeds the specified number, the organizer will be prevented from working in Organizing the arrival of pilgrims from outside the Kingdom of Saudi Arabia once and for all

23. Commitment to the dates of the arrival and departure of the pilgrims according to the accommodation periods that were contracted for the accommodation of the pilgrims in Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah.

24. In the event that pilgrims arrive and depart by air, the organizer must abide by the permitted weight, as well as pay the excess baggage fees, if any During departure, the excess baggage of the pilgrims is sent on cargo planes at their own expense if their excess baggage is not accepted The airlines carrying pilgrims, by subscribing to the (approved shipper) service.

25. A contract is concluded with the pilgrims stating that the Hajj visa is granted by the embassy or representative of the Kingdom of Saudi Arabia in the country of the organizer. and pilgrims, and it specifies all the obligations between the two parties, the agreed levels of service, the type of housing, and its proximity and distance from the mosque The Sacred Mosque in Makkah Al-Mukarramah...etc. The Ministry of Hajj and Umrah will request a copy of those contracts in the event of a disagreement between the pilgrim and the organizer.  
In the event that it is not submitted by the organizer, legal measures will be taken against it, and the complaints of pilgrims that are received by the Ministry will be taken into consideration particular.

26. The registration or approval of the files of any tourist company or agency will not be accepted without completing what has been referred to above.

## General educational instructions for pilgrims with regard to the ritual - environmental - and security aspects and general behaviors for the Hajj season

1. Work with promotional programs in all its stages according to the plan and timetable approved for that, and adhere to the timetables specified for the departure of pilgrims. from their camps to the Jamarat Bridge, and not to allow them to go to the Jamarat facilities outside of the specified scheduling times.
2. Adhering to and adhering to the regulations of the Kingdom of Saudi Arabia regarding security and safety programs with regard to the movement of pilgrims in the holy sites through the paths and roads designated for this, and in accordance with the programs and plans prepared by the relevant security authorities.
3. The importance of educating pilgrims about religious awareness programs and introducing holy sites and preventive programs (safety methods, potential risks in Hajj, and how to deal with it and reduce its effects) via mobile phone and social networking sites, and benefit from educational instructions via Electronic boards, means of transport for the pilgrim, places for performing the rituals, and the pilgrim's residence in Makkah Al-Mukarramah, Madinah Al-Munawwarah, or the holy sites
4. A member of the office specialized in awareness programs is appointed, for early coordination with officials of the Ministry of Hajj and Umrah and private companies for the Tawaf in Makkah Al-Mukarramah and the National Company for Guides in Al-Madinah Al-Munawwarah before the arrival of the pilgrims in order to follow up and participate in the awareness sessions that It is held by the Ministry of Hajj and Umrah for all offices of pilgrims' affairs, in order to inform them of educational programs on various matters of Hajj and to enlighten them. Their pilgrims in the best way to perform the rituals of Hajj.
5. The identification wristband (or identity card) that is handed to each pilgrim is worn and shows his data and the necessary health information.
6. A clear identification tag shall be placed on each piece of their personal belongings so that it is easy to identify them when they are lost so that they can be returned to those who belong to them.
7. Refrain from sleeping near the Grand Mosque and the Prophet's Mosque and the squares surrounding them, or in the streets and squares, whether in the two cities. The Two Holy Places, or in the holy sites (Arafat, Muzdalifah, and Mina) or in the roads and squares surrounding the Jamarat facility and the streets leading to it, Taking into account the sanctity of the Holy Land, and out of respect for the regulations of the Kingdom of Saudi Arabia, and the impact of this on the flow of movement during peak hours.
8. Enlightening the pilgrims on the best ways to preserve the cleanliness of the environment in the two holy cities and the holy sites, and assuring them not to throw waste in their designated places
9. Preserving water and not wasting it, especially in the streets and squares surrounding the Two Holy Mosques in Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah and the Holy Sites.
10. Not to buy from street vendors and avoid foods that are exposed or of unknown origin.
11. Shaving and shortening the hair when completing the rituals according to sound methods that take into account health, safety, and the cleanliness of the environment, and in the sites designated for this.
12. Slaughter of sacrificial animals and sacrificial animals in the places designated for them, and through the Kingdom of Saudi Arabia project to benefit from the sacrificial meat of the Bank.Islamic Development only.
13. Educate the pilgrims and take measures that will reduce the time the pilgrims stay in the Miqat Dhul Hulayfah Mosque in Madinah when they stop to contract the intention to enter ihram, taking advantage of the legal concessions and facilitation, such as the pilgrim taking a bath and wearing the ihram in the residence, then the stop is limited to Miqat for prayer and making the intention of entering ihram



4 Adhering to the instructions related to air navigation, especially taking into account warning pilgrims not to carry (ropes, knives, and liquid materials and pastes) inside the planes that take them to the Holy Land or when they leave by air in accordance with the instructions of civil aviation.

15. Early coordination with officials of the Ministry of Hajj and Umrah, the private companies for rafting in Makkah Al-Mukarramah, and the national company for guides in Al-Madinah Al-Munawwarah to take into account the definition of the pilgrims' residence sites, their addresses, and to put in place a mechanism that contributes to avoiding the pilgrims' loss and enables them to quickly identify their residence locations in Makkah Al-Mukarramah, Al-Madinah Al-Munawwarah, and the holy sites, by providing them with their residence locations and addresses in detail so that each pilgrim is given a clearly written residential address, so that he can easily find access to the residence. The Ministry of Hajj and Umrah will follow up each party carries out its own responsibilities.

16. Arranging the pilgrims and not rushing until the buses that take them to their destination arrive, adhering to staying in their homes and avoiding exposure to radiation the sun.

17. Contracting by (pilgrim affairs offices, tourism companies and agencies) to provide catering services with contractors licensed by Before the competent authorities to ensure the safety of food from exposure to poisoning in light of the high temperatures, and what causes delays in transporting food and bad food Protect him from health damage - God forbid - .

18. The organization of the visit trip in Al-Madinah Al-Munawwarah to the legal and historical sites must be carried out through the National Company for Guides and under an agreement to sign With it, the service is organized for the required number of pilgrims, and it is not permissible to entrust its implementation to other parties, taking into account the avoidance of directing pilgrims to the sites Unlicensed farms that sell dates or sites where pilgrims are misled with fake and incorrect information.

19. To implement the procedures required to be taken in the event that a pilgrim loses his passport through direct coordination with the concerned Tawafah company. In order to facilitate the procedures for leaving the pilgrims, avoid canceling their reservations

20. The Ministry of Hajj and Umrah shall be provided with a copy of the awareness program directed at their pilgrims, no later than the fifteenth of Dhul Qi'dah.

On the e-mail ([HAO@haj.gov.sa](mailto:HAO@haj.gov.sa)).

21. Provide a specialist for safety work and requirements within the members of the Office of Pilgrims Affairs.

22. Not building random halls and tents near the rented buildings.

23. Not to cook inside buildings except in the designated places, and not to close the emergency exits, or to store in the building, especially the basements.

24. The pilgrims coming to perform the rituals of Hajj must be made aware of the following:

- a. Complete devotion to performing the rituals of Hajj and not exceeding the goal for which they came, and a commitment to avoid all propaganda work and printing or distributing Publications, publications, electronic materials, pictures, flags and books under any name.

B. Not holding gatherings with the intention of collective supplication and raising voices, or practicing sectarian rituals in the Grand Mosque or the Prophet's Mosque sharif, during Hajj, Umrah or visit out of respect for the sanctity of the Two Holy Mosques.

c. Photography devices, including mobile phones, should not be used for photography purposes that harm the security and safety of the Two Holy Mosques and sentiments holy places and their destinations, or using them as a means of practices that may disturb security and public order, such as raising the flags of some countries, and spreading political slogans partisan, intellectual or sectarian orientations, and using them in the media on social networking sites and so on, and that in the event of violating these instructions, he The security authorities have the right to confiscate the material and the camera, if necessary Dr.. Penalties resulting from drug crimes (smuggling, possession, abuse, pregnancy) and alerting and warning them against bringing drugs or prohibited items, whatever Its type and name, and what is required by the regulations in the Kingdom of Saudi Arabia in this regard will apply to anyone with whom any of these materials are seized.

H. Maintaining general hygiene in the Hajj cities (Makkah Al-Mukarramah, Al-Madinah Al-Munawwarah, Jeddah Governorate, and the holy places) and during their use for means of transportation (airplanes, trains, buses) in their movements between these holy places and to activate the awareness programs that were developed for Enlightening the pilgrims on the best ways to perform the rituals of Hajj



## Instructions for the unified electronic system for pilgrims

### services (the electronic track for pilgrims abroad)

1 Regarding the activation process, it is as follows:

Hajj Affairs Office:

- Sending an official letter to the Ministry, certified by the State Representative, with the details of the delegates in the Hajj affairs offices (containing the name of the delegate In Arabic and English language, passport number, email and mobile number) and a copy of the passport is attached for entry The data of the delegate in the unified electronic system for services of pilgrims abroad, so that the main delegate of the Office of Hajj Affairs can create Username and password in the unified electronic system for services of pilgrims abroad, and complete the activation process.

Affiliate organizer:

- One of the main tasks of the commissioners of the Hajj affairs offices is to enter the data of the commissioners of the organizers affiliated to the Hajj Affairs Office To use the unified electronic system for services of pilgrims abroad (the name of the delegate in Arabic and English, and the passport number e-mail and mobile number), so that the main delegate of the organizer of the Hajj Affairs Office can create a username and password the traffic.
- Approving the registration of the Office of Hajj Affairs (the affiliated organizer) in the unified electronic system for services of pilgrims abroad and activating it to work in Every year through the unified electronic system for services to pilgrims abroad.

Independent regulator:

- Activation of the independent organizer through the unified electronic system for the services of pilgrims abroad, the delegate enters the data in the system The unified electronic services for pilgrims abroad to complete the activation process.
- The system enables the registration of a new tourist company/agent to work as an independent organizer in non-Islamic countries and to match documents with a representative office Kingdom of Saudi Arabia in the country of establishment to allow him to activate the username and password in the unified electronic system for services Pilgrims and benefit from the services of the system.
- It is possible for the independent organizer to submit requests to increase and decrease the seasonal quota through the unified system, and the requests are subject to specific criteria from By the Ministry of Hajj and Umrah. Also, the private share and the public share are determined according to the standards of the Ministry of Hajj and Umrah.

2. The delegate is granted the account number (IBAN) and it is the digital wallet (of the Hajj Affairs Office / of the affiliated organizer / of the independent organizer) during The activation process in the unified electronic system for the services of pilgrims abroad to complete the payment of contracts, returns and bank guarantees through The electronic payment system, which is part of the unified electronic system for services to pilgrims abroad.

3. Implementing procedures for concluding service contracts (housing, transportation, subsistence) through the unified electronic system for services to pilgrims abroad for all Share Hajj Affairs Office.

4. Implementation of procedures for concluding private transportation contracts, prayer transportation contracts, luggage and porter transportation contracts, Zamzam watering contracts, and purchasing vouchers. Saudi Post for shipping, purchasing sacrificial animals from the Islamic Development Bank, and additional services provided by cult-trading companies  
The raft through the unified electronic system for the services of pilgrims abroad

5 Regarding the registration of pilgrims' data and the formation of service packages as follows:

□ Hajj Affairs Office / affiliated organizer:

Recording the basic data of the pilgrims by reading the passports to form service packages based on the contracts concluded for housing. Transportation and subsistence that corresponds to the approved numbers that are agreed upon during official meetings and in accordance with the prescribed quotas. Each office has Hajj affairs. This is through the unified electronic system for services to pilgrimage abroad.

□ Independent regulator:

- The independent organizer forms service packages from the contracts concluded through the unified system for services to pilgrimage abroad. The system allows pilgrims to view service packages at the country level and choose the appropriate package.
- The pilgrims contract with the independent organizer through the unified electronic system for pilgrims services (public share) and it is made available to the organizer Registration of pilgrims (special quota) through the unified electronic system for pilgrims services by reading passports for pilgrims according to distribute the appropriate rates and packages to them.

6. Formation of groups by distributing the names of pilgrims to groups and linking them to the appropriate service packages for them on the unified electronic system for services Overseas pilgrims to enter the names and data of the pilgrims on the Ministry of Foreign Affairs system using approved optical readers and pay the visa fees to obtain a Hajj visa, the visa is issued electronically on the system of the Ministry of Foreign Affairs, and the status of the visa appears on the electronic system. Unified services for pilgrims abroad.

7. Entering pre-preparation data for the stage of arrival and departure in the unified system for services for pilgrims abroad, in preparation for the arrival of pilgrims to the Kingdom. Saudi Arabia, and in preparation for the departure of the pilgrims after the Hajj stage, whether the stage of departure to Medina or the stage of final departure.

8. Submitting a request for licenses to open medical headquarters and a clinic inside the pilgrims' residences through the unified electronic system for services for pilgrims abroad. Integration and linkage with the Ministry of Health.

9. A list of medicines allowed to enter the Kingdom of Saudi Arabia approved by the Food and Drug Authority is displayed in the unified electronic system For the services of pilgrim abroad, it is also possible to request a permit to enter medicines that are not on the list of medicines available through the electronic system. Unified services for pilgrims abroad.

10. The Hajj Affairs Office and the affiliated organizer can file a report through the service reporting system in the event of any failure in the service through Unified electronic system for services of pilgrims abroad.

11. The Hajj Affairs Office and the affiliated organizer can submit a report to technical support through the unified electronic system for services for pilgrims abroad in the event that There is a technical problem in the unified electronic system for services to pilgrim abroad, and reports can be followed up through the unified electronic system. For services of pilgrims abroad, or by calling technical support at (+966-920026265) , or by sending an e-mail (ehaj@haj.gov.sa). In the event that the response or solution is not satisfactory and beneficial to the complainant, the communication is submitted again, and the communication can be escalated to The e-mail of the Department of Electronic Tracks for Hajj and Umrah (ehu@haj.gov.sa) to review the communication and find out the case by the department.

21. Reservations can be made through the unified electronic system for services for pilgrims abroad to attend workshops and training sessions organized by the Pilgrims Center Hajj and Umrah information in coordination with the Department of Electronic Tracks for Hajj and Umrah at the Ministry for training on the use of the electronic system Unified services for pilgrims abroad, and answer all questions and inquiries related to it.

**Controls for opening bank accounts for pilgrims' affairs offices, tourism companies and agencies, and Hajj campaigns, which regulate the arrival of pilgrims from abroad in banks operating in the Kingdom of Saudi Arabia, aspects of their disbursement, funding agencies, and internal and external transfers for the Hajj season.**

## **Chapter One:**

### **A- Controls and instructions:**

1. Accounts should be opened in Saudi riyals only.
2. That the purpose of opening the bank account be limited to Hajj purposes only, and that all deposits be in the name of the organizer only.
3. That the source of the funds transferred to the bank account be from the organizer's country only.
4. The disbursement should be from the bank account by checks.
5. The deposit shall be in the organizer's account by means of transfers issued by a bank in the organizer's country, provided that the transfer includes the name of the official organizer and that The purpose of the transfer is for the purposes of the organizer's expenses and for the purposes of pilgrimage only.
6. Not accepting any transfer received to the account from abroad from other than the country of the organizer, and not accepting transfers received from within without official accounts organizer.
7. It is allowed to deposit in the account by means of collection checks that are drawn in the name of the organizer from a bank in the country of the organizer only.
8. The date of closing the account must not be before the middle of Dhul-Hijjah in the year of record, and not later than the last Muharram of the year following the year Hajj, and it is forbidden to operate the account after the end of the month of Muharram until the beginning of the second month of Rabi` for any reason except with the approval of the Central Bank of Saudi Arabia.
9. The excess amounts in the organizer's account at the end of the Hajj season (the end of the month of Muharram) shall be returned to a bank in the organizer's country only upon a request from the authorized persons, Provided that this is specified in the account opening a greement.
10. If the organizer wishes to continue the balance in the same account to be used in the subsequent Hajj year, the account shall be frozen at the end of the month of Muharram for a period of time the beginning of the subsequent Hajj season, according to what is reported by the Ministry of Hajj and Umrah regarding determining the periods of Hajj.
11. To operate the organizer's account in the subsequent year of Hajj, the bank is required to fill out a letter from the Ministry of Hajj and Umrah that includes the same information specified in the form filled out by the Ministry when it authorized the opening of the account and attaching a list of the names of Saudi individuals and companies that will The regulator deals with it in the field of housing, subsistence, and transportation, and does not require the approval of the Central Bank of Saudi Arabia to restart the same account in the next year of pilgrimage.

### **B - Procedures for opening a bank account:**

1. Bank accounts shall be opened with local banks in the Kingdom of Saudi Arabia, in accordance with the regulations and instructions regulating that issued by the Kingdom of Saudi Arabia.  
The Central Bank of Saudi Arabia and the notification to all those responsible for organizing the arrival of pilgrims from abroad, with the need to provide the Ministry of Hajj and Umrah with a number IBAN and within the framework of the instructions referred to in Paragraph (a) of the controls and instructions contained in Chapter One of these instructions).
2. The organizer's delegate shall present to the raft company to which he belongs, an official written authorization confirming his formal authorization to carry out the procedures for opening the bank account.  
The organizer is inside the Kingdom for Hajj purposes only, provided that the document is stamped by the concerned authorities in the country of the organizer and approved by him SFA or representative of the Kingdom in the same country as the organizer

3 The regulator's delegate shall present a list of the names of Saudi individuals and companies with which the organizer will deal in the field of (housing and subsistence transportation), and to report any change to those who deal with them in this regard.

4. The representative of the tourism company or agency shall determine his preferred bank approved within the Kingdom and register it with the National Tawafa Company affiliated to the Ministry of Tourism.

To him, knowing that the banks approved and licensed by the Central Bank of Saudi Arabia for this purpose, which are shown on the website (<https://www.sama.gov.sa>)

5. The company's delegate shall obtain an official letter from the Ministry of Hajj and Umrah addressed to the bank chosen by him, allowing him to open an account. My bank showing: (The name of the organizer in both Arabic and English, and the computer number granted to the organizer by the Ministry of Hajj and Umrah, specifying The year concerned with the pilgrimage, the number of pilgrims, the name of the person or persons authorized to enter to operate and manage the bank account In Arabic and English according to the full name in the passport, their passport number, operational period, and the organizer's account number in country, the bank's full name in the passport, their passport number, operational term, the organizer's account number in their country, and the name of the bank

The source of the transferred money that the organizer deals with in his country, and the statement submitted by the organizer that includes the names of the individuals is attached to it. Saudis and companies that the organizer will deal with in the field of (housing, subsistence, and transportation), and to report any change that occurs to whom deal with them in this regard.

### **C- Documents to be attached when reviewing the bank:**

1- A copy of the commercial register or the license issued to the organizer in his country, attested by the embassy or representative of the Kingdom in his country and by the Ministry of Foreign Affairs in his country. The kingdom .

2- A copy of the passports of those authorized to operate and manage the account, certified by the Ministry of Hajj and Umrah.

Chapter Two: The executive regulations of the Anti-Money Laundering Law, in which all pilgrims must act according to the above paragraphs In which According to the following:

1. Commitment not to transport any cash or any precious metals with the pilgrims to be used for the purposes of spending on the business of the organizer.

2. Cash sums, bearer negotiable instruments, precious metals, precious stones, etc. must be acknowledged and disclosed.

Its ruling when leaving or entering the Kingdom of Saudi Arabia. The value of which is more than (60,000) sixty thousand riyals or its equivalent foreign currency. By filling out the customs declaration form approved in writing.

2. In the event that the security authorities or customs seize amounts or bearer negotiable tools or precious metals or stones that were not disclosed over and above the permissible limit; The reasons for non-recognition are investigated, and if the reasons are satisfied, the traveler is asked to fill out the declaration form and complete the rest of the admission procedures, and he is allowed to leave or enter with what he is carrying, either in the event that he is not convinced of the reasons or when there is suspicion money laundering, the traveler is referred to the competent authority for investigation.

4- In the event of non-acknowledgment or false acknowledgment that the departing or arriving traveler carrying sums of money, negotiable tools, or precious stones Or manufactured jewelry, or if a suspicion of money laundering is a predicate crime, then it is seized and a report is prepared by the security authorities and refer it to the customs and complete the regular procedures in accordance with what was stated in the Anti-Money Laundering Law and its implementing regulations.

5- When the person coming to the Kingdom declares to the customs officer that he carries cash, bearer negotiable financial instruments, precious metals or stones precious metals whose value exceeds the prescribed limit, then it is ensured that the cash is safe from counterfeiting, and for precious metals or precious stones, it is requested he must prove its ownership by virtue of the purchase invoice, and if it appears to him that it is for commercial purposes, the unified customs system and its implementing regulations shall be applied to him.

6- In the event that the owners of these funds, precious metals, or precious stones do not return after the expiration of the period specified by (60) days, they shall be dealt

Seizures according to the applicable regulations

### **Chapter III :**

Emphasis on all pilgrims and Umrah performers not to transfer any (money, precious metals, negotiable financial instruments, or precious stones) that do not belong to them, since this is contrary to the Anti-Money Laundering Law, and it may be included in the Anti-Terrorism Law and its Financing if this is related to the financing of terrorism.

### **Chapter Four: Countries that have restrictions or difficulties in transferring their funds, so they must do the following:**

- 1- In the event that the offices of pilgrims' affairs or companies, tourism agencies and Hajj campaigns organizing the arrival of pilgrims and Umrah performers are unable to abroad, to transfer funds related to the needs of Hajj and Umrah, it must prove these difficulties through the financial company (banks) in their countries, and then notify the Ministry of Hajj and Umrah in the Kingdom of Saudi Arabia of that, attached to the report issued by the company in the country of Office, company or tourism agency at the e-mail [HAO@haj.gov.sa](mailto:HAO@haj.gov.sa)
- 2- Notify the competent authority referred to above in paragraph (1) before travel, in sufficient time to enable the Ministry of Hajj and Umrah in the Kingdom of Saudi Arabia to Coordination with the competent authorities in the Kingdom.
- 3- In the event that any person came with cash amounts related to the Hajj or Umrah work and could not transfer that money and he has proof and after approval the competent authorities at the Ministry of Hajj and Umrah referred to above, he must submit an official notice indicating the name of the money carrier and the money transfer number. Its passport, date, issuer, and the amount transferred manually with it in detail according to each currency.
- 4- The money carrier must come to the Kingdom of Saudi Arabia through King Abdulaziz International Airport in Jeddah Governorate or Prince Airport Muhammad bin Abdulaziz in Madinah, and then the declaration according to the declaration form for that with the Zakat, Tax and Customs Authority, to be done after This is depositing money directly in one of the banks located at the airport.

### **Chapter V:**

Acting on the instructions issued by the Central Bank of Saudi Arabia regarding the opening of bank accounts for companies and tourism agencies reporting to them by the Ministry of Hajj and Umrah Circular No. 690575 dated 1/3/1433 AH, and the Ministry of Hajj and Umrah Circular No. 692140 dated 7/13/1436 AH, and No. 690702 dated 28/2/1435 AH, as well as the executive regulations of the Anti-Money Laundering Law and the Transfer of Any Money, Precious Metals, or Financial Instruments Negotiable or precious stones and the like, which were communicated by the Ministry of Hajj and Umrah Circular No. 694047 dated 11/26/1436 AH

**Tenth:**

#### **Instructions of the Ministry of Information**

- 1 The offices of pilgrims' affairs, diplomatic bodies and non-official bodies, which wish to distribute information materials of their own during The Hajj season requires that it be sent to the Ministry of Hajj and Umrah to be presented to the Ministry of Information for review and approval
2. That the offices of pilgrims' affairs establish specialized websites for them, so that these sites serve as guidance, awareness and guidance points for their pilgrims.
3. Carrying out any media activity or live broadcasting of Hajj events or conducting interviews in Makkah Al-Mukarramah, Al-Madinah Al-Munawwarah or the holy sites The approval of the Ministry of Information in the Kingdom of Saudi Arabia, and that this be in accordance with the controls and regulations specified by the Ministry of Information.
4. Pilgrims affairs offices apply for permits for media delegations and accompanying photographic equipment through the Ministry of Hajj and Umrah to address The General Authority for Audiovisual Media, at least one month before the date of their arrival to the Kingdom.
5. Emphasis on pilgrims not to bring materials that violate the media policy of the Kingdom of Saudi Arabia, such as materials that include slogans Political or calling for sectarianism, which is inconsistent with the purposes of Hajj

### Instructions of the Islamic Development Bank

All pilgrims' affairs offices must deal with the Hady and Dahi project, and that dealing with others is a legal violation punishable by the system.

They can choose the ritual by purchasing through the following channels:

- 1- The website of the project ([www.adahi.org](http://www.adahi.org)).
- 2- The unified electronic system for foreign pilgrims at the Ministry of Hajj and Umrah.
- 3- The marketing companies that the project contracts with each year, and the Hajj affairs offices will be provided with the names of the companies and the mechanism of communication with it, the most important of which are:
  - o Ehsan platform - a national platform for charitable work, a donation platform - the national platform for donations Al-Rajhi Bank
  - o Bank Albilad
  - o The Saudi Investment Bank
  - o Saudi Post (Sobol) The Gift of Hajj and Umrah Charity Association

### Instructions of the Saudi Red Crescent Authority

- 1 A medically equipped ambulance shall be available according to the requirements of the Saudi Red Crescent Authority.
- 2- Ambulances belonging to the offices of pilgrims' affairs and intended to be used during Hajj are authorized by the Saudi Red Crescent Authority according to the controls and requirements approved by the Authority.
- 3- Availability of an automatic shock removal device (AED) for each campaign.
- 4- Availability of first aid kits on buses and campaigns.
- 5- The presence of a medical staff with each campaign (male and female doctors, male and female nurses) who have experience in emergency medicine.
- 6- Requiring campaigns to provide medical rooms for examination, and to secure the necessary equipment for them.
- 7- Preparing first aid kits



**The schedule related to the instructions regulating Hajj affairs and the dates related to the arrival and departure of pilgrims and their movements between the cities of Hajj during the Hajj season**

History	Element	M
15/ Rajab	1 The deadline for all airlines that will transport pilgrims to submit their flight schedules and complete the procedures for obtaining permission Landing by the General Authority of Civil Aviation	
19 / Jumada Al-Akhar	The last date for signing an agreement on arrangements for the affairs and requirements of pilgrims with the Ministry of Hajj and Umrah	2
15 / Shaaban	Deadline for providing the Ministry and the private Tawaf companies in Makkah Al-Mukarramah with the names and data of approved tourism companies and campaigns, and registering and qualifying them in the unified electronic system for pilgrims abroad.	3
-----	(15%) on the first of the month of Safar of each year, and in the event that there are notes on the date of disbursement of bank guarantees for the housing It must be submitted no later than 15 Muharram of each year	4
-----	The date for disbursing bank guarantees to the (20%) feeders is on the first of Safar every year, and if there are notes, they must be submitted no later than Muharram 15 of every year.	5
15 / Shaaban	Qualifying and registering the organizers in the unified electronic system for pilgrims abroad	6
15 / Rajab	Obtaining letters of opening bank accounts	7
15 / Rajab	8 The delegate of the Hajj Affairs Office obtains the user name and password of the unified system for pilgrims abroad (providing the ministry with a letter containing the name of the delegate in Arabic and English, passport number, e-mail and mobile number)	
15 / Rajab	The date of payment of the bank guarantee for the accommodation of pilgrims (50) riyals for each pilgrim	9
15 / Rajab	Submitting a request to obtain Zamzam packages for pilgrims through the unified electronic system for pilgrims abroad	10
29/ Shaaban	The date for concluding electronic contracts for service packages for pilgrims (pilgrims' accommodation) in Makkah and Madinah, serving pilgrims with the guide company, serving pilgrims with the Unified Agents Office, the transportation contract with the General Syndicate of Cars, and subsistence contracts	11
15 / Shawwal	Registering the names and data of pilgrims in the unified electronic system for pilgrims abroad and linking them to service packages according to previously concluded contracts.	12
25/ Dhu al-Qi`dah	The deadline for issuing Hajj visas by the Kingdom's embassies abroad	13
4 / Dhu al-Hijjah	The date of transporting pilgrims to the Kingdom by air	14
29/ Dhu al-Qi`dah	The date of transporting pilgrims to the Kingdom by land	15
4 / Dhu al-Hijjah	The account is allowed to be opened for a period of ten months	

History	Element	M
2 / Dhu al-Hijjah	From Jeddah to Medina Last date for pilgrims to travel by air	17
25/ Dhu al-Qi' dah	From Jeddah to Medina Last date for pilgrims to travel by land	18
5 / Dhu al-Hijjah	Last date for pilgrims to stay in Medina	19
29/ Muharram	Deadline for providing medical services to pilgrims at the premises of the pilgrims affairs offices or the pilgrims' residences	20
15 / Shawwal	The last date for providing the Ministry with the headquarters of the pilgrims' affairs offices and the names and data of the officials	21
15 / Dhu al-Qi' dah	The last date for providing the Ministry with the educational programs provided by the Office of Pilgrims Affairs for the pilgrims to whom they belong	22
15 / Muharram	Pilgrims headed from Makkah Al-Mukarramah to Al-Madinah Al-Munawwarah after performing the rituals of Hajj	23
29/ Muharram	Deadline for the stay of foreign cars coming through the land ports used by the offices of pilgrims' affairs	24
15 / Muharram	The date of departure of pilgrims from the Kingdom by air	25
15 / Muharram	The date of departure of pilgrims from the Kingdom by land	26
15 / Muharram	From Jeddah Islamic Port The date of departure of the pilgrims from the Kingdom by sea	27
29 / Rajab	The last date for submitting a list of the names of the officials and guides of the pilgrims' delegation to the Office of Pilgrims' Affairs	28
15 / Shawwal	The last date for the attendance of the commissioners of the Unified Hajj System and the data specialist for advance preparation at the King Abdulaziz Airport outlets Jeddah International Airport and Prince Muhammad bin Abdulaziz Airport in Madinah.	29
2 / Dhul-Hijjah	Medina is 30 The last date for the pilgrims to travel to	
15 / Rajab	The last date for registering the schedules and times of arrival and departure of flights for all pilgrims coming from abroad to the General Authority civil aviation	31
25 Dhu al-Qi' dah	Overland "From Makkah or Jeddah to Madinah, the last date for pilgrims to travel."	32
5 Dhul-Hijjah	The last date to return from Madinah to Makkah Al-Mukarramah	33
29 Muharram	The account is allowed to be opened for a period of ten months	34

\* Note :

1- In the event that there are any new instructions or controls later on, they will be added directly to the electronic version of the instruction booklet on the portal of the unified electronic system for pilgrims abroad.  
([www.ehaj.haj.gov.sa](http://www.ehaj.haj.gov.sa)) for Hajj

2- All the dates referred to in the booklet are based on the Umm Al-Qura Hijri calendar, and whatever corresponds to the Gregorian calendar.