



Dear esteemed Head of the Office of Hajj Affairs, Republic of Pakistan

MR. Abdul Wahab Soomro

Director General (Hajj)

We Rahalat wa Manafy company formerly part of Mutawify Hojaj Al Dwal Al ".Arabay. Now, under our new identity, we operate as "Ishraqt Company

Greetings and best regards. Attached are the prices for services provided in the holy sites for Category (D) pilgrims, based on quantitative and qualitative classification through the electronic system, with a total amount of 2550.5 Saudi Riyals per pilgrim. .We kindly request your esteemed review and approval

,Sincerely

Rahalat Wa Manafea Co. for Tourism  
Ahmed bin Abdul Latif Tamar /  
G . M CO









## HOLY SITES SERVICES CONTRACT “HAJJ 1445 AH” PACKAGE (D)

Contract No.: 33 / 45 / Republic of Pakistan Date: 28 / 06 / 1445 AH  
Corresponding to: 10 / 01 / 2024 AD

Praise be to Allah Almighty, and prayers and peace be upon the Messenger of Allah, An agreement has been concluded between **Rehlat Wa ManafeaTours Co.** and Republic Of Pakistan

The principle of good well requires contracting parties to fulfill their obligations with honesty and sincerity in a way that achieves the intended purpose of the contract.

### Data of both parties:

**Firstly: Rehlat Wa ManafeaTours Co.**, one of the subsidiaries of the Muttawifs of the Arab Countries Pilgrims Co. – C.R. No. (4031274904), **Address:** The Holy City of Makkah - Makkah-Jeddah Old Road, Building No: (2555), Sub No: ( 7986), Al-Nuzha District, Postal Code (24225) Land Line No: (0125601111) Fax No: (0125600484), E-mail: (info@arbhaj.com), represented in concluding this contract by the General Manager, Mr. Ahmed bin Abdullatif Tammar, who is referred to in this contract as **(The First Party) ..... Mobile: .**  
**Secondly:** Republic Of Pakistan represented by Mr. Abdul Wahab Soomro referred to in this contract as **(The Second Party).**

### Preamble

Whereas Rehlat Wa ManafeaTours Co. is specialized in providing services to pilgrims from abroad, which is authorized by the Ministry of Hajj and Umrah in the Kingdom of Saudi Arabia to provide Hajj services and programs for the guests of Allah. And having the right to assign one of the companies affiliated with the Muttawifs of the Arab Countries Pilgrims Co., or one of its subsidiaries or participants , or the companies and institutions contracted with it to supervise or provide services on its behalf, and the pilgrims affairs office has a number of (70000) pilgrims, to whom it wants to provide the service On package (D) Including the services mentioned in the statement of services attached to this agreement and according to their quantitative and qualitative classification within the limits of the spaces allocated in the Holy Sites for the second party and which were contracted on through the electronic path. The Rehlat Wa ManafeaTours Co. also has the right to amend the prices or services mentioned in this agreement in the event of any amendments or additions to the services or new legislation by the Ministry of Hajj and Umrah, provided that both parties are committed to the process of concluding the contract and paying the value of the services according to what is approved by the Ministry of Hajj and Umrah through the electronic path (pilgrims coming from abroad) of the Ministry of Hajj and Umrah, and any instructions and regulations issued later.

### The 1<sup>st</sup> clause: including the preamble

The previous preamble, the appendices, and all the data recorded therein are considered an integral part of this agreement and complementary to it, and are taken into account when interpreting or applying any of its provisions.







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### **The 2<sup>nd</sup> Clause: The scope of the agreement**

- 1- The two parties agreed that the spatial scope for implementing the terms and services mentioned in this agreement would be within the city of Makkah Almukarramah, Almadinah Almunawarah and the holy sites (Arafat - Muzdalifah - Mina) and that the two parties would be committed to implementing the requirements and conditions of this agreement according to the places where pilgrims receive the service and their places of residence in Makkah Almukarramah, and Almadinah Almunawarah and camps in the Holy Sites, according to the data, services, and details of the agreement, and the time frame for this agreement should be during the Hajj season of 1445 AH.

### **The 3<sup>rd</sup> Clause: the obligations of the first party**

- 1- Coordination and securing the necessary permits from the necessary governmental and non-governmental agencies as a basic condition for implementing this agreement, with the exception of permits for the second party's direct work with any party inside or outside the Kingdom of Saudi Arabia.
- 2- Ensuring the provision and implementation of services according to the quantitative and qualitative classifications mentioned in this agreement and coordination with all relevant parties.
- 3- Holding workshops and coordinating with officials of the second party regarding all preparations and services.
- 4- Securing all qualified human cadres to implement this agreement and qualifying them to complete the work required of them in an optimal manner.
- 5- Appointing a relationship and customer service manager dedicated to serving the second party in order to facilitate the communication process and ensure the optimal service of the second party.

### **The 4<sup>th</sup> Clause: Obligations of the Second Party:**

- 1- Providing the first party with all the information that helps it complete the work with the required quality and efficiency, whether information related to the services provided directly by the first party or provided by another party that has a contractual relationship with the second party and may affect the work of the first party.
- 2- Ensure that The spaces allocated to the Holy Sites for the second party, which will be contracted through the electronic path according to the regulations, guarantee the first party to provide the services required of it in the Holy Sites with the required availability and efficiency and according to their quantitative and qualitative classification.
- 3- Providing the first party with all transportation information, arrival and departure, accommodation, and information about the pilgrims housing and their distribution, whether in the residence of Makkah, Madinah, or in the camps at the Holy Sites, within sufficient time to ensure that the work is completed with the required quality and efficiency.
- 4- Observing the regulations and laws in force in the Kingdom of Saudi Arabia and adhering to all regulations and instructions issued by the Ministry of Hajj and Umrah in the Kingdom of Saudi Arabia and all entities organizing Hajj.
- 5- Educating his pilgrims before coming as for all their rights, the instructions and regulations in force in the Kingdom of Saudi Arabia that must be observed and about all instructions that guarantee their safety, commitment and adherence to it

### **The 5<sup>th</sup> Clause: General Conditions:**

- 1- The contract will be documented and concluded and the value of the services mentioned in this agreement will be paid through the electronic path for pilgrims abroad affiliated with the Ministry of Hajj and Umrah in the Kingdom of Saudi Arabia, according to new regulations and instructions regulating this.
- 2- The two parties are committed to the services specified by the Ministry of Hajj and Umrah for Package (D) according to its quantitative and qualitative classification, and any additions or modifications therein shall be made according to a written agreement between the two parties, provided that the approval of







- the competent authority in the Ministry of Hajj and Umrah or the relevant authorities is obtained and is attached to the agreement.
- 3- To ensure the quality and access of the service to pilgrims, the first party has the right to transfer or change the implementation of the terms of this agreement or part of it to any other legally qualified party, while remaining financially and legally committed to the second party in the event of any default as a result of this change.
  - 4- The first party does not bear any financial or legal responsibility for any modification or change in the prices of other services provided by other service providers, for example, but not limited to, agent services, water drinking services, tents, visas, insurance...etc., before or During or after signing this agreement.
  - 5- The first party is committed to implementing everything stated in this agreement. In cases of force majeure and emergency circumstances beyond the control of the first party, which, God forbid, may prevent the implementation of any of the terms or services of this agreement, the first party is committed to implementing what was stated in the agreement within the limits permitted by this agreement. Force majeure and emergency circumstances.
  - 6- The two parties are committed to cooperate together to implement this agreement in a way that guarantees pilgrims access to services with the required quality and efficiency.
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#### **The 6<sup>th</sup> Clause: Disputes**

In the event of a dispute or disagreement regarding any of the provisions of this agreement, it must be resolved amicably and in good faith. If this is not possible, the Ministry of Hajj and Umrah and the competent authorities in the Kingdom of Saudi Arabia are the ones with jurisdiction to look into the dispute, and the Saudi laws and regulations are the ones that must be applied to the relationship between two parties.

#### **The 7<sup>th</sup> Clause: Financial Compensation (Service Prices)**

- The two parties agreed that the financial compensation for implementing the services stipulated in this agreement will be the amount of (2550.50) Two thousand five hundred and fifty riyals Saudi and fifty halala per pilgrim, including value added tax, according to the service price table below.
- The number of pilgrims included in the service is (70000 pilgrims)

May Allah bless All







**SCHEDULE OF SERVICES RATES WITH REHLAT W MANAFE TOURISM COMPANY**

Service Description	Beneficiary (service provider)	Place of providing the service	Service Price/value	Service Including 15% Vat
Residence in the holy sites	Rehlat Wa Manafea Tours Co.	Holy sites Services (Mina / Arafat / Muzdalifah)	1347.83	1550.00
Nutrition & Catering services in the Holy Sites	Rehlat Wa Manafea Tours Co.	Holy sites (Mina / Arafat / Muzdalifah)	300.00	345.00
Accommodation services in Mecca and the holy sites	Rehlat Wa Manafea Tours Co.	Services in Makkah and Madinah	570.00	655.50
<b>Grand Total</b>	<b>Including 15% Vat</b>		<b>2217.83</b>	<b>2550.50</b>

Contracts are to be documented and the payment process for all services is to be carried out on the electronic path of the Ministry of Hajj and Umrah

The first party: Rehlat Wa Manafea Tours Co.  
Represented by Mr. Ahmed bin Abdul Latif Tammar

Signature:

Seal



Second Party Republic Of Pakistan  
Represented by Mr. Abdul Wahab Soomro

Signature:

Seal





### Arafat Monument

**Description (receiving foreign pilgrims to the Holy Sites, and providing integrated accommodation and food services, to enable them to perform the rituals "Nusuk" with ease and tranquility).**

Arafat Monument – Level D			
	Qualitative Classification	Quantitative Classification	Service Value
Camp	Preparation of spaces received from Kidana Development Company	Construction of PVC tents if necessary + Preparation of main gates, inspection of kitchens and facilities + cleanliness of camp, toilets, partitions and air conditioners + Making electrical installations according to the requirements of Kidana Development Company + Removal of the old equipment at the camp if any.	
	Air Conditioning	Freon-Split 250 - BTU per m3	
	CCTV system	One (1) camera on the main gate + (1) One camera per main corridor + (1) One camera per kitchen	
	Campground and Corridor Lighting	(1) lighting unit inside each tent (1) lighting unit every (5) meters along the main corridors + (1) lighting unit every (10) meters along the secondary corridors + (1) lighting unit at the main entrance to the camp	
	Furnishing the tent floor with carpet	Good Quality	
	First Aid Clinic	Providing (4) patient carriers, (2) medical beds, (1) administrative office with chair, (2) wheelchairs, (1) refrigerator, (4x4) PVC tent, 625 BTU air conditioner, metal shelves, and carpet.	
	Equipment for people with special needs and the elderly (grade crossing and toilets)	Preparing (2%) of the camp services, including toilets for people with special needs, in accordance with the internationally specified percentage	
	Providing a kitchen equipped with all services to provide meals for pilgrims	One (1) kitchen per camp at least	
	Waste Containers for Corridors and Tents	(2) waste containers with a capacity of (50) kilos per corridor; (1) waste container with a capacity of (10) kilos per tent/per (16) m2	
	Campground and Corridor Clean Works	One (1) general cleaning session every (8) hours; One (1) hygiene session after every main meal	
	Restroom Cleaning Works	Providing 2 cleaners for each bathroom complex around the clock	
	A board with the name of the company and the service center number for the camp's main entrance gate	One (1) appropriately sized board showing the company name and center number, in addition to the Care and Services Center for pilgrims: 920002814 (Customer Service)	
	Electric Fan for Venting Entrances and Corridors	Air fans to distribute air in the entrance and main corridors	
	Control of disease-carrying insects Providing toiletries + soap in bathrooms	Providing sufficient number of mosquito traps in each camp In sufficient quantities according to the needs of pilgrims	





Arafat Monument – Level D			
Housing	Mattress	One (1) mattress, size (50 x 175 x 5-7) cm, as a minimum for each pilgrim	
	Cotton Pillow	One (1) cotton pillow, size (50*40) cm, as a minimum for each pilgrim	
	Cotton Pillowcase	One (1) cotton pillowcase for each pilgrim	
	Sheets	(1) cotton sheet per pilgrim	
	Covers	(1) summer cover measuring (200 x 100) cm and weighing at least (200) g (during the summer season) Or one (1) winter cover measuring (200 x 100) cm and weighing at least (500) grams (during the winter season) for each pilgrim.	
	Electricity Plugs	(1) Electrical Plugs for every (25) m2	

Arafat Monument – Level D			
Arafat Guidance Services	Receiving pilgrims	Reception, directing pilgrims to their camps and providing drinks	
	An indicative information panel to display the information needed by the pilgrim, including information on the division of pilgrim groups	Two (2) signs of appropriate size showing the company name and center number, in addition to the Pilgrimage Care and Services Center 920002814 (customer service) and information of interest to pilgrims.	
	Direction to the nearest place for external services that the pilgrim may need (the sacrificial animals "Al-Hadi", Fatwas, Health Care, etc.)	Provide and equip a customer service office to serve (5000) pilgrims in each camp	

Arafat Monument – Level D			
Human Resources	Provide customer services supervisors	(1) Customer Services Supervisor to provide services for each (1000) pilgrims with uniforms, distributed 24 hours a day, with the possibility of increasing the number in case of need and insufficient number available	
	Providing a sufficient number of employees/workers within the work team	(1) employee to provide services to every (250) pilgrims, wearing a uniform, distributed 24 hours a day, with the possibility of increasing the number in the event of need and insufficient number available.	
	Saudis within the work team	At least (50%) Saudis on the work team	
	Women within the work team	At least (2%) women on the team	
	Repair of technical failures related to air conditioning, lighting, electricity, bathrooms and devices	Providing emergency maintenance technicians (electricians - plumbers)	
	Hospitality providers	Providing a technical staff for food service	
	Security Guards	Provide entrance security guards and 24-hour general supervisor	





**Mina Monument**

**Description (receiving foreign pilgrims to the Holy Sites, and providing integrated accommodation and food services, to enable them to perform the rituals "Nusuk" with ease and tranquility).**

<b>Mina Monument- Level (D)</b>			
	<b>Qualitative Classification</b>	<b>Quantitative Classification</b>	<b>Service Value</b>
<b>Camp</b>	Preparation of spaces received from Kidana Development Company	Construction of PVC tents if necessary + Preparation of main gates, inspection of kitchens and facilities + cleanliness of camp, toilets, partitions and air conditioners + Making electrical installations according to the requirements of Kidana Development Company + Removal of the old equipment at the camp if any.	
	CCTV system	One (1) camera on the main gate + (1) One camera per main corridor + (1) One camera per kitchen	
	A board with the name of the company and the service center number for the camp's main entrance gate	One (1) appropriately sized board showing the company name and center number, in addition to the Care and Services Center for the pilgrims 920002814 (Customer Service)	
	Furnishing the tent floor with carpet	Good quality	
	First Aid Clinic	Providing (4) patient carriers + a nurse unit, in each air-conditioned camp • (2) medical beds, (1) administrative table, (2) wheelchairs, (1) refrigerator, (4x4) PVC tent, Air conditioner 24,000 units, metal shelves, carpet	
	Equipment for people with special needs and the elderly (grade crossing and toilets)	Preparing (2%) of the camp services, including toilets for people with special needs, in accordance with the internationally specified percentage	
	Shading Corridors	Shading main corridors	
	Waste Containers for Corridors and Tents	(2) waste containers with a capacity of (50) kilos per corridor (1) waste container with a capacity of (10) kilos per tent/per (16) m2	
	Campground and Corridor Cleaning Works	One (1) general cleaning session every (8) hours One (1) hygiene session after every main meal	
	Restroom Cleaning Works	Providing 2 cleaners for each bathroom complex around the clock	
	Control of disease-carrying insects	Provide adequate mosquito traps at each camp + spray campground and sewage with pesticides before pilgrims arrival	
	Electric Fans for Venting Entrances and Corridors	Air fans to distribute air in the entrance and main corridors	
	An indicative information panel to display the information needed by the pilgrim, including information on the division of pilgrim groups	Two (2) signs of appropriate size showing the company name and center number, in addition to the Pilgrimage Care and Services Center 920002814 (customer service) and information of interest to pilgrims.	
	Provide cleaning tools + soap in restrooms	in sufficient quantities as needed by pilgrims	







Mina Monument- Level (D)			
Housing	Mattress	(1) mattress, size (7*175*50) cm	
	Cotton Pillow	One (1) cotton pillow, size (50*40) cm, as a minimum for each pilgrim	
	Cotton Sheets	(1) cotton sheet per pilgrim	
	Covers	(1) summer cover measuring (200 x 100) cm and weighing at least (200) g (during the summer season) Or one (1) winter cover measuring (200 x 100) cm and weighing at least (500) grams (during the winter season) for each pilgrim.	
	Cotton Pillowcase	One (1) cotton pillowcase for each pilgrim	
	Umbrella	(1) umbrella for each pilgrim	
	Electricity Plugs	(1) Electrical Plugs for every (12) m2	

Mina Monument- Level (D)			
Guidance	Receiving pilgrims	Reception, directing pilgrims to their camps and providing drinks	
	Direction to the nearest place for external services that the pilgrim may need (the sacrificial animals "Al-Hadi", Fatwas, Health Care, etc.)	Provide and equip a customer service office to serve (5000) pilgrims in each camp	

Mina Monument- Level (D)			
Human Resources	Provide customer services supervisors	(1) Customer Services Supervisor to provide services for each (1000) pilgrims with uniforms, distributed 24 hours a day, with the possibility of increasing the number in case of need and insufficient number available	
	Providing a sufficient number of employees/workers within the work team	(1) employee to provide services to every (200) pilgrims, wearing a uniform, distributed 24 hours a day, with the possibility of increasing the number in the event of need and insufficient number available.	
	Saudis within the work team	At least (50%) Saudis on the work team	
	Women within the work team	At least (2%) women on the team	
	Hospitality providers	Providing a technical staff for food service	
	Security Guards	Provide entrance security guards and 24-hour general supervisor	
	Repair of technical failures related to air conditioning, lighting, electricity, bathrooms and devices	Providing emergency maintenance technicians (electricians - plumbers)	





**Muzdalifah Monument**

**Description (receiving foreign pilgrims to the Holy Sites, and providing integrated accommodation and food services, to enable them to perform the rituals "Nusuk" with ease and tranquility).**

<b>Muzdalifah Monument – Level (D)</b>			
	<b>Qualitative Classification</b>	<b>Quantitative Classification</b>	<b>Service Value</b>
<b>Location</b>	Leveling and furnishing the floor of the site designated for staying in Muzdalifah	The entire floor of the site (Jalayel) is furnished, the space allocated for each pilgrim according to the standard specified by the Ministry of Hajj and Umrah	
	Women within the work team	At least (2%) women on the team	
<b>HR</b>	Saudis within the work team	At least (50%) Saudis on the work team	
	Providing a sufficient number of employees/workers within the work team	(1) employees to provide services for each (500) pilgrims	
	Provide Customer Services Supervisors	(1) Customer Services Supervisor to provide services for each (1000) pilgrims, distributed 24 hours a day, with the possibility of increasing the number in case of need and insufficient number available	

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**Holy Sites Food Services - Level (D)**

<b>Arafat– Level (D)</b>			
	<b>Qualitative classification</b>	<b>Quantitative Classification</b>	<b>Service value</b>
<b>Food Services</b>	Juices, healthy water, tea/coffee	24-hour cold healthy water at 3 liters per pilgrim and (tea, coffee) three times daily	
	Snacks	(2) snacks (fruits - desserts - processed foods) per pilgrim per day (Adhering to the meal serving time without delay)	
	Ready-made / dry breakfast	(1) breakfast per pilgrim, containing (1) main course, (1) side dish, (1) fruit type, (1) type of beverage (Adhering to the meal serving time without delay)	
	Hot lunch	(1) lunch meal for each pilgrim, containing (1) main dish, (2) types of fruit, (1) type of drinks (adhering to the time of serving meals without delay)	

<b>Mina– Level (D)</b>			
	<b>Qualitative classification</b>	<b>Quantitative Classification</b>	<b>Service value</b>
<b>Food Services</b>	Juices, healthy water, tea/coffee	Healthy water around the clock for all days of Mina: The Day of Tarwiah and Days of Tashreeq at a rate of 3 liters for each pilgrim and (tea/ coffee) three times a day.	
	Snacks	Two (2) snacks (fruits - sweets - processed foods) for each pilgrim daily (adhering to the time of serving meals without delay)	
	Ready-made / dry breakfast	(4) Breakfast meals: (1) Tarwiyah + (3) in Mina for each pilgrim, containing (1) main dish, (1) side dish, (1) type of fruit, (1) type of drink (adhering to the serving time of meals without delay)	
	Hot Dinner	(4) Dinner: (1) Tarwiyah + (3) in Mina for each pilgrim, containing (1) main dish, (2) type of fruit, (1) type of drink (adhering to the serving time of meals without delay)	
	Hot Lunch	(4) Lunch: (1) Tarwiyah + (3) in Mina for each pilgrim, containing (1) main dish, (2) type of fruit, (1) type of drink (adhering to the serving time of meals without delay)	

<b>Muzdalifah - Level (D)</b>			
	<b>Qualitative classification</b>	<b>Quantitative Classification</b>	<b>Service value</b>
<b>Food Services</b>	Dry Dinner Meal	A dry dinner consisting of: sandwiches - fruit - juice - healthy water (adhering to the time of serving meals without delay)	


