

INSTRUCTIONS GOVERNING HAJJ AFFAIRS

ISSUED FOR THE YEAR 2018 – 1439

GENERAL ADMINISTRATIVE
PREPARATIONS EXPECTED FROM THE
OFFICES OF HAJJ AFFAIRS

TABLE OF CONTENTS

NO:	TITLE	PAGE
1.	INTRODUCTION	4
2.	SECTION ONE: General Instructions For The Hajj Season	6
3.	SECTION TWO: List of appendices accompanying records of agreements for Hajj which address rules and regulations issued by the government authorities and officials concerning Hajj matters	16
4.	CHAPTER ONE: Appendix for Instructions pertaining to transporting pilgrims to the Kingdom and returning them to their country, including instructions of transportation between towns of Hajj and holy sites.	19
5.	CHAPTER TWO: Appendix for instructions pertaining to the housing of pilgrims in Makkah and Madinah.	36
6.	CHAPTER THREE: Appendix for instructions pertaining to health facilities and regulations regarding initiating seasonal health centre by the medical teams of the Office of Hajj Affairs (medical delegation) during the Hajj season, as issued by the Health Minister for the given Hajj season.	43
7.	CHAPTER FOUR: Appendix for instructions pertaining to stages of grouping pilgrims upon their arrival until their departure from the Holly land for the given Hajj season.	53
8.	CHAPTER FIVE: Appendix for instructions pertaining to the pilgrims arriving through travel agencies and companies and Hajj operators for the Hajj season.	61
9.	CHAPTER SIX: Appendix for instructions pertaining to awareness programme for the	75

	pilgrims concerning (rituals - environment - security - and general conduct/mannerism) for the Hajj season.	
10.	CHAPTER SEVEN: Appendix on introducing the use of Central Electronic System for Foreign Pilgrims.	81
11.	CHAPTER EIGHT: Appendix pertaining to regulations on opening a bank account for the Office of Hajj Affairs, Travel and Tourism Companies, Travel Agencies, and Hajj Operators, who will be arranging for the arrival of pilgrims from outside, through general banks in the Kingdom of Saudi Arabia and to cover aspect of exchange rates, finances, foreign or local during the Hajj season.	89
12.	CHAPTER NINE: Appendix for instructions of the Ministry of Arts and Communication	96
13.	CHAPTER TEN: Appendix pertaining to rules and instructions of the Islamic Bank Investment	97
14.	CHAPTER ELEVEN: Appendix for instructions of the Saudi Red Crescent Association	98
15.	CHAPTER TWELVE: Appendix of time schedules in accordance to the instructions governing Hajj Affairs and appointed times connected to the arrival and departure of pilgrims, and their travelling between the towns of Hajj during the Hajj season.	99

IN THE NAME OF ALLAH, THE MOST KIND THE MOST MERCIFUL

INTRODUCTION

It is out of the interest of the government of the Kingdom of Saudi Arabia in ensuring safety, security and to delight and be hospitable to the guests of the Sacred House of Allah, who are here to perform Hajj and Umrah and Ziyarah. The government ensures to provide them excellent services during the period of their stay in the Holy Land and will ensure that their needs are being met and fulfilled. Thus, it is a necessity to monitor the implementation of the Instructions Governing Hajj Affairs, as it had been issued by the government of the Kingdom of Saudi Arabia to be used when arranging proceedings/movements of pilgrims while fulfilling their rituals and that the operators and relevant parties should abide by it (Offices of Hajj Affairs, Travel and Touring Agencies/Companies).

The government of the Kingdom of Saudi Arabia welcomes all pilgrims from all different parts of the world to the holy land, there are no any pre-conditions on the pilgrims, beside that which has been mentioned in Qur'an and Sunnah, as outlined in the following;

- 1- Pilgrim are to have the means, which include, monetary capacity, safety, healthy, maturity and mannerism, as stated in the Qur'an, Surah Al-Imran, verse 97.
- 2- The pilgrims are to focus solely on performing Hajj and not to partake in any contradictory activities, as stated in the Qur'an, Surah Baqarah, verse 197
- 3- To abstain from all actions causing discomfort to the guests of Allah, and to be in the best of conduct as directed by our beloved prophet (S.A.W), as he mentioned during

the conquest of Makkah; “this land, Allah sanctified it since the beginning of times, therefore is not permitted for no one to unjustly shed blood of the other”.

The Ministry of Hajj and Umrah have prepared/outlined a comprehensive program, well advanced and improved in seeing to the services and protection of the guests of the Most Merciful and to guarantee the provision of service packages for pilgrims (Housing, Transportation, Meals) through the use of Central Electronic System for Foreign Pilgrims. All aimed at allowing pilgrims to have a rewarding experience marked with memorable spiritually uplifting times, and that is why it is of outmost importance to abide by these instructions which are established by the concerned authorities of the Kingdom of Saudi Arabia. These standards should be delivered in a most exceptional and diligent manner in serving the guests of the Most Merciful.

These instructions governing Hajj affairs are considered to be directly linked to and that they are part and parcel of the agreements and contracts signed between the Ministry of Hajj and Umrah in the Kingdom of Saudi Arabia with the respective delegations of the representatives of Offices of Hajj Affairs where pilgrims come from. Signing of such agreements is an acknowledgement of knowing about this electronic copy, and to take the responsibility in conveying its contents to the Offices of Hajj Affairs, Travel and Touring Agencies/Companies operating under the main office, all of them should abide by the requirements and its clauses. It is out of its guidance that the representative will thus be allowed access into the Central Electronic System for Foreign Pilgrims and complete due processes of uploading pilgrims’ details and in return obtain Hajj Visas.

SECTION ONE:

GENERAL INSTRUCTIONS FOR THE HAJJ SEASON

- 1- The Office of Hajj Affairs will take the responsibility to communicate with the General Authority of Civil Aviation to reach agreement pertaining to the arrival and departure schedule of pilgrims hence that is the foundation which housing contracts at the two holy cities will be issued upon (Makkah and Madinah). All housing contracts for pilgrims in Makkah and Madinah have to synchronise with travelling schedules provided by the General Authority of Civil Aviation, also have to be in agreement with the plans and instructions on grouping of pilgrims between Madinah and Makkah.
- 2- Offices of Hajj Affairs are allowed to welcome their pilgrims arriving by air at King Abdul Aziz International Airport and at Muhammad Ibn Abdul Aziz Airport in Madinah. The condition is that Offices of Hajj affairs have to obtain permission cards to allow them entry into arrival hallways, this is to be done through the General Authority of Civil Aviation, through the approval of the Ministry of Hajj and Umrah in accordance to the rules and regulations pertaining to that.
- 3- The last appointed time for registering travelling schedules for arriving and departing of foreign pilgrims is to be done at the end of Jumadal Akhirah of every year.
- 4- All travelling schedule outlining the arrival and departure of pilgrims, ticket numbers, the address of their housing in the holy land, and their field service provider offices, all is to be/should be registered in the Central Electronic System for Foreign Pilgrims.
- 5- The arrival and departure of all pilgrims should be in accordance to the Central System in a way that the departure of pilgrims arriving through the airport of Amir

Muhammad Ibn Abdul Aziz in Madinah will be from the international airport of King Abdul Aziz in Jeddah, and the other way around.

- 6- Contracting will be done directly by the representatives of the Office of Hajj Affairs with the Transport Companies (NAQABA) without a broker or subcontracting, about arranging of arrival or departure of pilgrims. Therefore appoint diligent representatives to complete such processes.
- 7- Establishing all health facilities (centre/clinic) in Makkah or Madinah should be done through coordinating with the Ministry of Hajj and Umrah (with the relevant department in of the Ministry in Makkah, and with its representative in Madinah), through which the permit will be obtained from the Ministry of Health. Regulations pertaining to that are to be observed including limiting the operating time of such facility from the 1st Shawwal to 30th Muharram of the following year. In accordance to the publication of the Ministry of Hajj and Umrah number 691826 dated 1435/05/18, and should be located at the medical area or pilgrims accommodation area only, and that services are for the pilgrims of the office only, and not to establish mobile clinic or centre in the holy sites or at Miqaat, hence the Kingdom provides health services at such areas.
- 8- Approval of ambulance under the Office of Hajj Affairs is to be done by the Saudi Red Crescent Association, all in accordance to their regulations.
- 9- Office of Hajj Affairs are not allowed to own cars in the Kingdom, such transportation needs will be accomplished through hiring via the NIQABA, Transportation Association, or Association of Car Hire, and making sure to attached card identifying the car to be hired by the Office of Hajj Affairs, after the approval by the Ministry of Hajj and Umrah, repercussion will be applied according to those violating this rule.

- 10- The last day for pilgrims to travel on land from Makkah or Jeddah to Madinah will be the on the end of the 15th of Thul Qa'adah, and the last day to return from Madinah to Makkah is on the 5th of Thul Hijjah of every year, corresponding with Christian calendar, according to the approved grouping schedules/flowing procedure and by coordinating with Muassasah Tawafa in Makkah and Muassasah Idlae in Madinah and with the NIQABA.
- 11- Pilgrims may head from Makkah to Madinah on land after their completion of Hajj in the morning of 14 of Thul Hijjah of every year until the end of (12/18) according the prescribed and approved grouping/flowing procedures.
- 12- All contracts pertaining to the services rendered to the pilgrims are to be registered in the Central Electronic System for Foreign Pilgrims which is prepared by the Ministry of Hajj and Umrah. Hence each pilgrim should have a service package containing "housing, transportation, and meals" (In Makkah, Madinah and Holly Sites) , containing therein pilgrims benefits and to include all additional services contracted upon with the Muassasah Arbab Tawaf, and with the General Automobile Niqabah, and all pilgrims' service providers. 28th Shaaban of every year is the last day of registering such contracts.
- 13- Undertake to inform/educate all pilgrims before their arrival and emphasise to them to have sole focus in fulfilling Hajj rituals and not to transgress any limits or detour from their aim, and they should abide by abstaining from all propaganda activities, printing or distributing, or organising meetings, or seminars, or marches which have political intentions or rising of plug cards or slogans or electronic information, or books of any kind, and all actions that will divert the pilgrims of the House of Allah from engaging the acts of worship. Consequences shall be implemented for the one violating this rule. Furthermore, there should be no exploitation of other pilgrims

about political matters or disrupt the security of pilgrims or to incite sectarianism. All has to be in line with the command of the Qur'an Al-Kareem, Surah Al-Baqarah (197: Whoever has made Hajj obligatory upon himself, there is to be no sexual relations and no disobedience and no disputing during Hajj).

- 14-Undertake to inform/emphasise to the pilgrims before their arrival the prohibition and not to have meetings and grouping with the aim of making congregational dua and raising loud voices, or putting to practice Mazhab/sectarian activities in the Masjidul Haram or Masjid Nabawi of Madinah, during the Hajj, Umrah or Ziyarah, all in line with showing respect to Haramain.
- 15- Informing/educating and warning pilgrims before their arrival to the holy land not to engage in taking pictures or video recordings in the two Harams, as this disturbs others impacts on the tranquillity intended to be experienced in the Harams, upon violating this rule, the security forces will implement consequences of confiscating the camera or recording device.
- 16-Informing/educating and warning pilgrims from being in possession of drugs and illegal substance of any kind and name. There will be punishment and consequences for the one apprehended with anything of such kind of drugs or illegal substances, such a severe deterring punishment, according to the laws and regulation of the Kingdom of Saudi Arabia.
- 17-Ensuring there will be no arranging of Hajj for women who are less 45 years old unless they have Mahram. This rule is not new. It is a matter commanded by the Sharia of Islam, and is to be observed by all women of any country.

- 18-The Office of Hajj Affairs may have two offices at two places only, in Makkah and in Madinah. First, Administrative Office of Hajj Affairs, Second, Medical Offices. It is upon the Office of Hajj Affairs to obtain written agreement from the department of Hajj Ministry in Makkah and in Madinah regarding the two places for the offices before renting them. These places should be outside residential places, and the places should be accepted by the listing agency of the pilgrim's accommodation. And it will be allowed to put on it the official Flag of the country at the two places only. And it is prohibited to raise the flags at the pilgrims' lodges/accommodation or at places where the pilgrims reside.
- 19-When there is a desire of having a contact with any ministries or official authorities in the Kingdom of Saudi Arabia, to do so by having a prior arrangement through the Hajj Ministry since it is considered to be officially responsible for the Offices of Hajj Affairs and for providing facilities and services for the pilgrims. Therefore abide by not contacting/writing to official authorities except through the Hajj Ministry or its departments in Makkah Al-Mukarramah and Madinah Al-munawwarah, and in the district of Jeddah.
- 20-Exception will be granted to the members of the Office of Hajj Affairs (medical and administrative teams) from making payments of services provided by the Arbab Tawaf by presenting exception stickers provided by the Ministry of Hajj and Umrah and to attach them to the passports. With addition of having the following:
- a. To have official identity card special for the members of the Office of Hajj Affairs and should have it stamped by the concerned authority of the Hajj Affairs and stamped by the Consulate of Saudi Arabia concerned.
 - b. The role of the members of the Office of Hajj Affairs at the Holly Site should be the role of offering assistance to their pilgrims. They should be established outside the areas of Minah.

- c. The direct services provided by the representatives of the Office of Hajj Affairs in the sacred lands should be arranged/partnered/coordinated with the department of the Ministry in Makkah Al-Mukarramah and Madinah Al-Munawwarah, and with the concerned Mua'sasatul Ahliya Littawafa, and the Mua'sasatul Ahliya Lil-adlaa'e and therefore to present them with the details elaborating/indicating the location of the office, and the hotline/special contact numbers, ensuring to provide such services for their pilgrims under office. It should be insured that such persons are present in Makkah Al-Mukarramah and Madinah Al-Munawwarah at least before a period not less than 10 days of the arrival of their pilgrims.
- d. The members of the Office of Hajj Affairs should be present at the arrival and departure stations and to therefore have communication/coordination with the concerned authorities in order to achieve easiness/uniformity of the pilgrims' movement at such stations.
- e. From amongst the members of the medical team, there should be a General Practitioner or Specialised Practitioner on intensive care, and they should comprise 20% of the total of the medical team.

21- Commencing from the date of signing the Hajj contracts/agreements with the Ministry of Hajj and Umrah, contracts pertaining to service packages should all be consolidated for each pilgrim and be registered into the Central Electronic System for Foreign Pilgrims, hence the issuance of Hajj visa will be for the pilgrims agreed upon on Item Two in the agreements and all will be in accordance to that.

22- In a situation of desiring to provide special services of additional services in Makkah, Madinah or Holly Site for pilgrims or some of them, that should be through the Muassasah Tawafah in Makkah, and Muassasah Idlae in Madinah and such services are to be registered in the Central Electronic System for Foreign Pilgrims.

Consolidating and attaching contracts for additional services should not be out of the boundaries of the areas of Holy sites.

23-The duration contracted for pilgrims' housing in Madinah should be limited to the 5th day of Thul Hijjah during the first season, this will allow the concerned authorities to carry out plans and governing instructions on grouping the pilgrims towards Makkah in order to fulfil the Hajj rituals.

24-Accommodation of pilgrims should be inside the border limits of the holy site of Mina, in accordance to the capacity of the residential tents. Hence the pilgrims will be accommodated in the tents situated at Marhalati Thalitha (Third Level) of the developed camp side falling within border of Muzdalifah. The Hajj Ministry ensures it was constructed in accordance to the actual number outlined and in consideration of all pilgrims of all countries who will be in the holy site of Mina, all in accordance to the available accommodation capacity.

25-Agreements of the Offices of Hajj Affairs pertaining to any processing or arranging services for pilgrims should be limited to the Muassasah Tawafah in Makkah and Muassasah Idlae in Madinah, which are supervised by the Ministry of Hajj and Umrah.

26-The issuance of visa for pilgrims coming to fulfil Hajj rituals is expected to be for all including children.

27-Ensuring access to meals for pilgrims during their period of stay in Makkah and Madinah and Jeddah and Holy sites will be completed through contracting with the Companies and Association for meals which is approved to do that in the Kingdom of Saudi Arabia to provide meal services to all numbers of pilgrims in Makkah and

Madinah and Holly site, abiding by health standards outlined by the relevant authorities in accordance to the contracting principles prepared by the Ministry of Hajj and Umrah. Signing of such contracts should be within the appointed duration of signing meal contracts, after the contracts are approved by the concerned Muassasah Tawafah and the department of the Ministry in Makkah, and the Muassasah Idlae and the department of the Ministry in Madinah and thereafter recording such into the Central Electronic System, and not distribute cooked meals for pilgrims during their travelling between the towns.

28-Informing all pilgrims and those performing Umrah about free informational services by calling a toll free (8004304444), call centre in the Kingdom and a number to be called from overseas (+966920002814), which will be receiving calls pertaining to inquiries and notices (for pilgrims and those performing Umrah and Ziyaraat), this is to see to that they receive related services and making sure that the guests of The Most Merciful are at ease.

29-To coordinate and cooperate with the relevant authorities of the Hajj Ministry pertaining to the violations committed by those remaining behind after performing Umrah and therefore attempt to perform Hajj rituals. This impacts on the overall goodness and affects good advances aimed by the government of the Kingdom of Saudi Arabia in providing good services, and related organisation of Muassasah Al-Ahliya Li-Arababi Tawafah concerned with providing services to the pilgrims. This matter has to be attended to according to the instructions and principles outlined by the Ministry of Hajj in governing and regulating the movements of Umrah pilgrims arriving to perform Hajj.

30-It has to be ensured that all protective procedures and steps pertaining to the appointed schedules as outlined by the Ministry of Hajj and Umrah are to be

observed and abided by the pilgrims, all should according to the schedules and grouping guidelines at the bridge of Jamarat when fulfilling the pelting ritual which are approved and provided in the Central Electronic System for Foreign Pilgrims. The Office of Hajj Affairs is expected to fulfil all that is required from including the presented detailed information under the Appendix on Instruction on Grouping Pilgrims at all stations.

- 31- Cooperation with the Ministry of Hajj and Umrah and relevant authorities by allowing their official/ government employees to enter into pilgrims housing/accommodation and supervision/inspect services provided to them.
- 32- The employee of the Office of Hajj affairs will not be allowed to travel outside Makkah without written permit from relevant department of the Ministry of Hajj and Umrah.
- 33- Office of Hajj Affairs should cooperate with Muassasah Tawafa pertaining to the departure of pilgrims from the Kingdom after the completion of Hajj and to ensure that no one is left behind. Communication should be conveyed to the Ministry of Hajj and Umrah about pilgrims who delayed their departure, the office should search for them, and when they are not found, their picture and passport should be submitted to the Ministry of Hajj and Umrah, and to coordinate with the relevant authority in the Kingdom (General Administrative of Passports), and the Muassasah Tawafah should also convey to the relevant authorities when any pilgrim delays from their departure, regulation pertaining to violation of staying periods will be applied.
- 34- There should an undertaking on preparing educational/informative program for the pilgrims in their country before their travel to the Holly Land encompassing information about the rituals, health matters, security and mannerism. To also inculcate and disseminate informational program prepared by the government

authorities of the Kingdom of Saudi Arabia and by the concerned Muassasah Arabab Tawaf aimed at services for pilgrims, and all of this is to emphasise to the pilgrim the importance to exercising patience in fulfilling Hajj rituals, all in accordance to the informational instruction electronically issued by the Ministry.

35- It is also important that the Office of Hajj Affairs and all operators (Travel Agencies and Companies) to educate pilgrims about preserving cleanliness at the Hajj sites (including Makkah, Madinah, Jeddah and holy sites) and also during their using of transportation services (in the flights, trains and buses) when travelling between the holy sites.

SECTION TWO:

**LIST OF APPENDICES ACCOMPANYING RECORDS OF AGREEMENTS FOR
HAJJ WHICH ADDRESS RULES AND REGULATIONS ISSUED BY THE
GOVERNMENT AUTHORITIES AND OFFICIALS CONCERNING HAJJ MATTERS**

These instructions contain information presented by the authorities and officials of the Kingdom of Saudi Arabia, regarding rules, regulation, principles and guidelines to be observed by the Offices of Hajj Affairs (Offices of Hajj Affairs, Travel and Touring Agencies/Companies) governing the arrival of foreign pilgrims, this is to ensure and guarantee that excellent services are provided to the guests of the Most Merciful who are pilgrims arriving under the office, also to ensure that their fulfilling of Hajj ritual is done with ease and delight, and this document is considered to be an inseparable part of the signed contracts pertaining to arranging Hajj for pilgrims, the appendices of the document are outline as follows:

CHAPTER ONE: Appendix for Instructions pertaining to transporting pilgrims to the Kingdom and returning them to their country, including instructions of transportation between towns of Hajj and holy sites.

CHAPTER TWO: Appendix for instructions pertaining to the housing of pilgrims in Makkah and Madinah.

CHAPTER THREE: Appendix for instructions pertaining to health facilities and regulation regarding initiating seasonal health centre by the medical teams of the Office of Hajj Affairs (medical delegation) during the Hajj season, as issued by the Health Minister for the given Hajj season.

CHAPTER FOUR: Appendix for instructions pertaining to stages of grouping pilgrims upon their arrival until their departure from the Holy land for the given Hajj season.

CHAPTER FIVE: Appendix for instructions pertaining to the pilgrims arriving through travel agencies and companies and Hajj operators for the Hajj season.

CHAPTER SIX: Appendix for instructions pertaining to awareness programme for the pilgrims concerning to (rituals - environment - security - and general conduct/mannerism) for the Hajj season.

CHAPTER SEVEN: Appendix on introducing the use of Central Electronic System for Foreign Pilgrims.

CHAPTER EIGHT: Appendix pertaining to regulations on opening a bank account for the Office of Hajj Affairs, Travel and Tourism Companies, Travel Agencies, and Hajj Operators, who will be arranging for the arrival of pilgrims from outside, through general banks in the Kingdom of Saudi Arabia and to cover aspect of exchange rates, finances, foreign or local during the Hajj season.

CHAPTER NINE: Appendix for instructions of the Ministry of Arts and Communication

CHAPTER TEN: Appendix for instructions of Islamic Bank Investment

CHAPTER ELEVEN: Appendix for instructions of the Saudi Red Crescent Association

CHAPTER TWELVE: Appendix of time schedules in accordance to the instructions governing Hajj Affairs and appointed times connected to the arrival and departure of pilgrims, and their travelling between the towns of Hajj during the Hajj season.

CHAPTER ONE:

**APPENDIX FOR INSTRUCTIONS PERTAINING TO TRANSPORTING PILGRIMS
TO THE KINGDOM AND RETURNING THEM TO THEIR COUNTRY,
INCLUDING INSTRUCTIONS OF TRANSPORTATION BETWEEN TOWNS OF
HAJJ AND HOLY SITES.**

The Ministry of Hajj and Umrah takes exceptional importance on its responsibilities towards seeing to providing services to the guests of the Most Merciful who are pilgrims, and emphasises the importance of abiding by and observing all instructions and guidelines connected to transporting of pilgrims to the Kingdom of Saudi Arabia and returning them to their countries. This includes instructions pertaining to transporting of pilgrims between the Hajj Towns and Holy Sites as outlined in details in books of instructions governing Hajj affairs, for this reason, all Hajj representatives (Offices of Hajj Affairs, Travel and Touring Agencies/Companies) to abide by these instructions in accordance to what is detailed below:

ITEM ONE:

**INSTRUCTIONS ON TRANSPORTING PILGRIMS TO THE KINGDOM OF
SAUDI ARABIA AND RETURNING THEM TO THEIR COUNTRY, AND TO THE
OFFICE OF HAJJ AFFAIRS HAS TO ENSURE TO ABIDE BY THE FOLLOWING:**

A) Air Transportation:

1. To select an airline company which is well resourced and capable to transport and return pilgrims to their countries. It should have a permit and have met the

requirements set by the General Association of Civil Aircrafts, and to abide by the all rules presented in the agreements pertaining to air travel, mutually signed by the two countries.

2. Transporting of pilgrims is subjected to the rules and regulations mutually signed between the Kingdom and other countries, which provides for and guarantees equal opportunity for the joined transportation services as expected from both parties. Saudi Airline Companies will partake in transporting pilgrims together with National Airlines of every country sending pilgrims, and this is without any exceptions. Thus General Association for Civil Aviation emphasises that there should be no contracting with any third party to transport pilgrims in a situation of the absence of transporting from where the pilgrim is coming from, hence that should only be after done through coordinating with the General Association for Civil Aviation in the Kingdom of Saudi Arabia.
3. Undertake to divide the pilgrims according to the offices providing field services affiliated to Muassasah of Tawafah in Makkah and the Muasasah Ahliya Lil-Idlaal in Madinah, all of this should be before their arrival to the Kingdom of Saudia Arabia. The number of offices at one station should not be more than two offices providing only services. This is to ensure that the processes of transporting and accommodating pilgrims accordingly in Makkah and Madinah will be made easy. This is also to ensure that pilgrims don't have to be subjected to long waiting periods in their appointed transportation.
4. Process of transporting pilgrims by air starts from the 1st of the month of Thul Qahdah, until the end of the 14th of the month of Thul Hijjah of every year, corresponding respectively to the Christian calendar, this is the latest/limited time without any exceptions.

5. Pilgrims should be divided proportionally in their journeys/travel in an organised and consecutive fashion, taking into consideration the capacity of the air stations of the Kingdom of Saudi Arabia hence all is to be in accordance to the schedule/timetable released by the General Association of Civil Aviation, which is in line with the plans of dividing the pilgrims from Madinah to Makkah and vice versa.
6. The transportation of pilgrims from and to the Kingdom of Saudi Arabia should be done through national carriers or through permitted airline companies, recognised by the known international board, and by the General Association of Civil Aviation, all in agreement with the governing instructions and processes of the Kingdom of Saudi Arabia.
7. The departure process of pilgrims by air starts from 15th of Thul Hijjah until the end of the 15th of Muharram of every year, and the dates correspond to Christian calendar (bearing in mind the month of Thul Qa'dah was completed).
8. Completion of the required early coordination with the General Association of Civil Aviation in order to prepare the necessary landing permits of Aviation. This will allow fulfilling and meeting the needs according to the appointed times estimated for the arrival of pilgrims and therefore to prepare detailed travelling/journey schedules as authenticated by the General Association of Civil Aviation for the Hajj Ministry, indicating therein travelling numbers and dates of arrival and departure, and the name of the transporting company.

9. It is an obligation that the return tickets of the pilgrims should have a confirmed booking containing dates and travel number, it is expected that the travelling of the pilgrims should be in accordance to the travelling schedules as presented by the General Association of Civil Aviation. With this, it is important to emphasise to the pilgrims the necessity of absolute adherence to the appointed times of departure in accordance to the appointed travel schedule.
10. By the agreement and approval of the General Association of Civil Aviation of Saudi Arabia, participating in using the services of "Shahin Mu'tamid - Approved Shipment services" is now made available, this service, undertake to ease the processes of pilgrims' departure. This service specialises on receiving luggage of the departing pilgrims through the Shipment service from Makkah or Madinah, therefore directly sending it to the airport after completing the processes of searching/examining, and it will be shipped directly to the aircraft without having to go through the counter processes of the airport. This is aimed at easing the departure processes, guaranteeing swift completion of processes, maximising the service capacity of the airport, as at times it can be challenging for the pilgrims.
11. There should be presence of the representative (Offices of Hajj Affairs, Travel and Tourism companies) all the times - an hour before - and during the departure of the pilgrims at the Hallways of Hajj at King Abdul Aziz International Airport, and Amir Muhammad Abdul Aziz Airport in Madinah, thus having completed personal details and documents of each of their employee by the department of the Ministry in Jeddah and Madinah, and to be issued permit cards for entry into Hallways to overcome and complete processes of departure and receiving of the luggage belonging to the pilgrims at the time when they are unable to pay the cost of their overweight luggage in order to prevent delays of pilgrims and saving them from missing the flight. It is therefore important to select a diligent representative capable of

overseeing and carrying the responsibility and efficiently attending to the needs of pilgrims during their time at the airport in their arrival and departure.

12. Pilgrims baggage and belongings should be in accordance to the required international measure at the airport, therefore ensuring that the weight and size are prepared according to the instructions released by General Association of Civil Aviation.

13. Submission of all travel schedules of arrivals and departures and to complete all processes of obtaining landing permits and departure/taxi of aeroplanes from the General Association of Civil Aviation within an appointed time starting from the 1st of Rajab and not later than 15th of the same month, corresponding according to the Christian calendar. The transporting company should have a coordinator approved by the General Association of Civil Aviation to see to fulfilling those responsibilities and should also have a representing office in Makkah and Madinah during the Hajj season, for assisting pilgrims. Submitting of travelling schedules at a early time increases chance of obtaining required times for operation. Consideration of the capacity function of the airport will be taken into consideration.

14. The automatic grouping of pilgrims departing by air should be in accordance and in agreement to the travel schedule released by General Association of Civil Aviation, as issued by the transporting associations of pilgrims hence the agreement regarding this matter is reached. All has to be in accordance to the instructions released by the General Association of Civil Aviation, indicated in the Appendix on the General Association of Civil Aviation, and therefore any changes/amendments from this should only be through General Association of Civil Aviation, and therefore the updates of the travel schedules can be done by the side of the Ministry of Hajj and Umrah.

15. The last appointed allowed time for the pilgrims to travel (by air) from Jeddah to Madinah, is on the end of the day of the 2nd of Thul Hijjah of every year, corresponding to the Christian calendar.
16. The confirmation of the actual number of the pilgrims arriving and departing (by air) will be confirmed at every stations mentioned hence this is in accordance to the agreements what was signed and agreed upon between the Offices of Hajj Affairs and General Association of Civil Aviation.
17. The preparation and distribution of travelling schedules should guarantee proportional due usage and compliance all the time and during the periods of departure of pilgrims in a balanced manner. And to therefore abstain using during times noted to be rush hours as experienced by the airport in a yearly basis. Thus it is upon those that are responsible at the Offices of Hajj Affairs from all countries in ensuring and seeing that the period of arrival and departure of pilgrims is arranged in a period not less than (30 days) and should be distributed evenly between the arrival and departure. Also to abide by the schedules and directories of landing prepared by General Association of Civil Aviation at sufficient timing before the Hajj season.
18. The Office of Hajj Affairs should coordinate with the General Association of Civil Aviation in order to agree on the travelling schedules for departing pilgrims of which is the foundation and to be used in referenced when contracting for housing in Makkah and Madinah. Housing contract therefore should correspond with the travelling schedules of the General Association of Civil Aviation, and also should synchronise with instruction of grouping pilgrims between Makkah and Madinah. The Ministry of Hajj and Umrah should be supplied with and informed about the schedules agreed upon by the National Carrier, and should be submitted electronically through the online system.

19. Offices of Hajj Affairs are allowed to welcome their pilgrims arriving by air at King Abdul Aziz International Airport and at Muhammad Ibn Abdul Aziz Airport in Madinah. The condition is that Offices of Hajj affairs have to obtain permission cards to allow into arrival hallways, this is to be done through the General Authority of Civil Aviation, through the approval of the Ministry of Hajj and Umrah in accordance to the rules and regulations pertaining to that.
20. The last appointed time for registering travelling schedules for arriving and departing of foreign pilgrims is to be done in end of Jumadal Akhirah of every year.
21. Registration of travelling schedules, arrivals and departures of all pilgrims, including their ticket numbers, their address at the holy sites, field office which they fall under, in the centralised electronic/online system.
22. The departure and arrival of pilgrims should all be in accordance to the centralised arrangement/way/procedure. Hence all pilgrims arriving through the Amir Muhammad Ibn Abdul Aziz in Madinah will leave through the King Abdul Aziz International Airport and vice versa, upon violation of this, then the Carrier will shoulder the responsibility of costs for the housing and meals for pilgrims in Madinah.
23. Contracting will be done by the representative of each party, (between Office of Hajj Affairs and Transport Company/NIQABA), directly without a broker, and to therefore to facilitate operations for the arrivals and departures.
24. Zamzam containers approved to be transported by air with the pilgrims on their return to their countries are the containers only approved and provided by the Project of Khadim Al-Haramain. They will be placed in a secured plastic covers and they will have a cardboard logo of the project, the containers are to be 5 litres, and

should be carried by the returning flight (cargo planes) or empty planes on arrival. This has to be in accordance to the instruction sent to all heads of the Offices of Hajj Affairs of countries sending pilgrims, through the Hajj Ministry letter number (694570) dated 1435/11/19 Hijri.

25. All airlines should obtain time slots of its departure flights which are distributed evenly according to the numbers of pilgrims and their countries, as indicated in the Hajj instructions issued by the General Authority of Civil Aviation to the Offices of Hajj Affairs in order to use such schedules when contracting for housing.
26. The airplane type used for returning pilgrims should be the same one used for transporting them initially on arrivals, this will guarantee that the grouping of pilgrims will be complete. When there are any changes regarding this, then the airport should be informed on less than 24 hours, so that it can be shown in the travelling program connected to the Ministry of Hajj and Umrah.
27. All airline companies should ensure that the pilgrims are carrying valid passports before issuing them with boarding pass, and that the passport has Hajj visa issued by the Saudi Embassy.
28. It is an obligation that the station manager, who is an air travel operator, should be qualified and well experienced, and should be all the time present at international airport of King Abdul Aziz and Amir Muhammad Ibn Abdul Aziz international airport, an hour before the departure time and two hours after the departure of every journey, and to implement the following:
 - a. continuous direct communication/coordination regarding airport processes and the working companies and with the Hajj Ministry and to convey any work observations in connection to the delaying of flights and the reason,

or any changes of travelling time or any information needing to be communicated.

- b. To be present at the passport offices of the airport (customs) when needed to address any issues pertaining to the pilgrims transferred there.

29. To divide the pilgrims and their luggage on ordinary transportation from the entry points in order to make it easy for the pilgrim to easily go ahead to the Hallways of Hajj. And also to ensure the necessary process of swiftly conveying pilgrims' luggage at the hallways before their arrival there, and to make ease the processes and meet necessities of conveying the luggage of the arriving pilgrims in the very same journey/travel and to not let it be on separate journey/travel. Also is an obligation to have card of details on the luggage according to the standards.

30. Not to make bookings for pilgrims and schedule travelling before 15th of Thul Hijjah of each year.

B) Instructions on Transporting by Land

1. Rules and regulations issued by the government officials regulating Hajj affairs, include making sure to specify the number of pilgrims arriving through land station, and to ensure that their arrival will be grouped to avoid overcrowding at the appointed times.
2. The arrival of pilgrims by land commences from the first of Thul Qahdah until the 30th of the month, and this is for each and every year, corresponding to the Christian calendar.

3. Technical specification should be fulfilled as required to be present in all buses used for transporting pilgrims to the holy land and all has to be in agreement to the instructions governing that.
4. The departure of pilgrim by land commences from the 15th of Thul Hijjah until the end of Muharram, and this is for each and every year, corresponding to the Christian calendar, this is without any exceptions.
5. To have agreements/contracts with General Automobile Association for the number of pilgrims in order to transport them on the holy journey through using buses of the transport companies affiliated to the General Automobile Association.
6. In a situation the Office of Hajj Affairs or Hajj Representatives did not abide by what is mentioned in paragraph number (4) indicated above, thus transporting pilgrim arriving by land with their buses on the journey to holy sites, this will lead to having them accommodated at the Third Level Tents, (situated at the land of Muzdalifah) and they will be expected to park the buses at that area (Daqam Alwabr) and that will be considered the last station to be passed by them.
7. The last appointed day of travel by land for pilgrims, from Makkah or Jeddah to Madinah, is the end of the 25 of Thul Qadah, and the last day of returning from Madinah to Makkah is on the 5th of Thul Hijjah of every year, corresponding according to the Christian calendar. Consideration has to be given to the inflow of pilgrims' schedule and all has to be in agreement with permitted plans and instruction aimed at grouping of pilgrims in this matter, and coordination has to be made with the Muassasah Tawafah in Makkah and Muassasah Idlae of Madinah, and with the General Automobile Association.

8. The directing of pilgrims from Makkah to Madinah on land starts after the completion of Hajj rituals as of the morning of 14th Thul Hijjah of every year, accordingly corresponding to the Christian calendar, this is until the end of (1/15), depending on the permitted inflow levels.
9. Submission of pilgrims' inflow schedule from Makkah to Madinah should be in accordance to estimated inflow level, and is to be submitted to the concerned Muassasah Ahliya Li-Tawafah and to the General Automobile Association in a time not later than Thul Qahdah.
10. Automobiles which will be transporting pilgrims arriving on land from outside the Kingdom of Saudi, authorised to carry 25 passengers or more, are expected to obtain Automobile permits for land pilgrims. This will allow for its operations in Madinah and Makkah and at holy sites under the supervision of traffic officers, and have to make sure of fulfilling the requirements of the permit to enter into the Kingdom until departure. And not divert from its outlined routes.

ITEM TWO:

INSTRUCTIONS PERTAINING TO TRANSPORTING PILGRIMS BETWEEN TOWNS OF HAJJ AND HOLY SITES TO BE IN AGREEMENT WITH THE FOLLOWING:

1. To abide by the instructions of transporting pilgrims specific to (Makkah, Madinah, and Jeddah) through using buses of the General Automobile Associations, honouring the agreement outlined in the service package through the Central Electronic System for Foreign Pilgrims.

2. Appointment of delegation by (head of the Office of Hajj affairs, and issue an official letter approved/acknowledged by the Ministry) who will have meetings with the authority of General Automobile Association in Makkah to consolidate contracts/agreements, clearly written and outlining transportation needs of the pilgrims between Makkah and Madinah and Jeddah and holy sites, and to see to the estimated numbers and the desired descriptions and kind of buses and their service level, and the prices and travel frequency such as one way or return in the holy sites.
3. The Office of Hajj Affairs have to specify transportation needs of the pilgrims between Makkah and Madinah and Jeddah and holy sites using the electronic system, outlining the exact amount and the description of the desired buses, back and forth travel, and any of the additional services available in the service package for their pilgrims.
4. To inform the pilgrims in making sure that each person carry their luggage (personal) in the very same bus that will be transporting them and not to allow the carrying of luggage by a different bus.
5. To make sure that during the time when there is an additional luggage, to make available a shipment/trailer to transport those additional luggage and to make payment of that cost, and to take the responsibility resulted by that on delaying of transporting pilgrims.
6. To abide by the instruction and processes of using transportation across the towns of Hajj and holy sites, and all has to be in agreement with the following:

- a) It is not permitted to transport the pilgrims between the Hajj towns (Makkah, Madinah, Jeddah) and holy sites except through buses of companies approved by General Automobile Association, and all has to be in accordance to the arrangements and instructions presented in details in the contracts on providing transportation services which were consolidated with the General Automobile Association.
- b) Automobile belonging to the pilgrims arriving by land will be denied entry into Makkah and Madinah and shall have to be parked at designated areas outside the holy cities. Collective transportation will be provided and it is for the pilgrims to use for entering city centrals and to return to the parking of their buses. Hence it is to be noted that such parking areas are absolutely not for pilgrims' accommodation.
- c) As for the special Automobiles dedicated to services pertaining to transportation, or Automobiles carrying less than (25) passengers, it is therefore required to specify the actual numbers of them, as well as their uses and to specify their purpose which they will be carrying out, also to specify the numbers of the members of the Office of Hajj Affairs who will be benefiting from their uses, and to outline their roles and the rationale for that. And therefore to communicate such with the Hajj Ministry, to convey to the relevant authority and all is to be in accordance to the governing instructions regarding that and should not be used to transport pilgrims in their travelling at the Holly sites.
- d) Regarding to the special automobiles dedicated to providing medical services, it is a requirement that a written agreement be obtained from the Health Ministry or from or by the official authorities representing the Ministry in the Makkah areas or Madinah hence their numbers and operating period in serving the pilgrims should be specified.

7. Specified is a 4 month period which expires at end of Muharram as the maximum time limit for foreign Automobiles arriving through the land stations used by the Offices of Hajj Affairs to remain in the country. The automobiles should continuously carry the name label on them issued by the customs in coordination with the public security. In a situation of the delay from leaving by such automobiles, rule "34" of the central customs' regulation will be applied.
8. All types of Automobiles used by the Offices of Hajj Affairs are subjected to abide by the instructions governing their uses during the Hajj season only, and operations should only commence after receiving the necessary permits from concerned authorities in the Kingdom of Saudi Arabia.
9. Diplomat Automobiles are prohibited from transporting within Hajj areas (Jeddah, Makkah, and Madinah), unless they have obtained a permit from the Foreign Ministry of the Kingdom of Saudi Arabia for a duration starting from the 1st of Thul Qahdah until the end of Thul Hijjah. Exception is granted to ambassadors having political responsibility in any travel.
10. Small Automobiles registered outside the Kingdom of Saudi Arabia, carrying less than 25 pilgrims, will be prohibited entry into Makkah and shall be parked at designated parking areas at the entry points of Makkah. The passengers of these automobiles will continue travel with General/Public transportation.
11. Prohibited for entry are all Saudi registered/number plates Automobiles if their capacity is less than 25 passengers and even when if the drivers of such Automobile have intended to observe/wear the Ihram on to Makkah. Such Automobiles will be parked at parking for small cars at Makkah's entry points.

12. All Automobiles without relevant/official permit from the concerned public security authorities will be prohibited from entering holy sites, this starts from the morning of the 5th until 13 of Thul Hijjah.
13. All Automobiles carrying 25 passengers or more will be subjected to make a registration at the traffic management and to be issued a special permit outlining therein the season approved for, the duration of the permit and expiry date, all is to be in agreement with approved procedures.
14. All types of cycles, motorcycle or bicycle, are prohibited entry by the Offices of Hajj Affairs in Makkah and Madinah and at holy sites, except when they are issued a permit by the traffic management and with an approval of the Hajj Ministry.
15. All Automobiles will be prohibited to enter into areas designated for the pedestrians, either permanently or temporarily, around the Masjid Al-Haram, Masjid Nimrah, Jabal Rahmah, holy sites, Al-jamaraat, and this is when there are presences of boards/boarders on those areas.

ITEM THREE

INSTRUCTION REGARDING TRANSPORTING PILGRIMS USING TRAINS AT THE HOLY SITES (ARAFAT, MUZDALIFAH, MINA), TO BE IN ACCORDANCE WITH THE FOLLOWING:

- 1) The numbers of pilgrims desiring to use the train when travelling within the holy sites during the course of their stay should be specified. Their names should be submitted to the Ministry of Hajj and Umrah and to the concerned Muassasah Al-Ahliya Tawafah at the nearest date within the month of Rajab of the Hajj season.
- 2) It should be emphasised to the supervisors responsible for the program of grouping pilgrims at the travelling stations of the train that they should abide by using tickets issued by the train company and to emphasise to the pilgrims not to sell the tickets to other nationals.
- 3) It is an obligation to abide by all instructions and rules pertaining to the use of the train, this is in order to preserve and protect pilgrims' lives.
- 4) It is an obligation to uphold and implement the grouping program issued by the Hajj Ministry and by the concerned Muassasah of Tawafah in Makkah.

ITEM FOUR

INSTRUCTION REGARDING TRANSPORTING PILGRIMS USING TRAINS OF TWO HARAMS BETWEEN HAJJ CITIES (MAKKAH, MADINAH, JEDDAH STATE)

The number of pilgrims travelling through the Trains of Two Harams Between Hajj Cities (Makkah, Madinah, Jeddah State) should be specified. This should be done through operating system to be approved by the Ministry of Hajj and Umrah, and government officials when such train project is complete.

CHAPTER TWO:

APPENDIX FOR INSTRUCTIONS PERTAINING TO THE HOUSING OF PILGRIMS IN MAKKAH AND MADINAH.

The Ministry of Hajj and Umrah takes exceptional importance on its responsibilities towards seeing to providing services to the guests of the Most Merciful who are pilgrims, and emphasises the importance of abiding by and observing all instructions and guidelines connected to the housing of pilgrims In Makkah and Madinah, as outlined in details in the regulations governing approved housing for pilgrims, also in the guidelines pertaining to the housing of pilgrims as outlined in details in books of instructions governing Hajj affairs, for this reason, all Hajj representatives (Offices of Hajj Affairs, Travel and Touring Agencies/Companies) are to abide by these instructions in accordance to what is detailed below:

1. All accommodation/housing contracts in Makkah and Madinah and at holy sites, have to be subjected to what the Ministry of Hajj have approved through the processes of Electronic System for Foreign Pilgrims. Any mutual agreements between Office of Hajj Affairs/Operators and the unregistered/unapproved property owners shall not be approved/accepted. Except that they are registered in pilgrim service packages through the Central Electronic System of Foreign Pilgrims.
2. There should be no concluding of agreements on properties to accommodate or house pilgrims before confirming the presence/possession of valid year permit to accommodate pilgrims issued by relevant authorities. The accommodation and housing of pilgrims should be limited only to the approved hotels and properties, and the pilgrims' representative (Office of Hajj Affairs, Organisations and Travel and

Tour Companies, arranging for the travel of pilgrims) shall bear the responsibility of violating this rule.

3. It is upon the tenant (Office of Hajj Affairs, Organisations and Travel and Tour Companies, arranging for the travel of pilgrims, or any pilgrim representative) to make payment of the unconditional bank guarantee by one of the approved banks in the Kingdom through electronic payment system in the name of the Hajj Ministry of Saudi Arabia, the amount of (50 riyal for every pilgrim) and this is for all pilgrims under the office including all pilgrims travelling via companies and travel agencies operating under the supervision of the office. This should be done before the starting of consolidation of agreements and signing of property rent contracts, in order to be enabled to register service packs for their pilgrims. It is the right of the Ministry to make use of the guarantee to settle any violations of accommodation noted to be the responsibility of the tenant when they occur, and not only limited to for example: "refusal of accommodation, using unlicensed/unapproved accommodation, overcrowding pilgrims, using part of the building for something not approved for it", and the guarantee shall not be returned partially or completely except after confirming that there were no any violations. The tenant continues to bear the responsibility for paying additional amounts when the guarantee is deemed insufficient to settle violations.

4. It is an obligation to register a reserved additional building through using electronic system, which will be (1%) additional building to what is required to accommodate all pilgrims, this encompasses all pilgrims arriving through the Office of Hajj Affairs, Organisations and Travel and Tour Companies operating under the office. This building is to be used when there are emergencies which may occur during the Hajj season, and the situation may require pilgrims to evacuate buildings in protection of the lives of the pilgrims such as fires, cracklings, and hence it is an emphasised that

all properties used need to be licensed/approved by the Investigating Agency of Pilgrims' Housing and to be issued valid permit for 1438 for all pilgrims.

5. And not to transgress the stipulated number approved for the capacity of the building, as it is strictly prohibited to use kitchen areas, or passages, parking areas, roof areas, for any storage purposes.
6. To coordinate with the Muassasah Al-Ahliya Li-Tawafah in Makkah and Muassasah Ahliyah Lil-Idlae in Madinah before renting pilgrims' accommodation, this is in order to assure the security and delight for pilgrims in their housing.
7. Making complete due payment of the amount for renting pilgrims' housing shall be done through the use of the electronic payment system approved by the Hajj Ministry. So that the concerned Muassasah Tawafah in Makkah and Muassasah Al-Idlae in Madinah will endeavour to transfer such fees to the owner according to what the Ministry of Hajj and Umrah had approved and to ensure that the owner fulfils/meets the required standards to rent the necessary services.
8. In a situation of renting pilgrim accommodation that are out of the central areas, distance of (2 kilometres or more) out of the two Holy Harams, it is an obligation to therefore consolidate a contract with the General Automobile Association to provide transporting services for such pilgrims from their accommodation to the Haramain and returning them thereof. This is to allow those desiring to perform prayers therein between the two periods, the first and second period, depending on the arrival and departure capacity, all to be in accordance to the working plan and using the designated travel stations intended for that. The appointed time to start providing this services is from the date of the first period which is the 15/11/1438 Hijri until

end of 05/12/1438 Hijri and second period starting from the day of 14/12/1438 until the ending day of the Hajj season.

9. It is incumbent on the pilgrim representative starting from the date of signing the Record of Agreement to start with the preparation Hajj affairs not later than the middle of Shawwal of the year and should consolidate service packages using the Central Electronic System for Foreign Pilgrims containing accommodation specified for pilgrim in Makkah and Madinah. In accordance to requirements of the centralised contracting model as approved by the Hajj Ministry, authenticated by the concerned Muassasah Tawafah or Muassasah Ahliya Lil-Idlae and certified by the department of Hajj Ministry (In Makkah or Madinah).
10. It is the right of the Ministry of Hajj and Umrah to specify the limit/maximum numbers of accommodation contracts and the overall permitted capacity allowed to be contracted for in one day, ensuring that all is in accordance to the contracting processes using the electronic system.
11. Contracting for pilgrims' accommodation is to be done directly with the owners and the investors who are the Saudis without the middle person or brokers in these matters, as it is not allowed to make a deal with non Saudis regarding the matter of accommodation pilgrims.
12. To co-ordinate with the concerned Muassasah Tawafah and Muassasah Ahliya Lil-Idlae to take the responsibility of placing signage on the rented buildings which will allow pilgrims to know their place of residence in accordance to the approved sufficient limited numbers.

13. It is required to include in the consolidated housing contracts, all service needed and necessities for pilgrims at the accommodation, this is to safeguard them from facing difficulties or their refusal of an accommodation which may result negative outcomes, therefore the requirements should be made clear in the service packages specific to pilgrim in the electronic system.
14. It is not allowed to have any interferences in the contracted times for accommodation. Thus it is to be noted that the accommodation period in Madinah requires the tenants remain for the durations of 24 hours making it to be the period dividing the two times, according to the processes and initiation, therefore the electronic system will limit/outline the accommodation hours when contracting services packages as such, specifying hours of booking-in and hours booking-out so that it should be abided by.
15. It is necessary for the representative to be present at the arrival stations of Madinah and also at the housing which will be accommodating the pilgrims in Makkah and Madinah, this is in order to assist in completing procedures of receiving pilgrims and therefore guiding them to their housing and to outline/determine the floors/areas dedicated for them, and also to attend to the problems that may arise thereof.
16. Pilgrims would be disturbed to a group of field service providers dedicated to serve them. This is in addition to distributing them to the housing in Makkah and Madinah with the immediate effect of consolidating service packages in the electronic system. The concerned parties (Muassasah Tawafah, Muassasah Idlae, Central Agency Office, General Automobile Association, Office Guiding Buses Transporting Pilgrims) will be supplied with the details of the grouping of pilgrims before they arrive from their countries and hence they will receive services in accordance to their service pack of which the Hajj visa was issued for in the electronic systems.

17. The service packages via the Central Electronic System for Foreign Pilgrims should cover consolidated housing contract in Makkah for the limited period which is between 5th of Thul Hijjah until 13th of that month.
18. It is an obligation on the Office of Hajj Affairs in securing/seeing to the housing and meals of pilgrims at times when there are delays of the international flights for reasons out of control of the airline transport companies such as: (bad weather, or due to security and political matters at the destination country), all in accordance to the instructions and procedures of airline transport.
19. The rules and regulations strictly prohibits in any way possible for the foreigner have ownership of real estate in Makkah and Madinah, except for investment or renting for limited periods not exceeding a year, of which it is allowed to be renewed for the same duration.
20. Offices of Hajj Affairs should not rent any house accommodation for pilgrims in Makkah and Madinah if it does not fulfil safety protocols issued by the Housing Association. The Office of Hajj Affairs has to also ensure that safety protocol issued by the General Civil Protection Association of the holy sites is observed, of which the electronic copy is available on (www.998.gov.sa).
21. The duration contracted for pilgrims' housing in Madinah should be limited to the 5th day of Thul Hijjah during the first season, this will allow the concerned authorities to carry out plans and governing instructions on grouping the pilgrims towards Makkah in order to fulfil the Hajj rituals.
22. Accommodation of pilgrims should be inside the border limits of the holy site of Mina, in accordance to the capacity of the residential tents. Hence the pilgrims will

be accommodated in the tents situated at Marhalati Thalitha (Third Level) of the developed camp side falling within border of Muzdalifah. The Hajj Ministry ensures it was constructed in accordance to the actual number outlined and in consideration of all pilgrims of all countries who will be in the holy site of Mina, all in accordance to the available accommodation capacity.

23. All rules and regulations pertaining to operations and housing services for pilgrims in Makkah and Madinah are to be observed, this is inclusive of instructions and guidelines provided by in booklets of rules and regulations or housing instructions attached in appendix (b) as illustrated at the website of the Ministry.

CHAPTER THREE:

APPENDIX FOR INSTRUCTIONS PERTAINING TO HEALTH FACILITIES AND REGULATION REGARDING INITIATING SEASONAL HEALTH CENTRE BY THE MEDICAL TEAMS OF THE OFFICE OF HAJJ AFFAIRS (MEDICAL DELEGATION) DURING THE HAJJ SEASON, AS ISSUED BY THE HEALTH MINISTER FOR THE GIVEN HAJJ SEASON.

The Ministry of Hajj and Umrah takes exceptional importance on its responsibilities towards seeing to providing services to the guests of the Most Merciful who are pilgrims, and emphasises the importance of abiding by and observing all instructions and guidelines connected the health and wellbeing of pilgrim, as outlined in details in the regulations governing Hajj affairs and what was outlined in the Record of Agreements governing Hajj Affairs for the Hajj this reason, all Hajj representatives (Offices of Hajj Affairs, Travel and Touring Agencies/Companies) are to abide by these instructions in accordance to what is detailed below:

ITEM ONE:

INSTRUCTIONS AND REGULATIONS PERTAINING TO HEALTH

1. To set up/open an electronic medical file for each pilgrim and to include therein the details of the service packages entered in the electronic system, details pertaining to health status of the pilgrim and the date of the sickness. All in order to facilitate help and consideration needed for them during their presence in the Kingdom of Saudi Arabia for fulfilling Hajj rituals.

2. To cooperate with the Ministry of Hajj and Umrah and Health Ministry and the Muassasah Ahliya Tawafah and Muassasah Ahliya Lil-Idlae and the relevant authorities in the Kingdom of Saudi Arabia in making sure to follow up regarding pilgrims who passed away, a natural death, in the Kingdom in accordance to the following:
 - a) To have fax number for direct communication through the government hospitals to facilitate the obtaining of approval to bury the pilgrims who have passed on
 - b) The ensure presence of a representative from the commissioner/consulate or Office of Hajj Affairs who are authorised/certified to make a review at the hospitals and government clinics of the Kingdom in order to complete death processes specified for their pilgrims. Also to complete processes of discharging inpatients after recovery from the hospitals. To also ensure that all the time there is an adequate number of the members of the Office of Hajj Affairs remaining after the completion of Hajj rituals to see to that need and not to travel until it is confirmed that all pilgrims have departed.
3. To ensure that each pilgrim receives required immunizations and vaccines in accordance to the following:
 - a) the meningitis fever and to have up-to-date vaccination certificate to immune the pilgrim against this sickness, and this should be taken care of before their arrival to the Kingdom for days not less than 10 days and should not be older than 3 years. And should receive this from the medical authority in the country which the pilgrim comes from and to ensure the completion of vaccination for children who are two years and older with one dose of Tetravac vaccine (ACYW135).

- b) Those arriving from countries infested with Yellow Fever should present certificate of vaccination against this illness in accordance to the international health standards indicating that the person received such vaccination before their arrival in the Kingdom before duration not less than 10 days and not more than 10 years.
 - c) Pilgrims arriving from some part of Africa, in addition to the vaccinations in their country of origin with Tetravac vaccine as outlined above, the health authorities of Saudi will be at the stations presenting them with immunisation doses (one dose of 500 milligrams of the drug of CIPRO and FLOXACIN) in order to reduce the numbers of microbe/germs carried by them.
 - d) those arriving from countries having wild polio virus and continues to be transmitted amongst them, is therefore an obligation to vaccinate children younger than 15 years with Oral Polio Vaccine before 6 weeks of their arrival to the Kingdom and to present a certificate proving that. They shall receive another oral dose for wild polio when they arrive into the Kingdom.
 - e) Those arriving from countries infested with Polio, pilgrims of all ages are required to be immunised with the Oral Polio Vaccine before 6 weeks of their arrival to the Kingdom and to present a certificate of proof. They shall all receive Oral Polio Vaccine dose when they arrive into the Kingdom regardless of their age.
 - f) The Health Ministry of the Kingdom recommends all to take seasonal skin/flu vaccination before coming to fulfil Hajj and Umrah rituals especially those susceptible to illness/complications, such as the old, and those with chronic respiratory diseases, and those with diabetes and kidney and liver failure.
4. Aircrafts and ships and all different means of transport from countries announced to be infested with the Yellow Fever, are required to produce an up-to-date certificate of extermination/pests control (mosquitoes) on board thus implementing international health standards.

5. Food parcels brought in by those arriving to the Kingdom shall not be allowed entry, including that which is in pilgrims' luggage, exceptions is when the food is canned and sealed or it can be easy to open containers for preview, and that which is deemed sufficient to be carried by the traveller in their journey.

6. In situation of health hazards/emergency bringing international concern or occurrence of spreading of illnesses that are subjected to international regulations of any country which pilgrims come from, the Health Ministry of the Kingdom of Saudi Arabia will take protective steps and will issue health guidelines in accordance to the situation of the spreading of the illness towards all those arriving from such a country, and will therefore coordinate with the World Health Organisation, and this will be with an aim of stopping the spread of illness amongst pilgrims or to transfer the illness to their country.

ITEM TWO:

SPECIFIC PROCEDURES PERTAINING TO ESTABLISHING A SEASONAL HOSPITAL, BY THE MEDICAL OFFICE (DOCTORS' DELEGATION), DOCTORS' HAJJ DELEGATION

1. The property should be situated at a central road and should be approved by the Inspection Association of Pilgrims' Housings.
2. The location should be easily accessible by the patients and necessarily ensuring the provision of ambulance driveway belonging to the Medical Office (Doctors' delegation).
3. The director of the Medical Office (Doctors' delegation) should be a qualified Doctor for Human beings, with at least 2 years of experience, and should be able to conduct consultations/examinations and that all workers therein should be qualified.
4. The minimal required key staff/personnel should as follows
 - a) consultant or specialist of internal medicine
 - b) consultant or specialist of emergency medicine
 - c) consultant or specialist of infectious diseases
 - d) general practitioners (GP)
5. The property should fulfil health requirements pertaining to cleanliness and medical equipments i.e (water, sanitation, bathrooms), it has to be ensured that male and female sections are separated, the space should be appropriate in accordance to the numbers of beds therein, and there should be sufficient cleaning staff.

6. The following should be available at the hospital:
 - a) Emergency section
 - b) Pharmacy which has a fridge/freezer specified for storage of solutions and medications which are susceptible to be affected by certain levels of heat.
 - c) complete lab containing required equipment for the biochemistry department, and for the blood diseases, serological, bacteria and parasites
 - d) complete kitchen for the number of meals fulfilling health conditions
 - e) examination room with related diagnostic x-ray equipment
 - f) specific room for medical wastes

7. The ambulance is to have complete resources that are ready and functional all in accordance to the conditions of the Saudi Red Crescent Association

8. To supply and secure medications and the required medical equipment and is preferred if they are acquired from the local market. In case they imported from outside the Kingdom, they have to be inspected by the General Association of Food and Medicines and to ensure all is in accordance to the conditions required by the related authorities (General Association of Food and Medicines, and the department of customs).

ITEM THREE:

**INSTRUCTIONS AND REGULATIONS FOR ESTABLISHING TEMPORARY
MEDICAL ESTABLISHMENT BY THE OFFICES OF HAJJ AFFAIRS MEDICAL
DEPARTMENT (DOCTORS' DELEGATION) DURING THE HAJJ SEASON.**

1. The Medical Office should provide the ministry with the following information;
 - a- Information of the chairperson of the office (full name, contact number, copy of the passport).
 - b- Details of the members of the office (full name, copy of passport, their expertise in both Arabic and English).
 - c- Specifying the number of persons whom permit cards would be issued to and to allow them access to government hospitals.
2. It is upon the Medical Office (Doctors' delegation) to write to the concerned association of Health Affairs (in Makkah and Madinah) about the desire to establish Temporary Medical Establishment during the Hajj season (a clinic, clinic complex, hospital) aiming at treating their nationals, this is to be done not later than 15th of Thul-Qahdah, detailing therein the GPS location which the Medical Office (Doctors' delegation) desire to use during the Hajj season as health institution for as long as it complies with the required instructions. Also to provide Health Affairs with the GPS location where their pilgrims will be housed, for the purpose of examining if the location fulfils required protocols.
3. It is upon the Medical Office (Doctors' delegation) to abide by the rules and regulation that are outlined in order to obtain a temporary permit during the Hajj season from the 15/11 to the 15/1 according to the Hijri calendar.
4. It is not permitted from the Medical Offices (Doctors' delegations) to open an establishment of any kind at the airports or seaport or land borders or at the holy sites.
5. The Medical Offices (Doctors' delegations) are to abide by providing medical services to their pilgrims only.

6. Each Medical Office (Doctors' delegation) should specify means of contact/communication between them - Medical Office (Doctors' delegation) and the Health authorities in the Kingdom.
7. Not to place advertisement posters indicating the presence of Medical Office (Doctors' delegation) for any country.
8. To abide by contracting with the association specialising in disposing medical wastes (for all Medical Offices - Doctors' delegations). Health Ministry should be presented with a record/report issued by the medical waste disposal indicating therein dates of services and quantity of the disposed.
9. To ensure placing bodies of ill patient who passed away in the Medical Office (Doctors' delegation) at the government hospitals as outlined by the Health Ministry after completing regulatory processes (medical report - death report) and is strictly prohibited to store bodies of those passed away.
10. Medical Office (Doctors' delegation) should comply with fulfilling the following processes:
 - a. To provide daily declaration of communicable diseases.
 - b. Epidemic report of communicable diseases when there is any positive case discovered.
 - c. Report on a case of infection/transfer
 - d. Daily statistics of reviews conducted by foreign clinic, containing gender and citizenship, and it is upon the Medical Office (Doctors' delegation) to submit all the documents to the General Health Management at the Directorate of the Health Affairs.
11. Upon all health associations to create the following records:
 - a. Entry record for patients, containing a serial number, date, family name, kind/type, citizenship, passport number, residential location, name of Muassasah Tawafah servicing the pilgrim, patient's address in their country, diagnosis, treatment, and outcome.

- b. Capturing registry/record of the laboratory tests and results and radiology examination.
 - c. Capturing record of cases led to the death or for the one passing away after arriving, and to include therein all details indicated in previous item number 10 and to add to it the reason for passing away.
12. Cases of infectious diseases discovered by the Medical Office (Doctors' delegation) to be urgently declared in the same day to the directorate of the Health Ministry (General Health Department).
13. There should be a folder/file for each an every admitted/in-patient used for capturing all medical procedures in addition to details outlined above and the treatment offered.
14. It is not permitted for the Medical Office (Doctors' delegation) to offer treatment in a criminal case but rather to give priority to the ambulance to save life when there is necessity and to swiftly transfer/refer to one of the nearest hospital of Health Ministry escorted by the doctor in the ready ambulance and to accompany that with the medical record of medical procedures received thereof.
15. In a situation that the Medical Office (Doctors' delegation) does not follow the required rules and regulations, the matter shall be escalated to the Hajj Ministry to implement the applicable procedures.
16. It is not permitted for the Medical Office (Doctors' delegation) to violate the previous paragraph by establishing a Health Facility/Association in the next Hajj season. And in the case the violation is being repeated, the penalty shall be doubled.

ITEM FOUR:

GUIDELINES FOR IMPORTING MEDICAL EQUIPMENT AND TOOL

1. To abide by the mechanisms pertaining to examining medical equipments accompanying the pilgrims and the medical team of the Offices of Hajj Affairs

accompanying Hajj delegation during the Hajj season. This was communicated to all dealing with Hajj and Umrah matters in the pilgrims' origin country. This was communicated in the letter of the Ministry of Hajj and Umrah, circulation no 692911 dated 1436/9/18 Hijri as it was addressed in the following manner:

- a. That the seasonal period of receiving medications and medical equipments will be during the period of 10 Shawwaal until 30 Thul-Qahdah of every year.
 - b. The entry point of medications and medical equipments is through (King Abdul Aziz International Airport in Jeddah and Amir Muhammad Ibn Abdul Aziz Airport in Madinah) only.
 - c. Pertaining to the medication carried by the pilgrims or those performing Umrah, the instruction and regulations of inspections indicates that they should carry with them medical certificate/letter or medical confirmation about the medication for personal use and should be declared to the customs' officer at the stations of entrance.
 - d. In a situation of discovering big quantities of medication were carried, the inspection will be conducted by the authority of the Health Office after the completion of specific detail and conformity processes had been passed by the Association of Meals and Medication and to therefore apply required guidelines of returning the huge quantities.
2. To abide by the necessary procedure and guidelines pertaining to the inspection of medical equipments and medicines containing intoxicating agents/ingredients or which affects the brain functions, which will be carried by the Office of Hajj Affairs or government officials coming to the Kingdom or departing, and is aimed to be used by the sick under the Office of Hajj Affairs. This information was circulated to relevant authorities managing Hajj affairs from the country sending pilgrims, this was communicated in the Hajj Ministry's letter number 693596 dated 2/11/1436
 3. Not to close the medical office/location without mutual record of the chairperson of the office and two representatives of the Association of Meals and Medication.
 4. The Medical Team/Office should provide proof that all medical equipments and medicines have been returned to their country after the end of the Hajj season.

CHAPTER FOUR:

APPENDIX FOR INSTRUCTIONS PERTAINING TO STAGES OF GROUPING PILGRIMS UPON THEIR ARRIVAL UNTIL THEIR DEPARTURE FROM THE HOLLY LAND FOR THE GIVEN HAJJ SEASON.

The Government of the Custodian of the Haramain considers serving the Haramain and the guests of Allah from among its most important objectives and foundational pillars. Important tasks and responsibilities are enforced upon its security apparatus and other services in order to provide Hujjaj with the highest degree of service so that they may carry out the rituals of Hajj with ease. Considering the constrictions of time and space within which rituals have to be carried out, it became necessary to institute a system of grouping Hujjaj in all the stages of Hajj. The grouping system corresponds to the capacity of the facilities at arrival, departure and during fulfilling the rituals of Hajj.

Based upon its direct obligation, the Ministry of Hajj has deployed all its abilities and capacities to fulfil this great responsibility of providing facilities to the Hujjaj. General and operational plans have been developed in order to achieve these outcomes, which encompasses the arrival stage at the land, seas and land stations, and the stage of travelling between the Holly cities and sites,

The grouping system has 12 stages, each stage has its own unique mechanism as per a comprehensive operational plan in conjunction with other governmental agencies in order to serve and ensure the safety of the Hujjaj at every stage of Hajj. The following are the details:

THE GROUPING STAGES:

The First Stage of Grouping:

1. This is the arrival of Hujjaj into the Kingdom from the entry points, land, air and sea; as well as their travelling between the various cities. A system has been put into place in order maintain a balance throughout the period of arrival, which continues from the beginning of Dhul Qa'dah until the fourth of Dhul Hijjah, in order to avoid overcrowding in the last two weeks. This mechanism has been instituted so as not to negatively impact upon the services and facilities at the entry points and airports as well as to avoid crowding during the first two weeks after the completion of the rituals of Hajj.

The Second Stage of Grouping:

2. The grouping of the Hujjaj from Makkah to Madinah in such a manner that the Hujjaj arrive in Madinah when the accommodation facilities are ready to receive new groups and the previous groups have vacated them.

The Third Stage of Grouping:

3. The grouping of Hujjaj from Madinah to Makkah which begins from 1 Dhul Qa'dah until 6 Dhul Hijjah.

The Fourth Stage of Grouping:

4. The grouping of the Hujjaj when they descend upon Mina (Day of Tarwiya) starting from the 7th of Dhul Hijjah until the 8th Dhul Hijjah.

The Fifth Stage of Grouping:

5. The grouping of the Hujjaj when they descend upon 'Arafah from Mina and Makkah.

The Sixth Stage of Grouping:

6. The grouping of the Hujjaj for Ifaadhah from 'Arafah to Muzdalifah.

The Seventh Stage of Grouping:

7. The departure of Hujjaj from Muzdalifah to Mina.

The Eighth Stage of Grouping:

8. The grouping of Hujjaj for pelting the Jamaraat which begins at 12 am on the night of 'Arafah until the evening of the 13/12. This comprises of
 - a) Those who pelt: from amongst those who come on foot from Muzdalifah, 'Aziziyah or Makkah;
 - b) The grouping of the Hujjaj who come by train from the various stations on the 10th and the days thereafter (days of tashreeq);
 - c) And those who are transported by shuttle busses or public transport.

The Ninth Stage of Grouping:

9. The grouping of Hujjaj from their tents to the abattoirs to slaughter the sacrificial animals in Mina.

The Tenth Stage of Grouping:

10. The grouping of Hujjaj from the Masha'ir to Makkah after pelting on the 10th and the subsequent days especially on the 12th of Dhul Hijjah.

The Eleventh Stage of Grouping:

11. The grouping of Hujjaj from Makkah to Madinah (for the second season) after the completion of the Hajj season from the evening of 12th Dhul Hijjah until the 15th Muharram.

The Twelfth Stage of Grouping:

12. The grouping of the final departure via King Abdul Aziz International Airport in Jeddah and Amir Muhammad bin Abdul Aziz International Airport in Madinah as well as the other land and sea exit ports irrespective of whether they are returning from Makkah or Madinah.

In order for the grouping system to achieve its objectives and full potential as well as to ensure the safety of Hujjaj and their ease in carrying out their rituals, the Ministry of Hajj has established a specialised management unit to plan and follow up at every stage of the grouping stages. The duty of this unit is to prepare, appropriately organise, execute its functions and co-operate with other service units, companies, agencies, unions, guides offices, etc. operating under the umbrella of the ministry. This unit is responsible to follow up and evaluate their various functions through employing qualified human resources and instituting appropriate contracts for this purpose.

It is the responsibility of all Hajj Affairs Offices to provide comprehensive groupings plans to the Ministry of Hajj in the Kingdom which outlines the distribution of Hujjaj as agreed in the 12 stages. This plan should be submitted no later than the end of Shabaan 1438 in order to allow a thorough study by special entities within the Ministry. Thereafter a special workshop will be held for each Hajj Affairs Office in order to discuss these plans and approve them for the Hajj season – through the Will of Allah -

ITEM TWO

REQUIREMENTS FOR THE STAGES OF GROUPING

1. Outline the 12 stages of grouping for the Hajj Affairs Office, the mechanisms for implementation at each stage and that it is an obligation upon the pilgrims and the Office of Hajj Affairs to comply according with each grouping stage.
2. Approve Religious Awareness Programmes and considering them as an important component of the grouping system as well as appointing effective leadership for each of grouping mechanism. These programmes should be of effective and of a high standard.
3. Preparing Awareness Programmes for the Hujjaj in their countries within the framework provided by the Ministry of Hajj. These programmes should be considered an important activity of the Office of Hajj Affairs and they should continue to be provided to the Hujjaj throughout the journey of Hajj, and a proof that such program have been rendered should be made available.
4. These programmes should be made accessible to the Hujjaj through various modes of communication, mobile phones, mobile devices, pamphlets, etc.
5. Find ways of providing awareness programmes to Hujjaj in their modes of transport in their own languages which should continue through the period of their travel and stay. This will assist greatly in ensuring that they appropriately understand the correct messages.
6. Appointing sufficient number of group supervisors through coordinating with the Muassasah Tawafah and the Ministry of Hajj and Umrah, and unifying the understanding of the religious guides of the Hajj Affairs Office in terms of Fatawaa and avoiding controversies in these religious rulings. Strive to achieve clarity and understanding of these religious rulings so as to ensure that the safety of the Hajji is more important than carrying out the Hajj rituals itself.

7. Evaluating the role of the supervising person over the grouping at the Office of Hajj Affairs and to escalate that to the relevant authorities, and to ensure that all agencies and offices implement the grouping programme which has been provided. Hence they will be evaluated in accordance with the extent to which they implement these programmes.
8. Participation in workshops which the Ministry will host in Shawwal. The Office of Hajj Affairs must present their awareness programme at this workshop for evaluation and approval by the relevant authorities in Makkah.
9. Prepare a form for each stage of the grouping programme specifying the responsibilities of the Hujjaj in each stage.
10. Conduct a meeting with the Hajj Affairs Office personnel together with those in charge of the grouping programme in the Hajj Ministry in order to outline the objectives, programmes and stages of groupings. This will aid in improving the level of awareness among those responsible and thereafter these guidelines should be continuously conveyed to the Hujjaj through various mediums.
11. Contravening the grouping programme will be considered a great offence which will result in the Office of Hajj Affairs to be placed under investigation and to face the might of law and Sharia, hence this violation is capable of causing the pilgrim to put their lives or that of others in danger.
12. Providing a questionnaire/log to the Ministry explaining the times when will it be suitable for your Hujjaj to perform pelting and Tawaaful Wadaa. The Ministry will study this and consider the possibility of allocating the time requested. This should be provided by the end of Rajab.

13. Provide CV's of personnel who will be in charge of the grouping programme as well as their studies they have undertaken in order to carry out this responsibility. This will assist the Hajj Affairs Office in evaluating these personnel and it should be submitted to the specific department within the Ministry of Hajj and Umrah.

ITEM THREE

GENERAL GUIDELINES FOR GROUPINGS

1. It is essential to comply with the grouping timetable issued by the Hajj Ministry especially for the pelting and the train in accordance with the strict provisions and service packages issued on the electronic system.
2. Increasing the level of co-ordination between the personnel of the Hajj Affairs Office and the MuassasahTawaf in order to avoid challenges which impede in the implementation of the timetable appropriately. This can be achieved by appointing a dedicated person from the Hajj Affairs Office who will be responsible to liaise with the Hajj Ministry and its agencies responsible for the grouping programme of pelting. An appropriate number of assistants should be appointed with him to assist him in fulfilling this great responsibility toward the Hujjaj. The names of these concerned personnel should be submitted within one month of the signing of the record of agreement for governing Hajj affairs.
3. It is essential to explain to Hujjaj that they should abide by the timetable schedules for pelting and they should be warned against pelting in any other forbidden times so as to avoid crowding and an occurrence of stampede. Therefore it is strictly provided for pilgrims to go out pelting in prohibited outlined times.

4. The agencies of Hajj and the religious guides have an essential role to play in increasing awareness among the Hujjaj to respect all instructions received. They should ensure that these instructions are clearly understood.
5. The role of the religious guides who accompany the Hujjaj should be initiated and put to action before the pilgrims head towards the Holy sites. They should emphasise the importance of abiding by their stipulated times for pelting.
6. It is essential to comply with all the guidelines and instructions of the grouping programme for pelting: avoid taking along children, chairs, luggage, wheelchairs, etc. for the pelting as these can be very dangerous for the Hujjaj. It is of paramount importance that the pilgrims are informed to co-operate with the civil service agencies in implementing the grouping programme.
7. It is essential to ensure that at least 50% of Hujjaj remain within their camps until the 13th of Dhul Hijjah and that this information is conveyed to the pilgrims.
8. It is essential to clarify and evaluate the role of the operators of the Office of Hajj Affairs with the Ministry of Hajj and Umrah, and to be communicated to the relevant authorities.
9. Hujjaj should be made aware of the leniency of the Shari'ah with regards to appointing a representative to conduct pelting on behalf of the aged, women and the disabled.
10. The Office of Hajj Affairs should provide the Ministry of Hajj and Umrah with a copy of the Hajj Awareness Programme which they conduct in their country no later than the 15th of Dhul Qa'dah.

CHAPTER FIVE:

APPENDIX FOR INSTRUCTIONS PERTAINING TO THE PILGRIMS ARRIVING THROUGH TRAVEL AGENCIES AND COMPANIES AND HAJJ OPERATORS FOR THE HAJJ SEASON.

ITEM ONE:

RESPONSIBILITIES OF THE OFFICES OF HAJJ AFFAIRS

- 1) To arrange for the coming of the stipulated number/share of pilgrims through the Hajj Operators (Companies, Associations, Organisations, Agencies), of which their numbers were outlined in the Record of Agreement which was signed by the Ministry of Hajj and Umrah and Hajj Delegations, and not to exceed it, in a situation of having the need to amend the pilgrims' number/share according to the regulation of their coming, it is therefore necessary to communicate with the Hajj Ministry about needed amendment so that the necessary arrangements will be taken into consideration.
- 2) Timely coordination with the Muassasah Tawafah to address/attend to specific procedures in the Electronic System For Foreign Pilgrims, in order to receive request of Hajj visas in accordance to the service packages and procedures for organising for the arrival of pilgrims, by using hajj electronic link therein.
- 3) Timely coordination with the concerned Muassasah Tawafah to obtain the website link and to obtain name and password of which the Office of Hajj Affairs shall use to authorise the registration of Hajj Operators under them for operations in the Hajj

season 1438 and all to be in accordance to the appointed time for registrations as explained on (Third Item) of this appendix.

- 4) To register companies and travel agencies in accordance to the following conditions:
- The minimum number of every operator to be (50) pilgrims and it is not allowed to register any operator having a number less than that.
 - To approve registration of operators under the office, arranging for the travel of pilgrims for the respective country, using the organiser number issued previously in the past years, which is made up in 4 boxes/digits.
 - To abstain from registering any Hajj operator or representative who have previous penalties, temporal or permanent prohibition in operating Hajj arrangements for pilgrims from outside the Kingdom.
 - It is permitted to register new operators with a condition that they do not belong to or run by individuals who were previously banned in past years from operating Hajj arrangements for pilgrims. This responsibility is under the supervision of Office of Hajj Affairs.
 - The procedure to request the amendment of the share/ratio of the approved operators (increase or decreasing the ratio of pilgrims) or amending the details of the operators, the condition is that it should be before the issuance of operator card by the Muassasah or capturing of the request as indicated in the above framework.
 - The ending date to register operators will be on the 15 of Shabaan of every year, respectively corresponding to the Christian calender, registration of any operator after this date will not be allowed. The Office of Hajj Affair shall bear the responsibility of any delay before the authority parties and also the Hajj operator when the above was not abided by.

- 5) The Office of Hajj Affairs is responsible for ensuring that all approved operators under the office follow up with regarding to contracting for pilgrims' services who are registered under them, and ensuring they will fulfil all requirements and pilgrims' rights, as the operators are considered to be the relational body, and in there to outline rights, responsibilities and services and their class, and to thereafter submit a copy to the concerned Muassasah Tawafah. This will be in implementing the communication presented by the representative of the Kingdom of Saudi Arabia in foreign countries and of the Muassasah Ahliya Li-Tawafah in Makkah
- 6) The Office of Hajj Affairs is responsible for ensuring that all approved operators under the office will be tracked and that they have with them all contracts pertaining to the pilgrim services via electronic system, and the office must make sure that each pilgrim has a service package which includes housing/accommodation, transportation and meals (In Makkah and Madinah and at Holy Sites) and that it contains/guarantees all rights of the pilgrims in the link and to therefore add all additional services agreed upon with the Muassasah Ahliya Li-Arbab Tawafah, and General Automobile Association, and with all Hajj service providers and in accordance to the information presented in the Record and this appendix.
- 7) Not to register any operator who are recorded to have violations by the Ministry of Hajj and Umrah, only until all the processes pertaining to resolving such violations are taken into account according to what was expected from the operator from making payments and settling fines. The Ministry of Hajj and Umrah will specify suitable punishment/repercussions for any violation and the information will be communicated to the Office of Hajj Affairs regarding the final decision.
- 8) It is the responsibility of the Office of Hajj Affairs to follow up on the operators under them in making sure that they have consolidated/signed contracts required for

the obtaining of Hajj visas (accommodation of pilgrims in Makkah and Madinah, service contract with the Muassasah Tawafah, contract with the Central Agency Office, Meals contract).

- 9) Accommodating pilgrims should be in accordance to the rules of accommodation and hotels of which by them the barcode labels and Hajj visas were issued. And to make practical/field follow up on that. In a situation of a violation of that by any operator, regulatory procedures leading to total annulment of the operator permit will be applied, therefore definitively preventing them from practicing Hajj operation in the Kingdom of Saudi Arabia.
- 10) To ensure that the operators and each company have to have one approved representative to complete processes with the Muassasah.
- 11) The operators are to abide by the stipulated visa period in the Kingdom according to the visa issued to them and to thereafter depart immediately after completing procedures specific to them regarding Hajj operations, and not to request extension of the visa duration.
- 12) It is required to make electronic submissions of consolidated service contracts of pilgrims to the concerned Muassasah Tawafah and Muassasah Ahliya Lil-Idlae. In a situation of not abiding by this, the complains of the pilgrims will not be considered hence their needs of accommodation, transportation and meals will be in a standard suitable for the pilgrims for as long as the operators did not apply for anything deferent from that.
- 13) It is the responsibility of the Office of Hajj Affairs to convey rules and regulation specific to the Companies and Travel Agencies which are explained in (Third) part of

this appendix and also about appointed times for the preparation of pilgrim travel by the travel agencies as explained in this appendix and to make sure they follow up with completing the procedures before and during the arrival of the representatives of the approved companies in Makkah to complete their processes. The Office of Hajj Affairs completely carries the responsibility of seeing to this.

- 14) It is the responsibility of the Office of Hajj Affairs to convey to all operators that the should not depart from the Kingdom until all pilgrims under them have left.
- 15) It is responsibility of the Office of Hajj Affairs to inform all operators that pilgrims under them are informed of the services that will to them in the Kingdom including transportation, accommodation and meals. In Makkah, Madinah and Holy sites. This has to be done before their arrival in the Kingdom.
- 16) It not allowed for the operators to make dealings with non-Saudi pertaining to the housing of pilgrims, and it is an obligation that the contracting be done directly with the owner, or the investor or Saudi leaser and not to make a deal with the middle person or brokers contractors in this matter. It is important to convey any observations regarding this matter to the Ministry of Hajj and Umrah.

ITEM TWO:

INSTRUCTIONS GOVERNING PROCESSES OF ARRANGING FOR THE COMING OF PILGRIMS THROUGH TRAVEL AND TOURISM COMPANIES AND HAJJ OPERATORS

- 1) To obtain visa to the Kingdom from commissioners of the Kingdom at the country of the operators, which should specifically state (to arrange for Hajj affairs) hence it will

not be accepted to coordinate with the representative of travel agencies and companies unless they have such a visa.

- 2) To arrive in Makkah in order to register with the concerned Muassasah Ahliya and to complete the regulatory procedures and contracts.
- 3) To present the following documents for review purposes with the concerned Muassasah Tawafah
 - a) A copy of the permit issued for the company in their country to practice activities of travel and tourism for individuals and associations, up-to-date and valid, and to therein outline details of the numbers permitted for the company to service as approved/authenticated by the relevant authorities of the country of such operator. (the original is to be also presented for reviewing/confirmation).
 - b) A copy of valid/up to date business registration certificate issued in the country of the company or travel agency (the original is to be also presented for reviewing/confirmation).
 - c) Official delegation representing the company to conduct a review with the Hajj Ministry and the relevant authorities to register the operator and to complete processes of contracting and regulations in order to obtain Hajj visas for the year taking into consideration when the company representative has been issued a card (female) then it is upon her to abide by Sharia requirements that are in accordance to the governing rules of the Kingdom for as long as she is in the Kingdom and during the processes of conducting a review with the Hajj Ministry and or with the relevant authorities.

- d) A medical certificate certifying the capacity of the representative of the medical association to operate by providing the necessary remedies towards the pilgrims under their service.
 - e) to present all required documents after they are authenticated by the relevant authority in the country of the operator and certified by the embassy or the Kingdom representative in the country, and should carry a date of certification not older than 30 days, which will allow for the conducting of review with the Muassasah Tawafah in the Kingdom and to submit those documents.
- 4) To abide by housing the pilgrim according to the accommodation agreements and contract, and in a situation of changing pilgrims' accommodation, that should also be done through contracts using approved buildings/properties fulfilling all rules and requirements.
- 5) To contract with approved companies and associations for meals permitted to provide meal services for pilgrims in the Kingdom in Makkah and Madinah and at holy sites, all to be in accordance to health standards issued by the relevant authorities and in agreement with the unified format for providing meals and related services, and to ensure abiding by the following:
- a.
 - b. The operator should abide by the clauses of the contract according to the format of providing food and the related services.
 - c. Not to conclude any mutual agreements or contracts contrary to what is certified or approved by the Hajj Ministry for the actual number of the agreed/contracted pilgrims.
 - d. Not to breach any contract by intention after completing processes of authentication or at a stage of implementation, and hence the operator shall be liable to the consequences of contravening the rules and regulations.

- e. Food services will be provided by the Muassasah Ahliya Litawafah for pilgrims under the office, in accordance to the unified contracting format for services accompanying meal services.
 - f. To abide by submitting a complete file containing all agreements, containing copies of all consolidated contracts between the operator and the contractor for providing meal services for pilgrims. Also a complete copy of the consolidated contract between the operator and Muassasah Al-Ahliya Litawafah to provide services for the pilgrims under them, to complete services accompanying food services, in addition to all copies of documents and organisation protocols for contracting and all that is to be attached with the contracts including documents and details for the ministry to review and certify them. This is to be done in not later than the end of Shawwal of every year.
- 6) To abide and emphasise to the pilgrims and representatives of the operators or travel agencies about the following:
- a. The obligation of having sole focus in fulfilling Hajj rituals and not to divert from the aim which they have come for.
 - b. To abstain for all advertising activities and printings or distribution of pamphlets or having meetings with political aims and so forth which will divert the guests of the House of Allah from worshiping and fulfilling rituals, such as having seminars, gatherings, distribution of any kind of books for any reason, and to implement the Qur'an command in this matter:
Surah Baqarah 197, (so whoever has made Hajj obligatory upon himself therein [by entering the state of ihram], there is [to be for him] no sexual relations and no disobedience and no disputing during Hajj)
 - c. Not to politicise the Hajj season, and initiate activities disturbing the spiritual journey. Hence such activities have no connection to our faith, moreover, it causes

divisions among pilgrims and deter them from focusing on the acts of worshipping Allah. It is assured that the government of the Kingdom of Saudi Arabia does not allow politicising of the Hajj season or to have therein any activities which disturb the spiritual climate of this magnificent pillar of faith. Hence such activities bring discomfort to the pilgrims and create division of mind from fulfilling Hajj rituals and diverts from focusing to acts of worship which are specified for the Hajj. Also that the government of the Kingdom of Saudi Arabia announces about this, and would like to be known amongst the pilgrims that it does not take this matter slightly, and that security officials have severe instructions to prevent or stop any activity aiming at disturbing the Hajj and the pilgrims' peace and comfort, and to therefore face such activities with firmness.

- 7) Not to contract with any organisation for services in anyway or the Muassasah Tawafah except with the dedicated Muassasah chosen to service pilgrims nationals of the country of which the permission was issued for. In a situation of violating that, the operator shall be liable to the consequences of the organisation processes outlined by the Hajj Ministry.
- 8) Not to practice activities of (Time Share) or its marketing or acquiring any rights that are in accordance to the Time Share Contract acquired not through the Unified Tourism Property Investment located in Makkah and Madinah.
- 9) Operators from European countries and so forth, are to consolidate transportation contracts for their pilgrims directly with airways companies without Saudi broker/mediator.

- 10) The importance of emphasizing to the official representative of the Operator to consolidate and conclude all contracts which are required to be seen to by them and not to delegate this duty to the Saudi nationals or residents of the Kingdom.
- 11) Not to arrange for the coming of pilgrims who are not from the country which the Hajj operation permission was given for.
- 12) To insert bar-coded cards issued to the Operator in the passport of their pilgrims before they are given to the Kingdom embassy in their country for obtaining Hajj visa.
- 13) Not to insert bar-coded cards when the pilgrims arrive at the Kingdom's airport in order to ensure swift processing of the arriving pilgrims and to in advance filling in the cards with the passport information.
- 14) It is an obligation upon the operator or the representative to accompany and follow up with the pilgrims at each an every stages of Hajj (in their arrival, their departure from the stations of the Kingdom, accommodating them in Makkah, Madinah, and holy sites and during the travelling, and to follow up with the ill, admitted, and those that pass away) to facilitate and see to their needs. During their arrival and travelling in groups/delegations, it is an obligation that a group should have a representative from the operator carrying identity card in order to facilitate swift processing and serving pilgrims under them and to coordinate with the relevant authorities.
- 15) The representative should not represent more than one Hajj Operator, and it shall not be permitted for the Operator to arrange Hajj for pilgrims except through one company. In a situation of violating that, the Operator shall be the responsibility and will face consequences as outlined by the Hajj Ministry.

- 16) The Operator should submit the time table program (schedule) of the arrival and departure of pilgrims at the Kingdom through the approved airline companies and to coordinate with the General Association of Civil Aviation.
- 17) Operators will not to arrange Hajj for any pilgrim holding a transit visa through the lands of Saudi Arabia.
- 18) Operators will not obtain visa for pilgrims registered with them who are out of the country which the operation was approved for.
- 19) Consolidation of accommodation contracts for pilgrims under them will be done for in Makkah, Madinah and at holy sites, and also to abide by contracting with the Muassasah Ahliya Tawafah to provide services for pilgrims and to arrange for their staying at the holy sites. This is to be done through the use of Central Electronic System for foreign pilgrims.
- 20) Payment of services for the Arbaab Tawafah, and transport fees for the pilgrims will be done through Electronic Payment System for all numbers of the pilgrims coming through their arrangements to the Kingdom of Saudi Arabia and that is through dedicated electronic link for that. Hence making payment is a pre-requisite to the processes of obtaining Hajj visa. The Operator who does not ensure to fulfil the payment processes through the electronic system for the cost of transport services on behalf of pilgrims will be completely liable for the rejection of the pilgrim's visa, all of this is in accordance to the rules and regulations of organisation pertaining to Hajj Affairs.

- 21) It is an obligation upon the Operator to specify the kind of transport services needed for their pilgrims by the buses of General Automobile Association and the path/routes by using the Electronic System for the Hajj duration between the Hajj towns and holy sites as it is expected to be indicated in all service packages - including the transportation of additional luggage - this is for every pilgrim, all in accordance to the procedures of arrival, departure and appointed times to accommodation in the contract.
- 22) It is an obligation upon the Operator to coordinate and abide by the appointed times for pilgrims' arrival at King Abdul Aziz International Airport at Jeddah, and continuing their travel to Madinah on Saudi Airways, to be present early before the departure times. In a situation they arrive after the specified time, then they should abide by making a new booking to continue with their travel to Madinah.
- 23) To abide by not renting personal buses not operating under the General Automobile Association.
- 24) It is not for the Operator to hire or refuse the location which was pointed out by the Muassasah Tawafah for the pilgrims of the Operator at the holy sites, in a situation that was confirmed, the permit given to the Operator shall be annulled/cancelled completely.
- 25) It is not for the Operator to change pilgrims' housing in Makkah or Madinah of which it was by it the bar-coded cards/poster and Hajj visas were issued except with the coordination of the concerned Muassasah Tawafah and acquiring approval from the Hajj Ministry.

- 26) It is upon the Operator to completely follow procedures ensuring no one remains behind or any of their pilgrims who falls behind after the completion of Hajj season. The operator completely bears the responsibility and consequences of this matter.
- 27) It is not for the Operator to bring/deliver pilgrims registered with them except after completing all processes of contracting required by the organisation and obtaining bar-coded posters/cards. In a situation of not abiding by that, steps will be taken to completely prohibit the Operator from preparing Hajj for foreign pilgrims coming from outside the Kingdom.
- 28) It is for the Operators to prepare Hajj for the numbers approved for them, should the Operator proceeds to arrange Hajj for more than the numbers approved, then steps will be taken to completely prohibit the Operator from preparing Hajj for foreign pilgrims coming from outside the Kingdom.
- 29) To abide by the appointed times of arrival and departure of pilgrims according to the accommodation durations contracted for housing pilgrims in Makkah and Madinah
- 30) It is upon the Operator to consolidate contracts with the pilgrims and to detail therein that the visa is issued at the embassy or the representative of the Kingdom in the country of the Operator is for free. It should also be stipulated therein binding factors between the two parties, and the levels of services agreed upon, and the type of accommodation and their distance from the Masjid Al-Haram in Makkah and so on and so forth. The Hajj Ministry will need a copy of this contract in a situation of receiving complains between the Operator and the Pilgrims. In a situation the Operator was not able to produce the contract, the procedures and rules shall be implemented accordingly, hence the complains of the pilgrims will be given attention by the Ministry regarding this matter.

31) There will be no acceptance of registration or approval of file of any company or travel agencies without completing what has been outlined above.

The Hajj Ministry emphasises to all Offices of Hajj Affairs and the Operators under the office about the importance of abiding by the appointed times indicated above and to emphasise to the Operators under them about that, and to provide services in a required format and to aim at facilitating processes for pilgrims' arrival. The Ministry of Hajj and Umrah and Foreign Ministry will not shoulder responsibilities in a situation of not abiding by the appointed times stipulated above.

CHAPTER SIX:

APPENDIX FOR INSTRUCTIONS PERTAINING TO AWARENESS PROGRAMME FOR THE PILGRIMS CONCERNING TO (RITUALS - ENVIRONMENT - SECURITY - AND GENERAL CONDUCT/MANNERISM) FOR THE HAJJ SEASON.

Striving towards the safety of the Hujjaj, allowing them the ability to carry out the Hajj rituals with ease and protecting them and preventing them against any difficulties they may encounter during Hajj, the Ministry of Hajj and Umrah has subjected the agencies concerned to conduct an awareness programmes in their countries prior to their arrival in the Kingdom. Whether it be related to the rituals of Hajj, health, environmental, safety, and general behaviour, together with benefitting from the awareness programmes organised by the Kingdom and civil organisation concerned with offering services to pilgrims. The following aspects should be given consideration:

Creating awareness among Hujjaj before their departure to the holy land about the importance of knowing that the rituals of Hajj should be carried out according to the pristine teachings of Islam which will ensure the comfort of fellow pilgrims and will allow them to fulfil their rituals with ease and to be protected from dangers. To all the times abide by the awareness program used for governing pilgrims movement in a specified manner particularly at the areas of Minah and Jamarat all with the sole objective of saving lives and to prevent overcrowding and stampede causing deaths. Therefore the following should be complied with:

- 1) All Hajj Affairs Offices should comply with the grouping programme and the approved timetable for Hujjaj, and all the time abide by the stipulated times for pilgrims to depart from their camps to the Jamarat Bridge, and that they are not allowed to head towards the Jamarat at the times not stipulated for them in the schedule.

- 2) To comply with governing rules and regulations of the Kingdom of Saudi Arabia relating to safety and security with regards to the movement of pilgrims at the holy sites such as pathways and road for pedestrians. All is to be in accordance with the plans and programme stipulated by the connected security authorities.
- 3) Awareness programmes for pilgrims should be completed in their countries prior to their arrival in the Kingdom. The Ministry of Hajj should be informed of such awareness programmes, and the evidence of having conducted the programme should be submitted accordingly. This is in order to compliment efforts intended to be achieved in serving the guests of Allah.
- 4) The Ministry of Hajj and Umrah emphasises the importance of appointing a person responsible for Hajj Awareness Programmes to co-ordinate with the Ministry of Hajj and Umrah and the Muassasah Tawafah and Muassasah Iddae prior to the arrival of the Hujjaj. These personnel should participate in the workshop which the Hajj Ministry conduct for all Offices of Hajj Affairs regarding the awareness program and guidelines to be conveyed to the pilgrims, allowing them to fulfil the ritual in a respectable conducive manner.
- 5) To abide by safety and security instructions which are important to the preservation of life and to emphasise upon Hujjaj the prohibition of purchasing and utilising gas for cooking throughout their stay in the blessed lands. It has to be thoroughly emphasised to the pilgrims about the seriousness of this matter and the programme to educate precautionary measures taken to avoid burning and fire at the pilgrims' housing in Makkah and Madinah and Holly Lands.
- 6) Emphasise upon Hujjaj the importance of securely carrying their official documents, and their wealth and that they should keep/store their valuables safely in their places of residence or to be placed in safes provided at the pilgrims' housing or with the Offices of

Hajj Affairs or with the appropriate agencies including Muassasah Tawafah and Muassasah Ahliya, and should make sure to receive receipt thereupon storage.

- 7) Emphasise upon Hujjaj the importance of abiding by traffic regulations on roads and public pathways to avoid congestion and inconvenience vehicles providing general services all in Makkah and Madinah and Holly sites, allowing it to fulfil its duty without delay.
- 8) Emphasise upon Hujjaj to carry and display their identity hand bands at all times, hence they contain relevant information about the pilgrim pertaining to their personal details and medical information.
- 9) Pilgrims have to appropriately mark their luggage with name tags and identification; this will allow swift recovery during loss or misplacement.
- 10) Pilgrims should avoid squatting, sleeping and camping within the precincts of the Masjid Haram in Makkah and Madinah as well as the Mashaa'ir (Arafaat, Muzdalifa and Minah) or at any pathway or walkways used for the Jamarat and road heading to the Jamarat, and should respectfully take care during movements and the holy sites, and should all the time respect governing laws of the Kingdom of Saudi Arabia
- 11) Hujjaj should be encouraged to maintain cleanliness of all public areas and at the two cities and holy sites and to emphasise to them placing of litter/waste into the bins.
- 12) Hujjaj should avoid wasting water in all places.
- 13) Avoid buying from street vendors and uncovered food items.
- 14) After fulfilling rituals, pilgrims should shave the hair in designated places maintaining hygienic standards.

- 15) Offering the sacrificial animals at the designated locations, and should take benefit from the Project initiated by the Kingdom of Saudi Arabia for processing of the Hadi and Udhiya meat, as presented through Islamic Bank Investments.
- 16) Hujjaj should be encouraged to limit the time spent and the Miqaat masjid Thulhulayfah in Madinah when they preparing to make Niyah of Ihraam, and should take benefit from the allowance provided the Sharia by taking a bath at their residence and restricting their time at the Miqaat for the necessary Salaah of Ihram.
- 17) Hujjaj should abide by the guidelines for pelting in terms of movement from their camps to the Jamaraat as per the awareness video prepared by the Ministry of Hajj and Umrah. This film should be regularly shown to Hujjaj during their awareness program, and should be broadcasted in the planes and made available for them. They should strictly abide the appointed times and schedule as well as the grouping programme at all stages (at the holy land, at the Jamaraat bridge - at the slaughtering places - in Makkah - at King Abdul Aziz International Airport in Jeddah - and at Amir Muhammad Ibn Abdul Aziz Airport in Madinah).
- 18) Hujjaj should comply with air travel regulations by not carrying illegal liquids and harmful objects in aircrafts.
- 19) The Ministry of Hajj urges all Hajj Affairs Offices and their agencies to timely inform them regarding the accommodation of Hujjaj with their addresses in Makkah, Madinah and Mashaa'ir (holy sites). Hujjaj should also be provided with all these details to avoid any Hajji getting lost. Pilgrims address should be written in a clear and readable form.
- 20) Hujjaj should not rush to board busses immediately upon their arrival. Hujjaj should avoid direct sunlight.

- 21) Travel agencies and Hajj delegations should ensure that credible caterers are contracted to provide food for Hujjaj who maintain appropriate standards of hygiene and transport of food to avoid any harm.
- 22) The Ministry of Hajj insists that sight-seeing trips to historical and religious sites should only be contracted with credible and approved agencies (Muassasah Ahliya Lil Adlae). Hujjaj should avoid visiting prohibited location such as date farms and being taken to places where wrongful/unauthentic information is given and also should avoid utilising the services of unlicensed providers.
- 23) Hajj Affairs Offices should follow the appropriate procedures in the event that any Hajji misplaces his/her passport by co-ordinating with the relevant agencies in the Kingdom.
- 24) It is emphasised to the Office of Hajj Affairs that it should take the awareness programme seriously and to see to the distribution of the issued information in a form of informational packages presented to the guests of the Most Merciful, which is essential in assisting and providing guidelines to perform Hajj pilgrim with utmost ease.
- 25) Pilgrims are encouraged to benefit from paying attention warning messages presented in the official website of the Ministry, they should familiarise themselves with the governing rules and guidelines, also to be familiar with public transport system, and the free toll services, and electronic displays presenting useful information about congestion and traffic at the Jamaraat and in the Haram.
- 26) To familiarise pilgrims about the safety and security measures to be abided by at the housing and camping site in Makkah and Madinah and Holly site as presented by the Muassasah Tawafah and Hajj companies

- 27) To benefit from public communication system and mobile phone services, through continuously receiving updates and guiding messages in relevant languages, as warnings will be issued and ways to avoid harm will be advised.
- 28) To benefit from transportation system for pilgrims to the Kingdom or when entering holy sites. This should be achieved by providing awareness program, in there they should be introduced to the holy sites and dangers that can occur in Hajj, and to learn processes to avoid or reduce endangering situations.
- 29) Not to rent building who do not have valid permit from the Pilgrim's Housing Agency, or hotels not meeting required standards, and to comply to the capacity of the rented property.
- 30) Providing a specialist in the work and safety requirements from amongst the members of the Office of Pilgrim Affairs.
- 31) Not to build temporary tents near rented buildings
- 32) No indoor cooking except in designated places, emergency exits should not be locked, and storage of possessions in the building and basement areas is not allowed.

CHAPTER SEVEN:

APPENDIX ON INTRODUCING THE USE OF CENTRAL ELECTRONIC SYSTEM FOR FOREIGN PILGRIMS.

ITEM ONE:

GENERAL INTRODUCTION TO THE CENTRAL ELECTRONIC SYSTEM FOR FOREIGN PILGRIMS

The electronic system has been instituted to improve the quality of monitoring the arrival and departure of Hujajj as well as the services offered to them during their stay in the Kingdom. This will assist in achieving transparency and provides clarity pertaining to service packages hence all the relevant agencies involved in Hajj operate in sync with each other on the system. The system achieves the following

- The time period of carrying out the relevant procedures has been reduced, such as at the entry points and this is due to the reason that the system allows the pilgrims to be processed before their arrival to the Kingdom of Saudi Arabia.
- There is a greater degree of transparency in terms of services offered to the Hujajj which enables the protection of the rights of the Hajji. It contains the outlining of housing, transportation, meals and the relevant price and the agencies responsible for delivering such services.
- There is a great opportunity to improve the quality of delivery of services in the future:

The visas issued are linked to the other services like accommodation, travel, etc. Payments are also electronically processed. The Hajji is able to follow all the services paid for before

coming to the Kingdom and hence the monitoring agencies are also able to track any contraventions. This allows swift response and attendance to any disputes according to the governing rules of the Kingdom of Saudi Arabia.

ITEM TWO:

IMPORTANT ACCOMPLISHMENTS AND IMPROVEMENTS OF THE ELECTRONIC SYSTEM IN 1435

Initiation of the Central Electronic System For Foreign Pilgrims was prepared by the Ministry of Hajj as pathway to consolidating Hajj processes electronically. Through this system, the following is processed:

- a) The representatives of the Offices of Hajj Affairs from different countries are introduced and provided a username and password, and they will be responsible for overseeing all procedures completed in the system.
- b) The Hajj Operators and their representatives under specific Offices of Hajj Affairs from different countries are also introduced and provided a username and password, and they will be responsible for overseeing all procedures completed in the system.
- c) The service providers for (accommodation, meals, transportation) are also introduced to the system and provided a username and password, and they will be responsible for overseeing all procedures completed in the system.
- d) Consolidation of accommodation and meals in Makkah and Madinah
- e) Creation of service packages
- f) Linking pilgrims' names with service packages

ITEM THREE:

**IMPORTANT ACCOMPLISHMENTS AND IMPROVEMENTS OF THE
ELECTRONIC SYSTEM IN 1436**

Considerable improvements regarding the functions of the electronic system were observed in the year 1435 as prepared by the Ministry, the following were the areas of improvement:

- a) Improving ways on which the representative of the Office of Hajj Affairs is able to acquire the username and password and to oversee all procedures completed in the system.
- b) Improved mechanism of consolidating accommodation and meals' contracts in Makkah and Madinah, as well as facilitating the process of introducing the representatives to the property owners.
- c) Preparation of service packages for groups of pilgrims and to be issued the same day of arrival and accommodation in Makkah and Madinah and arranging for the movements from their stations of arrival until their departure.
- d) Linking the names of pilgrims to the service packages.
- e) Complete sync between the electronic system and the system of the foreign ministry and that the electronic system became central and no need to acquire user name and password to access to use the system of the foreign ministry.
- f) Communications were improved through the electronic system or emailing and to have 24 hour contact centre.
- g) Processes of seeing proof of action, improving ways of using the centralised system.
- h) Additional programs and usage was introduced to meet the noted demands.
- i) All payment processes have been completed through the online payment system.

- j) The processes of welcoming and the departure of pilgrims have improved through coordination and complementary processes with the Muassasah Tawafah in Makkah and Muassasah Idlae in Madinah and the NIQABA.
- k) Improvement on the electronic system has been achieved in the area of issuing electronic tickets for the group having transit route which was purchased and connected to the specific pilgrims in the system.
- l) Provision for purchasing Sacrificial animals/Adahi was also achieved through the electronic system.

ITEM FOUR:

IMPORTANT ACCOMPLISHMENTS AND IMPROVEMENTS OF THE ELECTRONIC SYSTEM IN 1437

Improving the online payment systems was achieved which pertains to the majority of the functions of the Centralised Electronic System for providing services to pilgrims which was used in the year 1436. The following improvements of the system was achieved

- a- Defining/outlining/facilitating financial portfolio for every Office of Hajj Affairs and for operators under the office or independent ones.
- b- Outlining financial portfolio for property owners and hotels in Makkah and Madinah
- c- Outlining financial portfolio for the contracting partners with regards to meals in Madinah, Makkah and Holy sites.
- d- Outlining financial portfolio for Muassasah Tawafa to receive payments
- e- Outlining financial portfolio for NIQABA Automobile Association for renting transportation.

- f- Improvement was made to the processes of welcoming and the departure of pilgrims through coordination and complementary services of the Muassasah Tawafa in Makkah and Muassasah Idlae in Madinah and with the NIQABA Automobile Association
- g- Improvement to the electronic system was achieved in particular to the function of issuing electronic tickets included in the travel route which was purchased and attached to specified pilgrims on the system.
- h- Provision for purchasing Sacrificial animals/Adahi was also achieved through the electronic system.

ITEM FIVE:

IMPORTANT ACCOMPLISHMENTS AND IMPROVEMENTS OF THE ELECTRONIC SYSTEM IN 1438

- a- Achieved the improvement of issuing new copy of the system for welcoming and for the departures through the coordination and complementary services of the Muassasah Tawafah in Makkah and Muassasah Idlae in Madinah and with the NIQABA Automobile Association
- b- Achieved the improvement of issuing new copy of the electronic payment system on the side of conducting flexible payments and details of receipts, and monetary estimates.
- c- Achieved the improvement of issuing the first transporting system between the towns and final departures.
- d- Achieved the provision of portals on the electronic system allowing the representative to execute the following;
 - To register pelting requests/wishes

- Recording details of prior preparations
- Requests to add flight travel
- Adding pilgrims' service packages according to periods of accommodation contract in Makkah
- To purchase tickets for the enhanced paths between the stations through the use of electronic system as this is added to the option of purchasing tickets after entering the electronic system.
- Purchasing ZamZam containers through the electronic system
- Request to exclude of accommodation in Madinah for the Ministry
- Authorising meals' contract
- Composing service packages

Also the department specific to the service sector has been initiated as this was attached in the Record of Agreement specific to countries receiving specialised service sector.

ITEM SIX:

IMPORTANT PREPARATION REQUIREMENTS FROM THE OFFICES OF HAJJ AFFAIRS OFFICES AND OPERATORS FOR THE 1439 HAJJ SEASON:

- a) To send an official letter to the Ministry with the details of the representative/chairperson of the Office of Hajj Affairs, and to include therein their name in Arabic and English, passport number, email address and contact number. The copy of the passport is to be attached with the letter, this will allow issuing of username and password to be used on the Central Electronic System for Pilgrim Services.

- b) Among the responsibility of the authorised person on behalf of the Hajj Affairs Office would be to register the details of the Operators' representative to access the electronic system (include therein their name in Arabic and English, passport number, email address and contact number). This will allow the operator representative to obtain username and password
- c) The Hajj Affairs Office should register and activate the Operator on the electronic system for each year.
- d) Bank accounts should be opened and all banking details should be uploaded on the electronic system, specifically the IBAN number for the operator, in order to complete online payments.
- e) Contracts regarding accommodation, travel, and meals, should be signed, consolidated and uploaded on the electronic system from the beginning of Jumada - Thani 1439H.
- f) Payments for all services and guarantees should be done through the electronic system.
- g) All contracts entered into with various service providers for accommodation, travel, and meals should be registered (uploaded) on the electronic system.
- h) To record details of each pilgrim for creating service packages, in accordance to the consolidated accommodation, meals and transportation contracts. This is to be done for all approved number of pilgrims agreed upon with the Ministry.
- i) Each Hajji should be appropriately linked to his/her corresponding service packages they will receive as was done on the electronic system for Hajj 1437.
- j) Operators should attend the workshop and training session arranged by the ministry with its agencies to educate operators on the mechanics of the electronic system. All questions and queries will be dealt with in those sessions.
- k) To complete contracting for transportation for travelling between the towns and for heading to the stations, all is to be done and completed in the electronic system.

- l) To complete consolidating contracts specific to holy sites through the use of electronic system.
- m) Approval of all types of guarantees will be suspended/ceased from the Central Electronic System.
- n) Allowance will be made to update accommodation contracts such as reducing its capacity or the duration without the need of cancelling contract and doing a new, all in the Electronic System.
- o) Automatic updates pertaining to contracts, including termination of contract automatically in 3 days from when the processes of changing or cancellation of contract hasn't taken place.
- p) To enter details pertaining to the room type, their number, in the accommodation contract in Makkah. That will be also be detailed in Madinah printed contract.
- q) To enter details of meals (meals and numbers)

ITEM SEVEN:

Continuous updating takes place on completing the remaining stages for all the necessary procedures in the Electronic System For Foreign Pilgrims, to service pilgrims in the year 1439, and improving the necessary functioning of the system through coordinating with the governing bodies connected to the project of the electronic system from the Ministry and relevant agencies. Any updates pertaining to this matter will be communicated accordingly.

CHAPTER EIGHT:

APPENDIX PERTAINING TO REGULATIONS ON OPENING A BANK ACCOUNT FOR THE OFFICE OF HAJJ AFFAIRS, TRAVEL AND TOURISM COMPANIES, TRAVEL AGENCIES, AND HAJJ OPERATORS, WHO WILL BE ARRANGING FOR THE ARRIVAL OF PILGRIMS FROM OUTSIDE, THROUGH GENERAL BANKS IN THE KINGDOM OF SAUDI ARABIA AND TO COVER ASPECT OF EXCHANGE RATES, FINANCES, FOREIGN OR LOCAL DURING THE HAJJ SEASON.

ITEM ONE

OFFICES OF HAJJ AFFAIRS AND OPERATORS ARE TO ABIDE BY INSTRUCTIONS OF OPENING BANK ACCOUNTS ACCORDING TO THE FOLLOWING GUIDELINES

Saudi Monetary Association has issued rules and regulations for opening a bank account by the Office of Hajj Affairs and Hajj Operators at any general banks in the Kingdom of Saudi Arabia including guidelines of using such account and conducting of withdrawals and transfers, internally or external. Instructions and guidelines are as follow;

A) RULES AND REGULATIONS

- To open an account operating only in Saudi Riyal
- The aim of opening an account should only be for Hajj related matters, and all deposits should only be in the name of the operator.
- The source of all amounts should only be from the country of the operator
- The payments from the account should be done in cheques

- In making sure to abide by not transporting cash or precious metals with the pilgrims aiming at using it for payments of Hajj monetary operations.
- The deposits into the operator bank account should be through transfer services of the banks in country of the operator, ensuring to document therein the official name of the operator, and that the aim of the transfer is for the payments to be done by the operator for hajj affairs only.
- Deposits made to the bank account of the operator not from the operator's country shall not be accepted, also all transfers done from inside and not from the account of the operator representative shall not be accepted.
- Cheque deposits into the account will be accepted when they are done in the name of the operator at the bank in the country of the operator
- It is permitted to open and have the account active for 10 months starting from Rabi'u-Thani in the year of that particular Hajj until the end of Muharram of the next following year, or until the last date which was set when the request of opening the account was granted. Making sure that the ending should not be in the middle of Thul-Hijjah in the year of that particular Hajj and should not go beyond the month of Muharram of the next year. It is not permitted to operate the bank account after the end of Muharram until the starting of Rabi'u-Thani for any reason unless the permission is given by the Monetary Association of Saudi Arabia.
- Additional amounts shall only be returned to the account of the operator at the end of the Hajj season (end of Muharram) to the bank in the country of the operator as this is according to the requirement of the authorisers, and this is to be specified in the agreements of opening an account.
- In a situation the operators desires continuous use of the account balance in the upcoming year of Hajj, the account can be frozen in the end of Muharram until the beginning of the next Hajj season as that is in accordance to the Hajj Ministry's regulation regarding durations of Hajj operations.

- It is compulsory to acquire an agreement/approval from the Monetary Association to open these accounts after completing procedures indicated above from the bank. The request should be submitted to the Monetary Association of Saudi Arabia through the official procedure or through the General Bank Administration.
- In order to resume the usage of the account by the operator in the upcoming year, it is required from the bank to complete form from the Hajj Ministry containing its details as outlined in the form to be completed from the ministry when the permission was granted to open the account and the documents containing names of Saudi personnel, and companies and associations which will coordinate with by the operator pertaining to the matters of accommodation, meals, transportation, and it is not necessary to have the agreement of Monetary Association to restore the operation of the same account for the next Hajj.

B) PROCESSES OF OPENING BANK ACCOUNT

Opening of bank accounts is done with one of the local/national banks in the Kingdom of Saudi Arabia according to the rule and regulations governing that which is issued by the Saudi Arabian Monetary Association, which is conveyed to all Hajj operators arranging for the journey for foreign pilgrims as it was communicated by the Ministry of Hajj and Umrah, circulation number 690575 dated 1433/3/1 and also number 690702 dated 1435/2/28 pertaining to the importance of supplying the Ministry of Hajj and Umrah with (IBAN) number. All has to be in accordance to the information supplied under the appendix pertaining to the guidelines of opening bank account by Companies, Associations, Organisations and Hajj Agencies.

- The representative of the Operator should apply by the Muassasah Tawafah under it to issue an official letter indicating the operator is officially authorised to initiate processes of opening bank account for organisation inside Makkah all intended for Hajj operations. All the documents should be stamped by the concerned authority in the

country of the operator and certified by embassy or the Kingdom representative in the country of the operator.

- The representative of the Operator submits the list of Saudi officials and the companies and association which they will coordinate with regarding the matters of housing/accommodation, meals and transportation and to convey on any changes which may occur about who they will be coordinating with regarding these matters.

- The representative of the company or of the travel agency should specify therein their preferred bank which is approved in the Kingdom and to register it by the Muassasah Tawafah Al-Ahliya at their service. And should be acknowledged that the approved banks are permitted by the Monetary Association of Saudi Arabia for this purpose and they are as follows: (Saudi Bank: National Commercial Bank, Britain Saudi Bank, French Saudi Bank, Hollandi Saudi Bank, Saudi Investment Bank, Bank Al-Arabi Alwatani, Bank Bilidi, Bank Jazeerah, Bank Riyadh, Monetary Samiba Association -Samiba-, Musrif Rajhi, Musrif Inmae) also foreign approved banks such as (Bank Khaleej Dawli, Bank Imaraat Dubai Al-wataniy, Bank Bahrain Al-wataniy, Bank Kuwait Alwataniy, Bank of Masqat, Bank Duwayshah, B & B Bariba, Jay Be Murqaan Inaway, Bank Pakistan wataniy, Satit Bank Awf Indina, Bank Tiy Siy Zaraat Binkasiy)

- The company representative obtains an official letter from the Hajj Ministry directed to the chosen Bank to open a bank account indicating therein: The name of the operator in both Arabic and English languages, account number issued to the operator by the Hajj Ministry, specify Hajj year, number of pilgrims, the name of the authorised person or persons to enter for operations, administrator of the bank account in English and Arabic, including their complete names as stated in the passport, passport numbers, the period of operation, bank account of the operator in their country, the name of the Bank in which will be the source transferring deposits which the operator will be using in their country. And should include therein the details of Saudi officials/personnel whom the operator will be coordinating/dealing with pertaining to the housing/accommodation,

meals, and transportation, and to convey of any changes which may occur about who they will be coordinating with regarding these matters.

C) THE REQUIRED DOCUMENTS TO BE ATTACHED FOR REVIEW WITH THE BANK:

- A copy of the business registration or the permit issued for the operator in their country by the embassy or the Kingdom representative in the country and from the foreign ministry in the Kingdom.
- A copy of passports of the authorised to operate and the administrator of the account, all certified by the Hajj Ministry.

ITEM TWO

PILGRIMS AND OPERATORS SHOULD COMPLY WITH FOLLOWING INSTRUCTIONS AIMED AT ELIMINATING MONEY LAUNDERING

1. An affidavit should be provided declaring the amount of money, precious stones or valuable items being carried upon entry or departure from the Kingdom.
2. The maximum amount of money which can be carried is 60,000 Saudi Riyals
3. Any amount of money exceeding the maximum limit should be declared by filling out the appropriate forms. If any amounts are not declared it will warrant an investigation. If authorities are satisfied the amounts will be returned or else confiscated if found suspicious in any way and due processes will be initiated.
4. If a traveller wishes to carry any valuable items they should be declared at customs.

5. Any traveller found contravening the regulations will be subjected to the laws relating to money laundering.
6. Travellers should ensure that the notes of cash they carry are not fake and appropriate receipts should be produced regarding precious stones. Those contravening this regulations will be subjected to the customs laws.
7. Confiscated valuables not claimed within 90 days will be disposed of as per current regulations.

ITEM THREE:

It should be emphasised to the pilgrims not to carry any money or valuable which does not belong to them as this may be considered as money laundering. This will be considered a contravention to the laws and the matter will be handled by the relevant authorities who will investigate the connection of such with sustaining terrorism activities.

ITEM FOUR:

Countries finding difficulties in transferring funds to the accounts should abide by the following:

- 1- Any country in which the Office of Hajj Affairs or Operators are unable to transfer funds to Saudi Arabia for the purpose of Hajj and Umrah, the evidence of such difficulties have to be communicated/presented to the Ministry through their

Banking Institutions, or should do so by submitting such documents through fax (009666607330).

- 2- The concerned party mentioned above should timely contact and inform the Ministry of Hajj and Umrah who will inform the relevant authorities pertaining to the matter.
- 3- In a situation a person will be carrying funds with them that are to be used for the operations of Hajj and Umrah and was not able to transfer them electronically, they should carry with them supportive evidence regarding that and they should make appropriate arrangements in obtaining a permit from the Ministry of Hajj and Umrah regarding what has been mentioned. They should provide information to the Ministry regarding the person who will carry the funds in person should provide his name, passport, the amount and related details.
- 4- These funds can only be carried through the airports in Jeddah and Madinah. Communication should be made with customs and arrangements to deposit the amount immediately at the airport with one of the local banks will be made.

ITEM FIVE:

All agencies and travellers have to comply with the general regulations of the country regarding finances and money transfers. This was detailed in the letter of the Ministry of Hajj and Umrah circulation number 690575 dated 1433/3/1, circulation number 692140 dated 1436/7/13 and circulation number 690702 dated 1435/2/28. Also to ensure abiding by the instruction employed to eliminate money laundering and of carrying valuable minerals as conveyed in the Ministry circulation number 694047 dated 1436/11/26.

CHAPTER NINE:

APPENDIX FOR INSTRUCTIONS OF THE MINISTRY OF ARTS AND COMMUNICATION

- 1- It is compulsory upon the Office of Hajj Affairs and on the diplomats or upon the unofficial representatives, that in a situation of wanting to distribute their own publication during the Hajj season, they should present such information to the Ministry of Arts and Communication for supervision and permit.
- 2- To convey to the head of the Hajj delegation to convey to the pilgrims not to carry political publications in the Kingdom, such publications with political slogans calling to factionalism, which opposes the aim of Hajj.
- 3- The Office of Hajj Affairs should establish their own websites for guiding and education their pilgrims.
- 4- In a situation of having a desire to do recordings and interviews of pilgrims or of process in Makkah, Madinah and Holy sites, the permit should be sought from the Ministry of Arts and Communication, and all should be in accordance to the rules and regulations specified by the Ministry.
- 5- Office of Hajj Affairs should apply for a permit for the media delegation by the Ministry of Arts and Communication, a month before their arrival. And to state therein their names and equipment they will bring along. This can be done through sending an email to the following address (hajj@moci.gov.za)

CHAPTER TEN:

APPENDIX FOR INSTRUCTIONS OF ISLAMIC BANK INVESTMENT

With reference to the outcomes asserted in the meeting conducted by the Ministry in the Kingdom, number 131, dated 1419/6/15, pertaining to availing the sacrificial animals of Adahi for the pilgrims, the project to benefit from the meat of Adahi has been initiated. This project is aimed for goodness and does not intent to make profits. It has been established to ease procedures for the pilgrims and to enable them perform Hajj rituals correctly with ease, and to keep the Holy sites clean and organised. Therefore all Offices of Hajj Affairs are to cooperate with this project and not to use other means. Also should the pilgrims like to make direct purchase from the project they can do so through the following means;

- 1- Through the website of the project (www.adahi.org)
- 2- Through the electronic portal of the Ministry of Hajj and Umrah
- 3- Through companies contracted to the project in every year. The names of such companies will be provided to the Office of Hajj Affairs.

CHAPTER ELEVEN:

APPENDIX FOR INSTRUCTIONS OF THE SAUDI RED CRESCENT ASSOCIATION

- 1- To have an ambulance which has complete resources that are ready and functional all in accordance to the conditions of the Saudi Red Crescent Association.
- 2- The permit for ambulance under the Office of Hajj Affairs which will be used in the Hajj will be issued by the Saudi Red Crescent Association, all should be in accordance to the conditions of the association.
- 3- Each unit is to have AED device (a portable electronic device that automatically diagnoses the life-threatening cardiac arrhythmias of ventricular fibrillation).
- 4- Each unit/buses is to have first aid kit
- 5- Each unit is to have medical crew (Male and Female Doctor, and Male and Female nurse), who are experience in emergency medicine.
- 6- To have emergency bags/equipment ready.

CHAPTER TWELVE:APPENDIX OF TIME SCHEDULES IN ACCORDANCE TO THE INSTRUCTIONS GOVERNING HAJJ AFFAIRS AND APPOINTED TIMES CONNECTED TO THE ARRIVAL AND DEPARTURE OF PILGRIMS, AND THEIR TRAVELLING BETWEEN THE TOWNS OF HAJJ DURING THE HAJJ SEASON.

No	ITEM	STARTING	ENDING
1	The last appointed time for the airline companies which will be transporting pilgrims, to submit travelling schedules and to complete processes of obtaining landing permit from the General Association of Civil Aviation	-	1 Rajab Corresponding to Christian Calendar
2	The last day of signing the agreements of arranging Hajj affairs and necessities with the Hajj Ministry	6 Rabiul Thani	26 Jumadal Ula Corresponding to Christian Calendar
3	Last appointed time to make submissions to Ministry and the Muassasah Al-Ahliya Li-Tawafah in Makkah, the name and details of travel and tourism companies and approved operators and their registration and allowance in the Electronic System for Hajj		29 Jumadal Akhirah Corresponding to Christian Calendar

4	Appointed time to complete Bank Guarantee for accommodation (15%), 1 Safar of each year. If there are any observations and concerns, they should be submitted not later than 15 Muharram of every year.		
5	Appointed time to complete Bank Guarantee for meals (20%), 1 Safar of each year. If there are any observations and concerns, they should be submitted not later than 15 Muharram of every year.		
6	To qualify/approve and register operators on the Central Electronic System Of Foreign Pilgrims	30 Rabiul Awwal Corresponding to Christian Calendar	30 Rajab Corresponding to Christian Calendar
7	Acquiring letters to open bank accounts	30 Rabiul Awwal Corresponding to Christian Calendar	15 Rajab Corresponding to Christian Calendar
8	The representative of the Office of Hajj Affairs acquires name and password for the Central Electronic System Of Foreign Pilgrims (To supply the Ministry a letter containing the name of the representative in Arabic and English and the passport number, and email	30 Rabiul Awwal Corresponding to Christian Calendar	15 Rajab Corresponding to Christian Calendar

	and contact number)		
9	The appointed time to settle bank guarantee specified for the accommodation (50 riyal) for each pilgrim	30 Rabiul Awwal Corresponding to Christian Calendar	15 Rajab Corresponding to Christian Calendar
10	Submission of request to obtain Zamzam containers for pilgrims through using the Central Electronic System For Foreign Pilgrims	30 Rabiul Awwal Corresponding to Christian Calendar	15 Rajab Corresponding to Christian Calendar
11	Appointment to consolidate electronic contracts for service packages specified for the pilgrims (accommodation of pilgrims in Makkah and Madinah, pilgrim services with Muassasah Tawafah, pilgrim services with the Muassasah Al-Idlae, pilgrim services with the Central Office for Agencies, transportation contract with General Automobile Association, and meal contract)	14 Rabiul Thani Corresponding to Christian Calendar	29 Shaaban Corresponding to Christian Calendar
12	Registration of names and details of pilgrims in the Central Electronic System Of Foreign Pilgrims. And thereafter linking that with service packages according to the previously consolidated contracts.	1 Shaaban Corresponding to Christian Calendar	15 Shawwal Corresponding to Christian Calendar

13	Last appointed time to issue Hajj visas from the Kingdom embassies abroad	-	25 Thul Qahdah Corresponding to Christian Calendar
14	The appointed time for transporting pilgrims to the Kingdom by air	1 Thul Qahdah Corresponding to Christian Calendar	4 Thul Hijjah Corresponding to Christian Calendar
15	The appointed time for transporting pilgrims to the Kingdom on land	1 Thul Qahdah Corresponding to Christian Calendar	29 Thul Qahdah Corresponding to Christian Calendar
16	The appointed time for transporting pilgrims to the Kingdom through Jeddah Islamic Port	1 Thul Qahdah Corresponding to Christian Calendar	4 Thul Hijjah Corresponding to Christian Calendar
17	The last appointed time for pilgrims to travel from Jeddah to Madinah by air	-	02 Thul Qahdah Corresponding to Christian Calendar
18	The last appointed time for pilgrims to travel from Makkah to Madinah on land	-	25 Thul Qahdah Corresponding to Christian Calendar
19	The last appointed time allowed for pilgrims to stay in Madinah	-	05 Thul Hijjah Corresponding to Christian Calendar
20	Providing medical services for pilgrims at the location of the Office of Hajj Affairs or at pilgrims residence	1 Thul Qahdah Corresponding to Christian Calendar	30 Muharam Corresponding to Christian Calendar
21	The last date to supply the Ministry	-	29 Shaaban

	the location of Office of Hajj Affairs and the names of the representatives and their details		Corresponding to Christian Calendar
22	The last appointed time to supply the Ministry with the Awareness program presented by Office of Hajj Affairs for the pilgrims under them	-	15 Thul Qahdah Corresponding to Christian Calendar
23	The last date to make the payment of the ticket fees for the train to transport the pilgrims at the holy sites	-	To be specified by the general administrator of transportation
24	The last appointed time to transport pilgrims from Jeddah to Madinah on land	-	26 Thul Qahdah Corresponding to Christian Calendar
25	Pilgrims heading from Makkah towards Madinah on land after fulfilling Hajj rituals	14 Thul Hijjah Corresponding to Christian Calendar	18 Thul Hijjah Corresponding to Christian Calendar
26	Last appointed date for foreign vehicles to remain, those coming through land stations and used by the Offices of Hajj Affairs	-	30 Muharram Corresponding to Christian Calendar
27	The appointed time for pilgrims to departure from the Kingdom by air	15 Thul Hijjah Corresponding to Christian Calendar	15 Muharram Corresponding to Christian Calendar
28	The appointed time for pilgrims to depart on land	15 Thul Hijjah Corresponding to Christian Calendar	30 Muharram Corresponding to Christian Calendar

29	The appointed time for pilgrims to departure from the Kingdom via the Jeddah Islamic Port	15 Thul Hijjah Corresponding to Christian Calendar	30 Muharram Corresponding to Christian Calendar
30	The last date to submit a list of the names of mentoring officials handling the grouping of pilgrims from the Office of Hajj Affairs		30 Rajab Corresponding to Christian Calendar

1. Updates will be uploaded on the website link (www.ehaj.haj.gov.sa)
2. All dates indicated in the books of are depended on the projections of Umm Al-Qura Hijri calculations, corresponding to the Christian Calendar.