



## SOUTH AFRICAN HAJJ & UMRAH COUNCIL (EST: 1995)

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### PRESS RELEASE: UMRAH Regulation from the Ministry of Hajj and Umrah

The South African Hajj and Umrah council (SAHUC) is pleased to share information from the Ministry of Hajj and Umrah (MOHU) with regards to the regulations of services provided to pilgrims and Prophet's Mosque visitors coming from outside the Kingdom for Umrah in 1443H.

SAHUC would like to advise Mutimireen / Pilgrim's to ensure that bookings are done through an UMRAH operator accredited by the Ministry of Hajj and Umrah.

The list of the current UMRAH operators can be found below:

<https://eservices.haj.gov.sa/eservices3/pages/UmrahOperator/List.xhtml?dswid=4404>

This list will be updated by the Ministry of Hajj and UMRAH as / when operators are accredited.

Additional information will be provided as and when we receive from the Kingdom of Saudi Arabia.

We request all Hujjaaj / Mutimireen to continuously make dua for ALLAH (S.W.T) to bring an end to this pandemic as soon as possible In Shaa ALLAH.

Yours Sincerely,  
Was Salaamu Alaikum

**Moaaz Casoo**  
Secretary General



Regulations of Services provided to pilgrims and  
Prophet's  
Mosque visitors  
Coming from outside the Kingdom for Umrah  
In 1443H

1<sup>st</sup> edition

Issued on: 01/12/1442H

*Introduction:*



In the interest of the Ministry to promote the level of services provided to pilgrims in partnership with the private sector, in accordance with the regulation of services for pilgrims and visitors to the Prophet's Mosque coming from outside the Kingdom issued by council of ministers Resolution No. (93) Dated 10/6/1420H and its amendments pursuant to council of ministers Resolution No. (439) on 20/11/1435H and its regulations, a regulation document was prepared for all these services, taking into account the regulatory and health protocols and precautionary measures to prevent the outbreak of the Corona pandemic, according to what is approved by the competent authorities, and the following is its statement:

*First: General Commitments of Saudi Companies and Institutions for Umrah:*

- 1- Providing service to the pilgrim with honesty and sincerity.
- 2- Implementation of controls and instructions issued by this Ministry and the concerned authorities.
- 3- Report all their agents outside the Kingdom with all the controls issued by this ministry and the concerned authorities and



instructions firstly by first, verify the agents' commitment to implement and inform the pilgrims about that.

- 4- Implementation of the program and the services includes, according to what was previously agreed upon with the pilgrim.
- 5- Providing all services required by the pilgrim or the external agent (housing, transportation, field services, insurance, additional services) or any other services.
- 6- Follow up providing the contracted service packages in the Umrah package and working to address any shortcomings or breaches of the service.
- 7- Commitment by modifying the program on the automated system and always updating it according to the changes that occur to the previously approved program for the pilgrim.
- 8- Enter Pre-preparation data in the automated system for Umrah before the arrival of the pilgrims in maximum of (24) hours, to include (confirmed arrival and departure flight data for each pilgrim with ticket numbers, and specifying the port of arrival and departure for the pilgrim (air, sea and land ports).



- 9- Awareness those wishing to perform Umrah follow the precautionary measures that must be applied throughout the pilgrim's journey since his coming to the kingdom until his safe return, God willing, to his country.
- 10- Tracking what is new to the requirements of the air carrier according to the conditions of the country of the pilgrim, especially the PCR examination when the pilgrims departure from the Kingdom and before they board the plane in anticipation of not allowing the pilgrims to travel and the licensee bearing the responsibility of hosting them.
- 11- Favour of Umrah pilgrims and guiding them in groups from their homes to the two Holy Mosques to perform the rituals of Umrah or visit with a health leader according to the time and program approved for each group and with the health standards and organizational controls.
- 12- Confirmation on external agents to notify the pilgrims of the necessity to follow the regulations and instructions related to not carrying any prohibited materials when coming to perform the rites



of Umrah and visiting, and to ensure that no materials are brought to avoid the application of legal penalties against them.

- 13- The Umrah company commits, in the event that its services are provided through a virtual agent in one of the approved countries, shall be that is restricted to the citizens and residents of the country, it is also committed with the departure Umrah pilgrims who came under this track as soon as the visa expires and the legal measures will be taken against it in accordance with what is approved to deal with cases of delay in departure in the executive regulations for organizing Umrah services.
- 14- Providing necessary services for the pilgrim during his stay in the Kingdom in case he is exposed to any incidents or accidents and the resulting organizational, security, health or death cases, and the termination of all procedures necessary as the case may be, in coordination with this ministry and the competent authorities.
- 15- Sharing employees of Umrah companies in the training programs held by the Ministry.

*Second: General Commitments of External Agents:*



- 1- Continuing coordination with the contracted Umrah Company in order to achieve the service of the pilgrim in all honesty and sincerity in accordance with the regulation of Umrah services and its amendments and regulations referred to in Paragraph No. (1) Item (First) of this document.
- 2- Commitment to Implement the controls and instructions issued by this ministry and the concerned authorities.
- 3- Report performing Umrah pilgrims with all the controls and instructions issued by this ministry and the concerned authorities and all that is related to the requirements and controls for the arrival of Umrah pilgrims to the Kingdom and the controls for residency there.
- 4- Non direct purchase or provision of any services inside the Kingdom, except through the contracted Saudi Umrah Company.
- 5- Commitment of transferring any money related to service packages from the agent's account outside the Kingdom to his financial wallet branched from the bank account of the Umrah Company contracted with.



- 6- Advance reservation before the date of performing Umrah through the automated system, and pre-booking the prayer time in the honorable Rawdah and the visit of the Prophet, may God bless him and grant him peace, if the pilgrim program includes travel to Madinah, before the pilgrims coming to the Kingdom.
- 7- Commitment the arrival of the pilgrims to the Kingdom at the time specified for them in the program under which the Umrah visa was granted.
- 8- Providing confirmed round trip tickets for pilgrims.
- 9- Enter Pre-preparation data in the automated system for Umrah before the arrival of the pilgrims by a maximum of (24) hours, to include (confirmed arrival and departure flight data for each pilgrim with ticket numbers, and the arrival and departure port of the pilgrim (air, sea and land ports).
- 10- Providing the Umrah pilgrim with an awareness brochure in his language before coming to the Kingdom that includes aspects (performing the rituals of Umrah and visiting, residency regulations in the Kingdom of Saudi Arabia, Umrah and visit regulations and



controls) it is prepared in coordination with the contracted Saudi Umrah company.

- 11- Confirmation that Umrah pilgrims must wear identification cards when they arrive through King Abdulaziz International Airport in Jeddah or Prince Muhammad bin Abdulaziz International Airport in Madinah to distinguish between them and other passengers arriving on the same flights so that all concerned authorities at the airport can quickly identify them and provide them services.

### Third: Time schedule for Umrah Season:

Procedure	Date of beginning		Date of end	
	Day	Month	Day	Month
Habilitation of external agents	15 <sup>th</sup>	Zul-Hijjah	30 <sup>th</sup>	Shaban
Contracting with external agencies	15 <sup>th</sup>	Zul-Hijjah	30 <sup>th</sup>	Shaban
Issuance of visas	15 <sup>th</sup>	Zul-Hijjah	30 <sup>th</sup>	Shawwal
Pilgrims entrance to the kingdom	1 <sup>st</sup>	Muharram	30 <sup>th</sup>	Shawwal



Taking into account that the last day for the pilgrims to leave the Kingdom is on (30) Zul-Qa'dah.

*Fourth: Regulations for qualifying external agents to work during the Umrah season:*

The external agent wishing to provide services to the pilgrims can apply for qualification through the gate of the Ministry of Hajj and Umrah (<https://umralicense.haj.gov.sa>) and adherence to regulations clarified in the gate, enclosing the documents and the following data:

1. Copy of the commercial register certified by the competent authorities and the representative of the Kingdom of Saudi Arabia in the country of the agent.
2. IATA (International Air Transport Organization) membership and some countries are exempted from this condition in the event that the external agent falls under the authority concerned with Hajj and Umrah affairs.
3. Copy of the passport of the official facility responsible.



#### 4. Contact data and detailed address.

*Note: the Ministry of Hajj and Umrah has the right to stop or cancel the request whenever it deems it appropriate.*

*Fifth: Regulations of contracting between Saudi Umrah companies and institutions and external agents:*

- 1- Commitment with contracting between the two parties according to the standard unified contract form approved by the Ministry, and it can be printed from the official gate of the Ministry.
- 2- Contracting documentation with the seal and signature of both parties on all copies of the contract (two copies at least).
- 3- The Chamber of Commerce authentication confirms the validity of the signature of the official of the Umrah Company on the contracts.
- 4- The competent authority authentication in the agent's country on the validity of his signature on the contract (the Chamber of Commerce, the Ministry of Tourism, the Ministry of Commerce, the authority concerned with Hajj and Umrah affairs).



- 5- The Kingdom's representative authentication in the country of the agent on the contract.
- 6- The external agent provides a financial guarantee in favor of the Saudi Umrah Company contracted with, in the amount of two hundred thousand (Saudi riyals), in one of the following methods:
  - A. Issuance of (Swift Code) letter for the Saudi Bank cooperating with the foreign bank in the country of the agent, accordingly, the Saudi Bank issues a bank guarantee on its publications in favor of the Saudi Umrah Company.
  - B. Issuance of bank guarantee from one of the Saudi banks if securing its value is fulfilled by the external agent.
- 7- The approval of the Saudi Ministry of Foreign Affairs on the contract.
- 8- Uploading the entire contract (copies) with the bank guarantee of the external agent in favor of the ministry's Umrah Company or institution on the electronic platform of Umrah under the agent's registration number.



### *Sixth: Health protocols for pilgrims:*

In light of the continuation of the Corona pandemic, the Ministry coordinates periodically with the Ministry of Health and all concerned parties regarding the precautionary measures and health protocols that guarantee the safety of pilgrims and visitors, God Almighty, as follows:

- 1- Completion requirement of receiving doses of the Corona virus vaccines approved in the Kingdom for all those wishing to perform Umrah, visit the Prophet's Mosque and pray in the Holy Mosque and the honorable Rawdah.
- 2- Attachment of immunization certificate approved by the official authorities in the country of the Umrah pilgrim within the justifications for the request, with the condition that it be one of the approved vaccines in the Kingdom, in addition to an acknowledgment of the correctness of the information.
- 3- Commitment Institutional quarantine procedures for the entry of travelers coming to the Kingdom of Saudi Arabia in accordance with the mechanisms approved by the competent



authorities, the list of institutional quarantine facilities licensed by the Ministry of Tourism can be found at the following

link) <https://cdn.mt.gov.sa/public/licensedAccommodations/index.html>

- 4- The age category allowed to come for Umrah from abroad is 18 years and above, according to the requirements of the Ministry of Health.
- 5- Achieving distancing within the two Holy Mosques through prior reservation for performing Umrah, praying in the Holy Mosque, visiting the Prophet's Mosque and praying in the honorable Rawdah in accordance with the controls and absorptive capacity approved in the "Etamarna" platform
- 6- To set the countries from which pilgrims come and their numbers according to the classification of preventive measures and requirements approved by the competent authorities in the Kingdom, and periodically update them.
- 7- Importance of Umrah pilgrims review one of the approved medical centers in the country of the pilgrim to verify the health status before requesting the issuance of a visa in accordance with



the regulations and standards approved by the Ministry of Health in this regard, according to the schedule established between the Ministry of Hajj and Umrah and the Ministry of Health for the list of countries in which the health security project is being implemented.

*Seventh: Controls of Umrah Companies Services for Individual Umrah Performers - Not Associated with an External Agent:-*

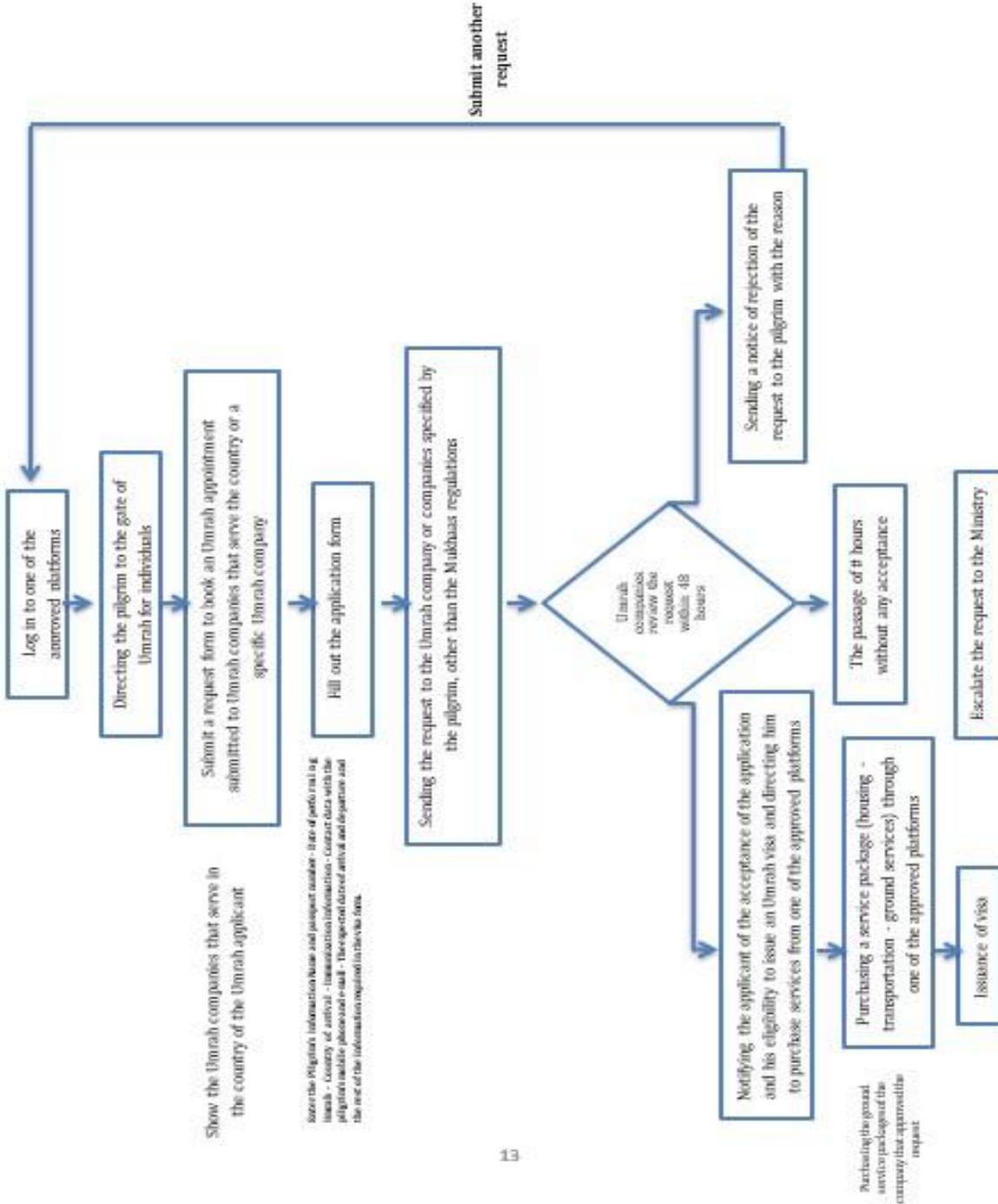
Umrah companies wishing to provide services to individual pilgrims - who are not associated with an external agent - must abide by the following:

- 1- To set the countries in which the Umrah Company wishes to provide the service for this category of pilgrims through the automated system for Umrah.
- 2- Periodic follow-up of requests for individual pilgrims that are referred to the concerned Umrah company from the electronic Umrah track and take the necessary action, whether by approval or rejection within (24) hour from the time the pilgrim entered the request.
- 3- The Umrah Company responsibility for the pilgrims whose requests have been approved and the provision of all services



contracted with them since the time of their arrival until their departure.

- 4- The Umrah company has no right to amend the status of the application by refusing it after the visa is issued.
- 5- Procedures plan for requests processing for individual pilgrims - who are not associated with an external agent:-



**Eighth: Housing Services Regulations:**



S.N	Regulations	Responsible Party
1	Offer of Qualified and licensed residences and hotels from the competent authority in Jeddah, Makkah, Madinah and various cities in the kingdom, of (3 / 4 / 5) stars categories.	Hotels Marketing platforms
2	Application of required protocols for tourist accommodation facilities (hotels, furnished apartments).	Hotels
3	Umrah receptionist at the hotel (per group) and end housing procedures.	Umrah companies
4	Confirmation of actual housing data for pilgrims on the electronic track for Umrah.	Umrah companies
5	Customizing 10% of the rooms to isolate any suspected cases directly till the directorate of Health affairs complete the necessary procedures.	Hotels
6	Providing visual sort points for all housing occupants.	Hotels
7	Training all workers taking precautionary and preventive measures.	Hotels
8	The number of people is not more than two per room, with the application of social distancing not less than a meter and a half between beds.	Hotels
9	Supervisors and security guards must be assigned in each hotel to organize an exit pilgrims and visitors and provide all necessities during the isolation period.	Hotels



10	Application of protocols approved by the competent authorities in restaurants and buffets located inside the residence.	Hotels
11	Commitment of Umrah pilgrims and visitors leave the residence and go to prayer or Performing Umrah according to the "Etamarna" application permits	Hotels Umrah companies

#### ***Ninth: Transport Services Regulations:***

S.N	Regulations	Responsible Party
1	Offering of transport companies services licensed by the competent authority	Marketing platforms General Motors Guild
2	Verification of adhering to the precautionary transportation services measures approved by the Ministry of Health	General Motors Guild Umrah Companies
3	Model of means of transportation does not exceed the last five years	General Motors Guild
4	To equip with automated bus tracking	
5	Providing bus support service on the roads	
6	Driver and supporting driver for each means of transport (bus).	
7	Work duration of the driver and supporting driver does not exceed (8) hours daily	



8	Habilitation licensing of the driver and supporting driver from the competent authority	
9	Application of special specifications and standards that set by Ministry of Hajj and Umrah on transportation	
10	Preparation of list that includes the itinerary of the means of transport and the destination, list of the names of the pilgrims and visitors on board the means of transport, the data of the bus, its driver and the supporting driver	
11	Training all workers taking precautionary and preventive measures	
12	providing means of sterilization in means of transport, to ensure that means of transport are sterilized according to the approved protocol	
13	Commitment of specified capacity is (25) passengers	
14	Customizing transport fleet to transport pilgrims only	

#### *Tenth: Comprehensive Insurance Services Regulations:*

Comprehensive insurance is one of the main requirements for applying for visa issuance; the policy is valid for period of (30) days from the date of entering the Kingdom and includes the following benefits:

- 1- Providing health services for pilgrims in all government hospitals/health centers affiliated with the Ministry of Health, and



private hospitals and health centers approved by the Council of Cooperative Health Insurance.

- 2- Insurance on the accidents and disasters that may face the pilgrim, God forbid.
- 3- Coverage cases of flight delays or cancellations, including accommodation and subsistence allowance.
- 4- Transferring the body of the pilgrim is returned to his country of origin, whether the death was natural or as a result of an accident.
- 5- Covering the costs of treating Covid-19 and quarantine in case of infection, God forbid.
- 6- Compensation insurance according to the document.

Note: the comprehensive insurance policy does not conflict or be replaced with the rules and regulations applied by the relevant authorities and transport companies.

*Eleventh: Controls for reports of pilgrims' absenteeism:*

*Umrah companies should handle cases of absent pilgrims as follows:*

- 1- Educating the pilgrim about the importance of adhering to the duration of the program and leaving at the specified time on the



date of return, and making sure to take the regular procedures when the Umrah visa expires.

- 2- In the event that any pilgrim is absent from returning on time without an excuse, the Umrah companies are committed to notify the Ministry via the electronic path of Umrah with a copy of the passport showing the entry stamp into the Kingdom, within a maximum of twenty-four hours from the time of monitoring the case.
- 3- Cases of absenteeism from the ports, whether land, sea or air, the Ministry is notified within twenty-four hours from the time of the arrival of the pilgrim. A report of absence from the port is prepared and approved by the Ministry and the reception company at the port and attached with the necessary documents when submitting the report through the system

*God grants success*