

**F-Annexure of Instructions Regulating Arrival of Hajis Through Tour Operators and Tourist Companies and Haj Groups for the Haj season 1435H (2014G).**

**Firstly: Obligations of Offices of Hajis' Affairs.**

(1) Allotment of quota of Hajis to the PTOs (private and tourists companies, associations and groups) as stipulated in the minutes of agreement concluded between the Ministry of Haj and delegation of Hajis' affairs and not to exceed the quota mentioned in the Agreement. In case of change of allotment of quota to PTOs, it may be informed to the General Administration Wing (Offices of Hajis' Affairs Division), Ministry of Haj, KSA.

(2) Early coordination with Tawafa establishment regarding implementation of electronic channel for external Hajis so that it would be the basic method for issuing Haj visas in conformity with service packages and legal procedures of arrival of Hajis through the Haj electronic portal.

(3) Early coordination with concerned Tawafa establishment to obtain the address of electronic website, user name and password that would enable the Office of Hajis' Affairs to register their tour organizers to operate in the Haj season 1435H as per the time limits specified for registration and explained in the following paras.

(4) The registration of the private tours and companies (PTOs) as per the following criteria:

- The minimum limit of the number of Hajis allowed to be registered for each operator is (50) Hajis and no file of organizers with a number less than this will be approved.
- Approval of registration of tour organizers of the same country with four digit "Munazzim number" given to them previously in the past years.
- Not to register any tour organizer or their representatives which were previously blacklisted permanently prohibiting them from bringing Hajis from abroad.
- Registration of new organizers is allowed with the condition that its ownership or representation does not belong to the persons already banned in the past years from bringing Hajis. Implementation of this would be the responsibility of Office of Haj Affairs of the concerned country.
- Modifications can be undertaken in the quota of approved organizers (increase or decrease of Hajis' quota) or modification in the non-primary data of organizers provided that it should be before issuance of Organizer Card by the Moassasah or registration of application within the framework of above mentioned specifications.
- The computerized registration of Organizers will be closed on 15.09.1435H corresponding to 15.7.2014G, God willing, and it will not be allowed to register any organizer after this date. The Office of Haj Affairs of the concerned country will bear responsibility for any delay by the organizers of arrival of Hajis.

(5) The Office of Hajis' Affairs of the concerned country will ensure that (a) service contract between the pilgrims and the PTO is signed and executed properly. The Agreement should contain all commitments and rights for the Hajis and responsibilities of the organizers. A copy of this will be handed over to the concerned Tawafa Establishment in accordance with what is mentioned in the text conveyed to the Missions of the Kingdom of Saudi Arabia abroad as well as to the National Tawafa Establishments in Makkah Al Mukarramah.

(6) The Office of Hajis' Affairs has to emphasize to all operators approved by it as also to follow up with them to enter all the service contracts with their Hajis through the electronic channel as there will be a service package for each pilgrim including accommodation, transportation and food services (in Makkah Al Mukarramah, Madinah Munawwarah and Haj Holy Regions) which will ensure all Hajis' rights with transparency. All additional services agreed upon with Tawafah establishments, General Cars

Syndicate and all those providing services to Hajjis will be included in the contract in accordance with what has been mentioned in the articles of these minutes and this annexure.

(7) The office of Haj affairs has to follow up with the tour organizers to conclude the legal contracts required to obtain Haj visas (Hajjis' accommodation in Makkah Al Mukarramah and Madinah Munawwarah, service agreement with Tawafa establishment and United Agents' Office and catering services agreement).

(8) The Office of Hajjis' Affairs has to emphasize to all its operators the necessity of abiding by accommodating the Hajjis in the residential buildings and hotels for which they have been given barcode stickers and Haj visas. In case of violation by any operator, the legal actions will be taken, which may entail cancellation of permit given to the operator and its ban from organizing the arrival of Hajjis from outside the Kingdom forever.

(9) Emphasis to the organizers to authorize one representative for the organizer to finalize the formalities with the Moassasah.

(10) To obligate the organizers to adhere to the period specified for staying in the Kingdom according to the visa granted to them and depart immediately after completing their procedures pertaining to the arrival of Hajjis and not to ask for extension of visa period.

(11) The Office of Haj Affairs will stress upon the tour organizers to furnish online, to the concerned Tawafa establishment and National Adilla Establishment, with the service agreements concluded with the Hajjis. In case of non-abidance of the organizers by this, the complaint of Hajjis and their demand for a particular standard of accommodation, transportation and food will be considered in their favour if no prior information is received online from the organisers.

(12) The Office of Hajjis' Affairs has to convey the obligations of the private companies and agencies explained in the following paras and as per the time schedules specified below to implement the organization of arrival of Hajjis through the private companies and agencies which is mentioned below and follow up with its execution before and during the arrival of the companies to the Kingdom to complete their formalities. The Office will be entirely responsible for this.

**Secondly:**

**Obligations of organizers of arrival of Hajjis through tourist companies and agencies and associations.**

(1) Obtain entry visa for the Kingdom from the Kingdom's Mission in the Organizer's country under the name of the approved organizer and only authorised representatives of the organizers will be entertained.

(2) Arrival in the Kingdom to register with the concerned National Tawafa Establishment and complete the legal contractual procedures of the agreement.

(3) Submit the following documents while approaching the concerned Tawafa Establishment.

- A copy of valid license issued to him in his country for practicing the activity of tourist and travel services for the persons and groups indicating the number permitted to serve them which should be approved and authenticated by the competent authorities in the country of the Organizer (with original for verifying).

- A copy of valid commercial registration issued from his country (With original for verifying).

- Submit official authorization in the name of authorized person from the Organizer to approach the Ministry of Haj as well as other concerned authorities to register the organizer and complete the legal

and contractual procedures to obtain Haj visas of the same year 1435H (2014-G) taking into consideration that in case, the attorney of the organizer to whom the organizer card is issued, is (female), she should abide by the Shariah dress code in accordance with the Kingdom's regulations throughout the period of her stay and at the time of approach to the Ministry or other concerned authorities.

- Submit the approved health certificate explaining the capable condition of attorney of the organizer to undertake the required work towards the Hajis of the organizer.
- Submit all the required documents after its approval by the competent authorities in the country of organizer and its attestation by the Mission of the Kingdom in the same country and ensure that the approval and attestation of the documents should not be older than thirty (30) days from the date of on which the Organizer approaches the Tawafa Establishment in the Kingdom to submit his papers.

(4) It is obligatory on the organizers of the arrival of Hajis from outside the Kingdom to open one or more bank account in a bank in the Kingdom as per the rules and instructions regulating the same and issued from the Saudi Arabian Monetary Agency (SAMA) and provide the concerned authority of the Ministry of Haj with the IBAN number according to the following:

(A) Rules and instructions

- Accounts would be opened in Saudi Riyals only.
- The purpose of opening the Bank account is confined to the Haj purposes only and all deposits should be in the name of the organizers only.
- That the source of the money transferred to the bank account is the country of the organizer only.
- The payment from the account will be through cheques.
- Not to transfer cash money or any valuable metal with the Hajis to be used for the purpose of payment of business of organizer.
- The deposit in the account of the organizer would be vide transfers issued from a bank in the country of organizer provided that the transfer would include name of official of the organizer and the purpose of the transfer is for the purpose of expenditures of the organizer for the Haj cause only.
- Not to accept any money transfer coming to the account from abroad from a country other than the country of the organizer and not to accept the money transfer arrive from inside from the accounts other than the officials of the organizer.
- Deposit in the account is permissible vide collection cheque drawn in the name of the organizer from a bank in the country of the organizer only.
- It is allowed to open the account for a period of ten months from 1<sup>st</sup> Rabiul Thani of the Haj year to the end of the month of Moharram from the next Hijra year or end of the date specified by the account opening application provided that account closing date should not be earlier than middle of the month of Zula Hajja in Haj year and not exceed end of the month of Moharram from the next year. It is prohibited to operate the account after the end of the month of Moharram until the beginning of the month of Rabiul Thani for any reason except after the approval of Saudi Monetary Agency (SAMA).
- Excess amount in the account of the organizer will be returned in the end of Haj season (end of Moharram) to the Bank in the country of the organizer only on basis of request from the authorized ones provided that it is specified in the agreement of opening account.
- If the organizer desires the credit to continue in the same account to be utilized in the next Haj year, the account will be frozen in the end of the month of Moharram until the beginning of the next Haj season in accordance with what is conveyed by the Ministry of Haj concerning the specification of Haj periods.
- The approval of Saudi Monetary Agency should be obtained for opening these accounts after the completion of above bank conditions. The request has to be submitted to the Saudi Monetary Agency through the main center or general administration of the Bank.

- To operate the account of organizer in the next Haj year, it required from the Bank to collect the book from the Ministry of Haj containing the same details specified in the specimen form filled by the Ministry while permitted account opening and attach names of the Saudi individuals, companies and establishments with whom the organizer will deal in the field of accommodation, food and transportation and approval of SAMA is not required for re-operating of the same account in the next Haj year.

(B) Procedures for opening of bank account

- The attorney of the organizer will submit to the Moassasah a written official authorization confirming his authorization officially to carry out the procedures of opening the bank account of the organizer inside the Kingdom for Haj purposes only provided that the document would be stamped from the concerned authorities in the country of the organizer and attested from the embassy or post of the Kingdom in the country of the organizer.

- The attorney of the organizer has to furnish a list of the names of the Saudi individuals, companies and establishments whom the organizer will deal with in the field of accommodation, food and transportation and inform any change that occurs concerning their dealings with them in this regard.

- The attorney of the company, tourist agency will specify his preferable bank which is approved in the Kingdom and registered with National Tawafa Establishment. It is to inform that the authentic and licensed by the SAMA banks for this purpose are as following: Saudi banks (National Commercial Bank, Saudi British Bank, Saudi Fransi Bank, Saudi Hollandi Bank, Saudi Investment Bank, Arab National Bank, Al Bilad Bank, Al Jazirah Bank, Riyadh Bank, SAMBA Finance Group, (SAMBA) Al Rajihi Bank and Allnma Bank) and licensed branches of foreign banks are (International Gulf Bank, Dubai National Emirate Bank, Bahrain National Bank, Kuwait National Bank, Muscat Bank, Deutch Bank, B&B Breba, G.B.Morgan chase N.A., National Bank of Pakistan, State Bank of India, TC Agriculture Bankasi Bank).

- The attorney of the company will get an official letter from the Ministry of Haj addressed to the bank selected by him allowing him to open a bank account stating therein:( the name of the organizer in Arabic and English, computer number given to the organizer by the Ministry of Haj, specifying the concerned year of Haj, number of Hajjis, name of the authorized person or persons to enter, operate and run the bank account in Arabic and English as per the full name in the passport, their passport numbers, period of his operating , account number of the organizer in his country, name of the bank the source of the transferred money with whom the organizer deal in his country. A statement would be attached by the organizer including the names of the Saudi individuals, companies and establishments whom the organizer will deal with in the field of accommodation, food and transportation and inform any change that occurs concerning their dealings with them in this regard.

(C) Documents required to be attached while approaching the Bank:

- A copy of commercial registration or license issued to the organizer from his country attested by the Embassy or Post of the Kingdom in his country and Ministry of Foreign Affairs in the Kingdom.

- Copy of passports of those authorized to operate and run the account with its attestation from the Ministry of Haj.

(5) Abidance by accommodating the Hajjis as per the housing agreements authenticated by them. In case of change of Hajjis accommodation, it should be vide authenticated agreements and in the building fulfilling all requirements and preconditions.

(6) Conclude agreement with catering companies and establishments licensed in the Kingdom to provide food services to the company's Hajjis in Makkah Al Mukarramah, Madinah Munawwarah and Haj Holy sites in accordance with the health criteria issued from the competent authorities and as per the standard agreement format for the food services and other accompanying services with adherence to the following:

- The organizer has to abide the the formats of the standard agreements for food supply services as well as other accompanying services.
- Not to conclude any duplicate agreements varying from what has been approved and attested by the Ministry for the same of Hajis approved upon before.
- Not to cancel any agreement with his own single will after fulfilling the steps of attestation and entering into the execution phase. The organizer will bear the responsibility of all claims and accountability resulting in for violating the same.
- Abidance by entering into contract for the services accompanying the food service with concerned Tawafa establishment to provide service to their Hajis as per the format of the standard agreement for the services accompanying the food service.
- Abide by forwarding the complete file of each provider of service including all copies of the agreements concluded between the organizer and the providers of food services to the Hajis and also all copies of agreements concluded between the organizer and the National Tawafah establishment concerned to provide food services to the Hajis in addition to all copies of the legal papers and documents of the mutual agreements and all supplementary of the agreement and details to the Ministry for studying and attesting the same within a maximum period of end of the month of Shawwal every year.

(7) Abidance and emphasis on the Hajis under the arrangements of the company or tourist agencies to the following:

- Complete dedication for performance of Haj rituals and do not disregard the objective for which they have come for.
- Comply with avoidance of all the propagandistic activities, pamphlets and gatherings of political motives etc which divert attention of the Hajis from their religious devotion and performance of Haj ritual like organizing seminars, meetings marches etc., as well as distribution of pamphlets, printed materials, electronic materials, photos, banners and books etc. under any name whatsoever the reason may be, in compliance with the words of **Almighty Allah “there should be no obscenity, no outrage and no dispute in Haj.” Surah Al-Baqarah-verse:197.**
- Reiterating that the Government of the Kingdom of Saudi Arabia will not allow the Haj season to be politicized or to take activities and actions that cause disturbance of spiritual environment of this great religious ritual because these action have no connection with the religion at all rather this will bring bad name to the Hajis and divert their attention from performing the rituals and dedication to the prayers which is a very specific rite of Haj and that the Government of the Kingdom of Saudi Arabia when announces this, it would like all to be informed that it will not ever tolerate in this regard and the security authorities have tough instructions to prevent and stop any march or movement activity aimed at the disturbance of security, comfort and safety of Haj and Hajis and this will be dealt with a deterrent manner.

(8) Not conclude any service agreements with any authority or Tawafa establishment other than the establishment under which the nationality of the country, from where he obtained the license, falls. In case of violating the same, the organizers will bear the consequent legal actions specified by the Ministry of Haj.

(9) The operators are not allowed to have dealings with the non-Saudis with regard to the accommodation of Hajis. The agreement should be with the landlords, investors or lessors from Saudis directly and do not deal with the middlemen, brokers or contractors in this regard.

- (10) Not to practice the time share business, its marketing or acquisition of any right vide time share agreements other than the heir-ship method on the tourist real estate units located in Makkah Al Mukarramah and Madinah Munawwarah.
- (11) The Tour operators from (European and other) countries may conclude the agreements of transportation of their Hajjis with authorized civil aviation companies directly without any Saudi mediator.
- (12) The official attorney of the tour operator has to approach to conclude and finalize all contracts concerning him only and not depute or authorize Saudi nationals or residents in the Kingdom.
- (13) Not to organize arrival of Hajjis from the country other than one in which the permit has been issued to him.
- (14) Affixing of sticker (barcode) allotted to the organizer on the passports of their Hajjis before submitting them to the Embassy of the Kingdom in his country to obtain Haj visas.
- (15) Not to affix the stickers (barcode) on the arrival of Hajjis at airports of the Kingdom of in order to preserve the fast completion of Hajjis' arrival formalities with filling their information cards in the passports earlier.
- (16) The operator or his representative has to escort the Hajjis in all phases of Hajjis (on their arrival and departure at the entry & exit points and during their stay in Makkah al Mukarramah, Madinah Munawwarah, Holy Haj Regions and during their movements and follow up of patients affairs as well as affairs of those admitted in Hospitals and deceased ones) to provide necessary facilities, services and orientation to them. In case, the Hajjis arrive or proceed in batches; it is necessary that every batch or group should be accompanied by a representative authorized by the organizer bearing introduction card to facilitate the formalities and services of Hajjis belonging to the organizer and coordinating with the concerned authorities.
- (17) The attorney of the organizer should not be representing more than one operator and he is not allowed to arrange arrival of Hajjis except through one company. In case of violation, the operator bears the legal procedures issued by the Ministry of Haj.
- (18) The organizer has to submit a timetable for the arrival and departure schedule of his Hajjis to the Kingdom through an authorized aviation company and coordination with General Authority for Civil Aviation.
- (19) The operator should not organize arrival of any Haji possessing transit visa via the territory of the Kingdom of Saudi Arabia.
- (20) The organizer has no right to obtain visas for the Hajjis registered with him from outside the country from where he is permitted to organize the arrival of Hajjis.
- (21) The organizer has to conclude agreements for the accommodation of his Hajjis in Makkah Al Mukarramah and Madinah Munawwarah. It is also necessary to conclude agreements with the National Tawafa Establishment for providing service to the Hajjis in the Mashair Muqaddasah.
- (22) The organizer is assuming responsibility for payment of charges of Tawafa establishments services and transportation charges on behalf of their Hajjis through electronic channel for the external Hajjis and undertakes to make payment of charges for complete number of Hajjis coming under their arrangements to the Kingdom of Saudi Arabia as per the approved mechanism for the payment through

the electronic channel. The payment of these charges will be a precondition for completion of Haj visas issuing procedures. The organizer not abiding by the procedures of electronic payment for the services and transportation charges on behalf of their Hajjis will be considered completely responsible for suspension of Haj visa issuing process according to the instructions regulating the Hajjis' affairs.

**(23)** The organizer has to specify the transportation services of its Hajjis on the buses of General Car Syndicate and their required routs for complete journey ensuring matching of service package virtually with every Haji according to their arrival and departure points and dates of their housing agreements.

(24) The organizer has to coordinate and abide by the timings of arrival of Hajjis at the King Abdul Aziz International Airport, Jeddah and those proceeding to Madinah Munawwarah by Saudi Airlines to reach before the departure timings sufficiently and in case of their arrival after passing the fixed time, it is necessary to make new booking for proceeding to Madinah Munawwarah.

(25) Abidance by not hiring private buses outside the cover of General Car Syndicate.

(26) The organizer is not allowed to lease or waive the locations allocated by the Tawafah Establishment to the organizer in Mashaer Muqaddasah and in case of its proof, Tasreeh granted to the organizer will be cancelled finally.

(27) The organizer is not allowed to change the accommodation of Hajjis in Makkah Al Mukarramah and Madinah Munawwarah on the basis of which barcode and Haj visas have been obtained except after coordination with the respective Tawafah Establishment and taking approval of the Haj Ministry.

(28) The organizer has to make arrangements ensuring non-remaining or overstaying any of his Hajjis in the Kingdom after expiry of season and the organizer shall bear its responsibilities and consequences completely.

(29) The organizer is not allowed to bring the Hajjis registered with him except after completing required legal contract formalities and obtaining barcode stickers and in case of non-abidance, the organizer will be prevent from organizing the arrival of Hajjis form outside the Kingdom finally.

(30) The organizer has to abide by the arrangements of approved number of Hajjis. If he serves the number in excess of the fixed number, the organizer will be prevented from arranging the arrival of Hajjis form outside the Kingdom forever.

(31) Abidance by the timings of the arrival and departure of Hajjis accordance with the periods of accommodation for which the agreements have been made in Makkah Al Mukarramah and Madinah Munawwarah.

(32) In case of arrival and departure of Hajjis by Saudi Airlines, the organizer has to abide by the permissible weight as well as to pay charges of the excess baggage, if any, on departure and abide by sending the excess baggage of Hajjis by the cargo aircraft at their own expenses in case of non-acceptance of excess baggage by the Saudi airlines.

(33) The organizer has to conclude agreement with the Hajjis mentioning that the Haj visa is issued by the Embassy or Mission of the Kingdom in the country of the organizer and Hajjis (free of charge) and specify all the obligations between the two parties and levels of service agreed upon, type of accommodation and its nearness and distance from the Masjid Haram in Makkah Al Mukarramah etc. the Ministry of Haj will ask a copy of those agreements in case of occurrence of difference between the Haji and the organizer.

(34) No registration or approval of files of any company or tourist agency will be accepted without completion of what has been referred to above.

**(Thirdly): Timetables for implementation of organization of arrival of Hajjis through the tourist companies and agencies (PTOs).**

Sl No.	Activity	From	To
1	Registration of organizers in the computer system by the Office of Hajjis' Affairs as well as approaching of organizers to the Ministry of Haj and concerned Tawafa Establishments to submit the documents to complete the procedures of registration in the system, open the bank accounts and obtain "Tour Operator Card"	<b>1<sup>st</sup> Rajab 1435H (30.04.2014G)</b>	<b>15<sup>th</sup> Ramazan 1435H (12.07.2014G)</b>
2	Approved organizers have to approach the concerned Tawafa Est. National Adilla Est., Madinah Munawwarah and United Agents Office and General Car Syndicate to complete conclusion and registration of the legal agreements and service contracts required to obtain Haj visas.	<b>15<sup>th</sup> Rajab 1435H (14.05.2014G)</b>	<b>25<sup>th</sup> Shawwal 1435H (21.08.2014G)</b>
3	Last date for attestation and authentication of the Haj housing agreements in Makkah Al Mukarrmah and Madinah Munawwarah	<b>20<sup>th</sup> Shawwal 1435H corresponding to 16.08.2014</b>	
4	Last date to obtain Haj visas from the Missions of the Kingdom of Saudi Arabia abroad.	<b>25<sup>th</sup> Zul Qadah 1435H corresponding to 20.09.2014H</b>	

**The Ministry of Haj calls all Offices of Hajjis' Affairs and their organizers to the importance of the adherence to the timetables mentioned above and emphasizes on their organizers the same for presenting the service in a required way which will contribute in facilitating the procedures of arrival of Hajjis.**