

Un-official Translation from Arabic to English

**Kingdom of Saudi Arabia**  
**Ministry of Hajj and Umrah**  
Umrah Affairs Division  
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Subject: **UMRAH REGULATIONS FOR THE SEASON 1443 AH**

This Ministry is keen to enhance the level of services extended to the pilgrims in collaboration with private sector according to services regulations issued by Council of Ministers vide No. 93 dated 10/06/1420 and the subsequent amendments vide decision of Council of Ministers No. 439 dated 20/11/1435 and its executive regulations, for the Umrah pilgrims and visitors of the Prophet's Mosque arriving from abroad.

2. Please find enclosed a document on services regulations for pilgrims and visitors of the Prophet's Mosque, arriving from abroad, to be complied with during the Umrah season. It may be noted that the document will be updated periodically according to the developments and changes taking place during the Umrah season 1443 AH.

3. Please accept my complements and regards.

-sd/-

Dr. Abdul Aziz bin Abdur Raheem Wazzan  
Undersecretary for the Umrah Affairs

**For circulation to all Umrah Companies and Licensed Overseas Agents**

\*(the document for provision of services was prepared taking into consideration the regulatory and health protocols, and precautionary measures to prevent the spread of Covid-19 as per approval of competent authorities)

## **GENERAL OBLIGATIONS OF THE OVERSEAS AGENTS:**

- I. Continuous coordination with the Umrah company contracted with, for serving the pilgrims with all honesty and sincerity in accordance with the services regulations.
- II. Compliance with all regulations issued by this Ministry and other relevant authorities.
- III. Appraisal of pilgrims with all regulations and instructions issued by this Ministry and the concerned authorities, and all that is related to the conditions and regulations for the pilgrims coming to the Kingdom and the regulations for accommodation here.
- IV. No direct procurements or provision of services inside the Kingdom except through the Saudi Umrah Company contracted with.
- V. Compliance to transfer any funds related to service packages from the agent's account outside the Kingdom to the bank account of the contracted Umrah company.
- VI. Prior reservation (and that is before entry of pilgrims into the Kingdom) for the timing of performing Umrah through the automated system, and prior reservation for the visit to the Prophet's mosque/Roza Mubarak, in case the pilgrim program includes travel to Medina.
- VII. Compliance with the arrival schedule of the pilgrims to the Kingdom at the time specified for them in the programs under which the visas were issued.
- VIII. Provision of confirmed return (arrival and departure) travel tickets for the pilgrims.
- IX. Entering the pre-preparation data into the automated system for Umrah, at least 24 hours ahead of the arrival of the Umrah pilgrims, which must include confirmed arrival and departure flight data for each pilgrim with ticket numbers, specifying the arrival and departure port of the Umrah (airports, seaports and land routes).
- X. Provision of an awareness leaflet in the native language of the Umrah pilgrims, before arrival into the Kingdom, that shall include aspects (performing the rituals of Umrah

and visits to Prophet's mosque, accommodation regulations in the Kingdom of Saudi Arabia, Umrah regulations). It is to be prepared in coordination with the Saudi Umrah company contracted with.

- XI. Pilgrims shall be persuaded to wear identity cards on their arrival at the king Abdul Aziz International Airport in Jeddah or Prince Mohammad bin Abdul Aziz International Airport in Madinah, to make it easy for the concerned authorities to distinguish between them and other passengers coming on the same flights, so they may quickly identify them and provide services to them.

### **Time schedule for Umrah Season:**

Task	Date of Commencement		Date of Completion	
	Day	Month	Day	Month
Training/education of overseas agents	15	Zul Hijjah	30	Shaban
Contract with overseas agents	15	Zul Hijjah	30	Shaban
Issuance of Visas	15	Zul Hijjah	15	Shawwal
Entry of pilgrims into the kingdom	1	Muharram	30	Shawwal

\*It may be noted that last date for departure of pilgrims will be 30<sup>th</sup> Zul Qa'dah.

## **Regulations for Training/education of Overseas Agents for Work during Umrah Season:**

The overseas agents interested in providing services to the pilgrims will apply for training online through the portal of the Ministry of Hajj and Umrah (<https://umralicense.haj.gov.sa>), and they will adhere to the regulations mentioned in the portal. They will also attach the following documents:

1. Copy of their commercial registration attested by concerned authorities, as well as the embassy of Kingdom of Saudi Arabia in the country of the agent.
2. Membership of the IATA (International Air Transport Association). Overseas agents of some countries will be exempt from this condition, if working under a competent authority related to Hajj and Umrah affairs.
3. Copy of passport.
4. Complete address for communication/correspondence.

\*The Ministry of Hajj and Umrah retains the right to suspend or cancel an application, whenever it deems appropriate.

## **Contract Regulations between Saudi Umrah Establishments/Companies and their Overseas Agents:**

1. Abidance by the contract agreement between the two sides as per unified official specimen of contract approved by the Ministry. The contract specimen can be downloaded from the Ministry's online portal.
2. At least three copies of the contract shall be signed and stamped by both the parties.
3. The authenticity of stamps and signatures shall be verified by the Chamber of Commerce.
4. The agent's signature on the contract shall be verified by the competent authority in the country of the agent (Chamber of Commerce, Ministry of Tourism, Ministry of Commerce and the concerned authority in the Ministry of Hajj and Umrah).
5. The contract of the agent shall be verified by the diplomatic mission of the Kingdom of Saudi Arabia in the country of the agent.
6. The overseas agent will provide financial guarantee of 200,000 Saudi Riyals in favor of the Umrah company in the Kingdom of Saudi Arabia with whom it has contracted by following means: