«And complete the Hajj and Umrah for Allah» (*Surat al-Baqara*, verse no. 196).

Ministerial Resolution no. 68175/Q/M, dated 4/9/1427H

The Minister of Hajj:

Pursuant to the powers vested in him by law;

Pursuant to Royal Approval no. 975/MB, dated 13/2/1427H, of the recommendations of the Supreme Hajj Committee in Paragraph (4), stipulating: "To expedite the establishment of a unified organizational entity representing all Umrah companies and establishments to carry out reception and farewell services at the air, sea and land ports of entry at which Umrah performers arrive and to perform this role on behalf of those companies and institutions";

Under the provisions of Article 13 of the Statute on the Delivery of Services for External Umrah Performers and Visitors to the Prophet's Mosque, issued by the Council of Ministers Resolution no. (93), dated 10/6/1420H, and Article (58) of the implementing regulations of said Statute, issued by Ministerial Resolution no. 197/QM, dated 21/2/1420H;

And pursuant to the approval of HRH the Minister of Interior, by cable no. 68563, dated 9/8/1427H, of the implementing regulations of the company for the reception and farewell of Umrah performers;

Has hereby decided as follows:

I. Approve the implementing regulations of the company for the reception and farewell of Umrah performers, as attached;

II. The agency in charge of the Umrah affairs shall follow up on the implementation of the provisions of these regulations, and shall report whatever required to be carried out:

III: This Resolution shall be communicated to all concerned parties to take all legal measures to act accordingly.

Minister of Hajj

Dr. Fuad bin Abdulsalam Al-Farsi

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Chapter 1: Definitions

Article 1

The following terms and phrases used herein shall have the meanings assigned thereto unless the context requires otherwise.

1. **Kingdom**: The Kingdom of Saudi Arabia.
2. **Statute**: The Statute on the Delivery of Services for External Umrah Performers and Visitors to the Prophet's Mosque, issued by the Council of Ministers Resolution no. (93), dated 10/6/1420H.
3. **Implementing Regulations**: The implementing regulations of the Statute, issued by the Minister of Hajj Resolution no. 197/QM, dated 21/2/1420H.
4. **Ministry**: The Ministry of Hajj.
5. **Ministry Delegate**: The Ministry of Hajj delegate at the port of entry.
6. **Port of Entry**: The air, land or sea port of arrival or departure of Umrah performers to and from the Kingdom.
7. **Company**: The company assigned by the Ministry to provide reception and farewell services for Umrah performers at the ports of arrival and departure on behalf of licensed Umrah companies and establishments.
8. **Licensee**: Umrah company or establishment licensed by the Ministry to provide services for Umrah performers and visitors to the Prophet's Mosque in accordance with the Statute and the implementing regulations thereof.
9. **Umrah Performers**: Individuals and groups coming from outside the Kingdom of Saudi Arabia to perform Umrah rituals and visit the Prophet's Mosque pursuant to a contract for organizing Umrah trips concluded between the licensee and the foreign agency.
10. **Foreign Agency**: Any organization, office, company, or travel agency with which the licensee has contracted to organize Umrah trips for visitors coming from outside the Kingdom in accordance with the Statute and the implementing regulations thereof.

Chapter 2: License for Reception and Farewell Service Provision and Bank Guarantee

Article 2

A license shall be issued for the company that provides reception and farewell services for visitors and Umrah performers at the ports of entry on behalf of Umrah companies and establishments, pursuant to a letter of assignment from the Ministry to the company selected to carry out this service. Said company shall be responsible before the Ministry and other official agencies for providing reception and farewell services to Umrah performers and visitors, and shall be under the direct supervision and follow-up of the Ministry.

Article 3

The company shall provide an unconditional and irrevocable bank letter of guarantee in favor of the Ministry in the amount of SAR 500,000; said letter of guarantee shall remain valid throughout the term of the assignment, and shall not be cancelled except with the written approval of the Ministry, in order to ensure the company's proper performance of its duties in providing reception and farewell services in accordance with these regulations. This guarantee shall be treated in accordance with the provisions of Articles 52 and 53 of the implementing regulations of the Statute.

Chapter 3: Relationship, Liability and Duties of the Company before the Ministry, Official Agencies, and Licensees

Article 4

The company shall be held accountable before the Ministry and the relevant official agencies at the ports of entry for receiving Umrah performers and visitors from the time they arrive at the port of arrival until the moment the licensee receives and provides them with the required services in accordance with the details set out in Article (8) of these regulations. The company shall also be responsible for the Umrah performers at the port of departure from the moment it receives them from the licensee at the port of departure until their departure to their respective countries, in accordance with the details set out in Article (9) of these

regulations (including completing the procedures for reporting cases of overstaying and absconding within that period).

Article 5

The relationship between the company and the licensee with regard to the provision of reception and farewell services to Umrah performers shall be governed by the contract concluded therebetween pursuant to the unified contract form approved by the Ministry. This contract form shall define the duties, obligations and rights of each party pertaining to the provision of reception and farewell services for Umrah performers in accordance with the provisions of these regulations and those of the Statute on the Delivery of Services for External Umrah Performers and Visitors to the Prophet's Mosque, issued by the Council of Ministers Resolution no. (93), dated 10/6/1420H, and its implementing regulations. A copy of said contract shall be filed with the Ministry for reference if the need arises.

Article 6

1. The company shall deliver reception and farewell services to Umrah performers at the ports of entry around the clock, seven days a week, during the Umrah season extending from 1st Safar until the end of 15th Shawwal of each Hijri year.
2. The company shall provide an adequate number of employees in proportion to the numbers of Umrah performers and visitors at all the ports of entry detailed in Article 11 of these regulations, with a minimum of two employees at all times to ensure that services are provided in the best possible manner and to avoid overcrowding and delay of reception procedures at the ports of entry. The company shall be held accountable before the Ministry in the event of overcrowding, overstaying and bedding by Umrah performers at the terminals of the ports of entry whether at the times of arrival or departure due to failure or negligence on the part of the company and its employees.

Article 7

The company shall, in preparation for the reception of Umrah performers at the arrival port, carry out the following tasks:

1. Prepare and distribute the arrival flight schedules of Umrah performers at each port of entry to the shift supervisors therein upon obtaining the operating order from the licensee;
2. Ensure that the licensees provide vehicles for transporting Umrah performers at the air or sea port of entry prior to the arrival of the Umrah performers. In the event that the licensee fails to secure the necessary vehicles on time, the company shall provide transportation on its part, at the expense and account of the licensee;
3. Notify the licensee of any change in flight times upon the announcement of such delay by the air carriers and maritime transport companies at the arrival ports;
4. Provide the necessary office equipment at each port of entry, including premises for its employees equipped with all office requirements such as photocopiers, a fax machine, a computer with internet connection service, fixed-line and mobile phones for employees depending on the conditions of the port, drawers for keeping passport copies, and medium-sized handbags to deliver passports to the operations department at the company; a suitable signboard shall be placed to indicate the company premises at the port of entry;
5. Providing a uniform for its employees to facilitate their identification, and an identification card for each employee, together with mobile and wireless communication devices required to enable employees at the port of entry to perform the tasks assigned to them.

Article 8

The company shall carry out the following duties and tasks upon the arrival of Umrah performers at the port of arrival:

1. Receive and welcome the Umrah performers upon their arrival at the port of entry, inform and urge them to adhere to the program approved for each of them by the licensee and the foreign agency, and to comply with the departure dates, and indicate the penalties prescribed for violating the laws;
2. Affix the identification cards received from the licensee on the passports of the Umrah performers;

3. Distribute plastic wristbands or identification cards received from the licensee to the Umrah performers;
4. Ensure that the Umrah performers receive their luggage and guide them to the parking lots where the vehicles designated to transport them are waiting at the port of entry;
5. Obtain the signature of the licensee's representative on the record indicating that Umrah performers have moved to his care before getting into the vehicles designated to transport them;
6. Hand over to the licensee’s representative copies of the passports of the Umrah performers within 24 hours of their arrival and obtain his signature on documents proving receipt of same;
7. Provide vehicles for the transportation of Umrah performers in the event that the licensee fails to provide same at the port of entry upon coordination with the Ministry delegate at the port, notify the licensee of same, and claim the transportation fees from him.

Article 9

The company shall carry out the following duties and tasks upon the arrival of the Umrah performers at the port of departure and up to their final departure:

1. Coordinate in advance with the licensee to check the departure times of Umrah performers, and notify the licensee in the event of any delay or amendment of the dates of departure flights upon the announcement of such delay by the air carriers in order to avoid the overcrowding of Umrah performers at the port;
2. Receive the travel tickets from the licensee at least 24 hours prior to the scheduled date for the departure of the Umrah performers;
3. Receive the Umrah performers upon their arrival at the port of departure from the licensee’s representative pursuant to a receipt record to complete the procedures for their departure;
4. Hand over to Umrah performers at the air and sea ports their tickets and assist them to finalize their departure procedures at those ports;

5. Prepare a statement of the departing Umrah performers and stamp same from the passport department at the port to establish their departure and deliver a copy thereof to the licensee or his representative. Said statement shall be deemed as an approved official document by the Directorate of Passports as proof of the departure of Umrah performers until the electronic link between the relevant agencies is completed;
6. Coordinate with the Ministry delegate with regard to overstaying Umrah performers who have not departed for reasons unrelated to the company, and decide in conjunction with the Ministry delegate whether to accommodate or return them to the licensee. Any resulting fees of said action shall be claimed from the licensee.

Chapter 4: Optional services

Article 10

1. The company and the licensee may agree, under consensual contracts therebetween, to provide the company with additional services other than the reception and farewell services specified in the above articles; these may include the following:
   a. Provide transportation services for Umrah performers from the port of entry to their residence places on behalf of the licensee;
   b. Provide private transportation services (VIP cars);
   c. Provide a personal escort service for VIP Umrah performers;
   d. Provide a luggage and baggage transportation service for Umrah performers to Makkah and Madinah;
   e. Provide refreshments, water and snacks or any thereof upon the reception or departure of Umrah performers.

2. In the event that the licensee assigns the company to provide any of the additional services referred to in Paragraph (1) hereabove, this shall be carried out pursuant to a written assignment letter from the licensee precisely specifying the type of additional service required, the number of Umrah performers required to be provided with the additional service or services and the assignment period, upon the agreement of the two parties on the details of the service and the fees payable to the company for those additional services.

3. Fees and expenses for additional services shall be paid for separately from the fees for reception and farewell services and pursuant to the agreed-upon terms between the two parties.

Chapter 5: Approved Ports of Entry for Reception and Farewell of Umrah Performers

Article 11

Umrah performers shall be received and bid farewell at the following ports of entry:

1. Air ports (arrival and departure):

- **a.** King Abdulaziz International Airport in Jeddah (the northern and southern terminals and the Pilgrims' terminal halls);
- **b.** Prince Muhammad Bin Abdulaziz Airport in Madinah.

2. Sea ports (arrival and departure):

- **c.** Jeddah Islamic Port
- **d.** Yanbu Commercial Port

3. Land ports (arrival and departure):

- **e.** Halat Ammar Port
- **f.** Al-Raqi Port
- **g.** Salwa Port
- **h.** Arar Port
- **i.** Alab Port
- **j.** Khafji Port
- **k.** Al-Twal Port
- **l.** Al-Khadra Port

m. Al-Haditha Port
n. Al-Batha Port
o. King Fahd Causeway Port
p. Al Wadiah Port

4. Any other ports of entry that may be approved by the official authorities in the Kingdom to receive and bid farewell to Umrah performers.

Chapter 6 General Provisions

Article 12

1. The company shall maintain the confidentiality of the information contained in its databases and shall not disclose any statistics or data unless through official channels.
2. The company and its employees shall treat Umrah performers decently and tactfully, provide them with all services, and endeavor to speed up the completion of their procedures. It shall submit periodic reports to the Ministry on its dealings with the licensees contracting with the company and the competent agencies to ensure comfort for Umrah performers.
3. The company shall be held accountable, prosecuted and penalized for any violation of the provisions of these regulations or its failure to implement its obligations as stated in Articles 7, 8, 9, and 10 of the Statute and the supplementary articles thereof in the implementing regulations of the Statute.
4. The provisions of these regulations shall be complementary to the Statute on the Delivery of Services for External Umrah Performers and Visitors to the Prophet’s Mosque and its implementing regulations without prejudice to the provisions of these regulations and the interpretation of their articles.
5. These regulations shall enter into effect from the date of approval thereof by the Minister of Hajj.