

To: Dear all our valued Agent  
Gentlemen

السلام عليكم ورحمة الله وبركاته

With reference to the new instructions issued by the Ministry of Hajj on Wednesday, 11/07/ 1439h  
28/03/2018, which will be affected

Starting from the day on Sunday Dated 15/07/1439h, 1<sup>st</sup> April 2018 it will be as follows:-

- 1) The external agent will be suspended while exceeding (1%) the delay of the pilgrims for the duration of their actual program approved from the system and therefore will be the suspension of the State of the external agent and the Saudi company until the descent from the rate prescribed by the Ministry of Hajj.
- 2) The system of suspension of the external agent and the Saudi company and the suspension of the system will be applied to them for (48 hours) in the case of upload in the system of one record per day. (The difference of the Umrah program) And therefore the suspension of all external agents belongs to the Saudi company.  
For Example ( if the issuing hotel has a two-star reference number and is actually housed in a five-star hotel) Will be suspend for (48 hours).
- 3) As per the program which applied in the system for stay in Saudi Arabia with the duration of the program pilgrims approved in the system, ie what if the issuance of the reference number and the duration of their program on (5 days, 10 days, 15 days or 20 days, it will be the actual duration of his stay within the Kingdom of Saudi Arabia.
- 4) Requiring the external agent to change the actual and actual program of the Umrah after issuing the reference numbers through,(if system known as **Mkhas** and you have done). And will select the right hotels in Mecca and Medina and the carrier company within the cities of Saudi Arabia and determine the duration of the program of pilgrims.
- 5) Arrival the movement of checks in and check out of pilgrims from hotels, whether in Makkah or Madinah by means of the Saudi company through an application subject only to the Ministry of Hajj.(Meaning that you must cooperate with us in sending out the journey of arrival and departure), indicating the name of the pilgrim and the passport number.

We hope you will work together and do more in cooperation with us to get to safety and avoid the new implementation imposed by us and you as the Ministry of Hajj, following the steps:

Next steps:

- 1) **To approve the payment of electronic packages:**

**First point**

You should clarify hotel reservations in Makkah and Madinah, proper mentioned Dates of checks in and Check out of pilgrims in hotels and duration of its program within the Kingdom of Saudi Arabia and information of arrival and departure trip and internal transportation

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company within the Kingdom through the mobilization (1<sup>st</sup> point) And send it to us via the main e-mail of the company after its adoption by signing and stamping it by you.

**• Second point:**

send us confirmation of your booking hotels either in Mecca or Madinah (all levels)

**(Very compulsory must adhere)**

**• Third point,**

We will add the option of changing the program to the external agent through the system known as the known and the format to be able to the external agent to change the program and the actual and valid for the pilgrim or group and determine the duration of the program and the transit company in Saudi Arabia after the issuance of reference numbers and the same username and password available Which you have and will be downloaded to you effective from next Monday 16/07/1439h, 2/04/2018. All hotels in Makkah, Medina and transport companies will be available to you to choose the hotel and the correct and effective period for the Umrah. (Provided that the information entered is accurate and correct 100%) and we are ready to communicate with you to explain how the new program is changed.

**2) In the case of pilgrims arriving in Saudi Arabia:**

**(Very important must adhere)**

**• Fourth point:**

No external agent is allowed to send any pilgrim or group until after confirming all the arrival and departure notification information before the arrival of the pilgrims (48 hours) by filling out the form (2) attached to you indicating the number of pilgrims and evidence Arrival and Departure Tour.

**(Very important must adhere)**

• Fifth point: our requirement send out the journey of arrival and departure, which shows the numbers of pilgrims and their names and numbers of passports and all their movements within the Kingdom of Saudi Arabia, through the mobilization (Form No. 3) and printed on the papers of your esteemed company So that the representative of housing can enter the movement of the accommodation of the pilgrim through the new application of the system of the seat of the Hajj.

Mobile device will be applicable(Apple store)

: <https://itunes.apple.com/us/app/mutamer-housing/id1328395267?mt=8>

Android devices by: Google play

<https://play.google.com/store/apps/details?id=sejeltech.com.mutamerhousing&rdid=sejeltech.com.mutamerhousing>

We hope you will be able to understand our position to preserve the two entities and avoid the evaluation imposed on us and you follow up the Ministry of Hajj

Best Regards