

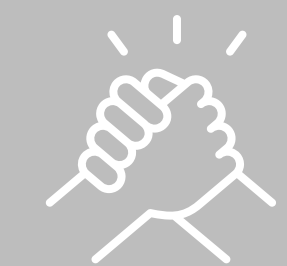
بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

“IN THE NAME OF ALLAH, THE MOST GRACIOUS, THE MOST MERCIFUL”



Stay Ready, Stay Safe

PRESENTED BY NOOR AL-FAJR



Supporting Your Journey

AGENDA

01.

PRE-DEPARTURE SAFETY MEASURES

Preparation & Prevention are the keys to a successful, healthy Hajj trip

02.

ON-GROUND SAFETY: KEY INFORMATION

Staying safe while traveling to the KSA, between cities and during the days of Hajj

03.

EMERGENCY CONTACTS AND IMPORTANT NUMBERS

If, Allah forbid, anything goes wrong, who should I contact?



PRE-DEPARTURE SAFETY MEASURES

Enrolling in STEP:


Smart Traveler Enrollment Program (STEP) is a free service to allow U.S. citizens and nationals to enroll their trip abroad so the Department of State can accurately and quickly contact them in case of emergency.



MyTravelGov



Enrolling in STEP:



Travel.State.Gov
U.S. DEPARTMENT of STATE — BUREAU of CONSULAR AFFAIRS

U.S. Passports

International Travel

U.S. Visas

Intercountry Adoption

International Parental Child Abduction

Replace or Certify Documents

Before You Go

Learn About Your Destination

While Abroad

Emergencies

[Travel.State.Gov](#) > [International Travel](#) > [Before You Go](#) > [Travelers with Special Considerations](#) > Hajj and Umrah

✔ Crisis and Disaster Abroad: Be Ready

Traveler's Checklist

✔ Safety and Security Messaging

Smart Traveler Enrollment Program (STEP)

✔ Traveler Information

Adventure Travel

U.S. Travelers in Europe

High-Risk Area Travelers

Pilgrimage Travelers (Hajj and Umrah)

Millions of people from around the world undertake the Hajj pilgrimage to Mecca every year. Umrah is a pilgrimage that can be completed at any time of the year.

Saudi Arabia's Ministry of Hajj and Umrah offers an [electronic portal](#) for Hajj registration and bookings. The portal allows for electronic Hajj visa applications and provides additional information, such as an FAQ page and awareness guides.

In order to participate in Hajj, U.S. citizens must have a permit issued through the Saudi Arabian Ministry Website. That rule applies whether you are visiting or living in Saudi Arabia. If you participate in Hajj without a permit, you may be deported, detained, fined, or banned from future visits to Saudi Arabia.

Refer to <https://hajj.nusuk.sa/> for all related information, including required vaccines and medical insurance, specific mobile apps needed to enter holy sites, and other details. Please also see the current [Travel Advisory and Country Information page for Saudi Arabia](#).

Note: Once you arrive in Mecca for Hajj, you must get permission from the Ministry of Hajj and Umrah to leave Saudi Arabia early, before the completion of Hajj.

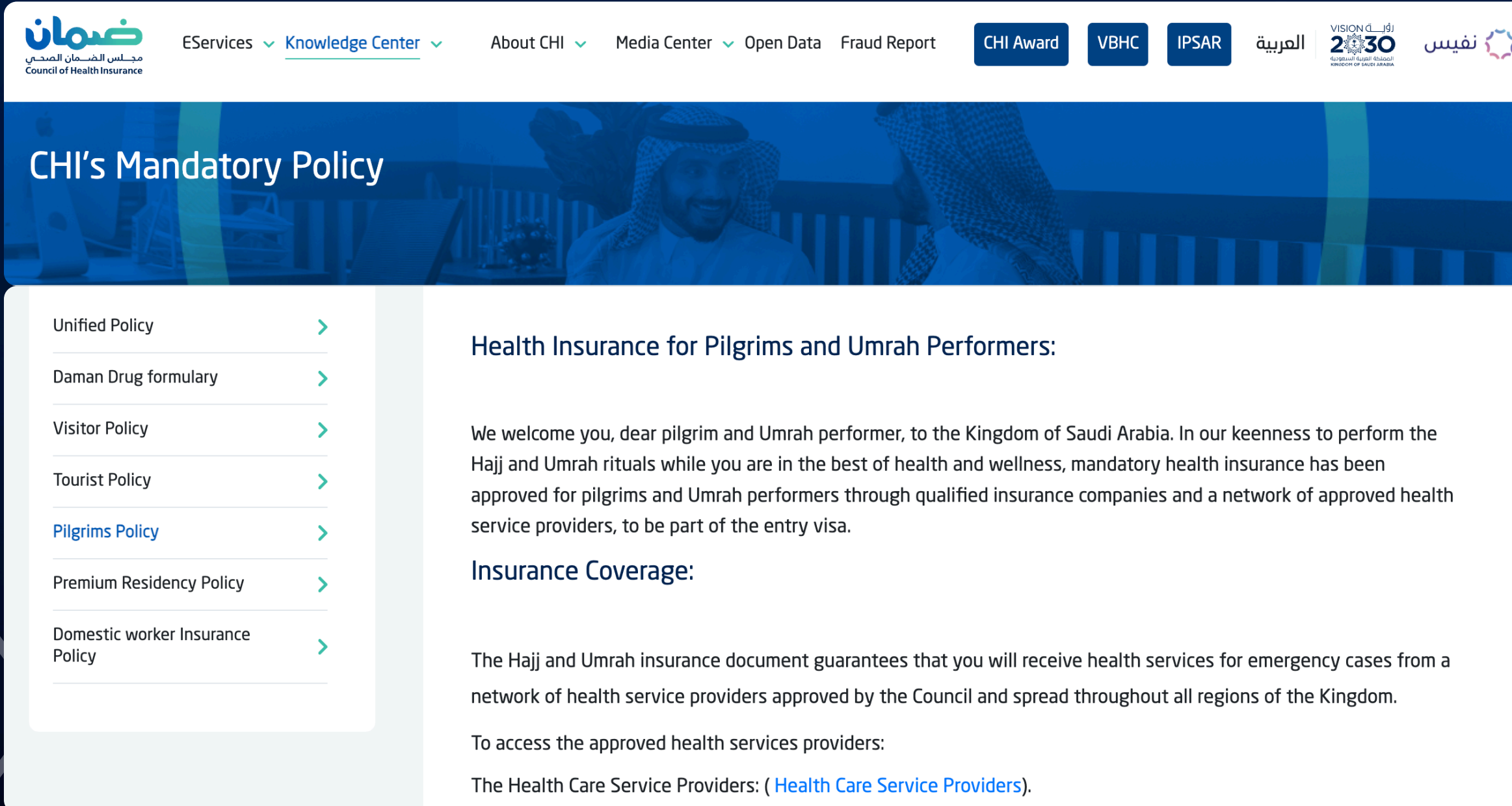
A square QR code with a white background and a black border, located on the right side of the page. It is intended to be scanned by a mobile device to access the Hajj and Umrah information page.



SUPPLEMENTARY MEDICAL INSURANCE :

Umrah & Hajj visas do include *limited* medical coverage

INFORMATION ON SUPPORTED SERVICES AND PROVIDERS CAN BE FOUND ON THE KINGDOM'S COUNCIL OF HEALTH INSURANCE WEBSITE.



The screenshot displays the CHI website's 'CHI's Mandatory Policy' page. The header includes the CHI logo, navigation links (EServices, Knowledge Center, About CHI, Media Center, Open Data, Fraud Report), and buttons for CHI Award, VBHC, and IPSAR. The main content area is titled 'CHI's Mandatory Policy' and features a sidebar with a list of policy categories: Unified Policy, Daman Drug formulary, Visitor Policy, Tourist Policy, Pilgrims Policy (highlighted), Premium Residency Policy, and Domestic worker Insurance Policy. The main text area is titled 'Health Insurance for Pilgrims and Umrah Performers:' and contains a welcome message, a paragraph about mandatory health insurance, a section on 'Insurance Coverage:' explaining the scope of services, and a link to 'Health Care Service Providers'.

CHI's Mandatory Policy

- Unified Policy
- Daman Drug formulary
- Visitor Policy
- Tourist Policy
- Pilgrims Policy**
- Premium Residency Policy
- Domestic worker Insurance Policy

Health Insurance for Pilgrims and Umrah Performers:

We welcome you, dear pilgrim and Umrah performer, to the Kingdom of Saudi Arabia. In our keenness to perform the Hajj and Umrah rituals while you are in the best of health and wellness, mandatory health insurance has been approved for pilgrims and Umrah performers through qualified insurance companies and a network of approved health service providers, to be part of the entry visa.

Insurance Coverage:

The Hajj and Umrah insurance document guarantees that you will receive health services for emergency cases from a network of health service providers approved by the Council and spread throughout all regions of the Kingdom.

To access the approved health services providers:

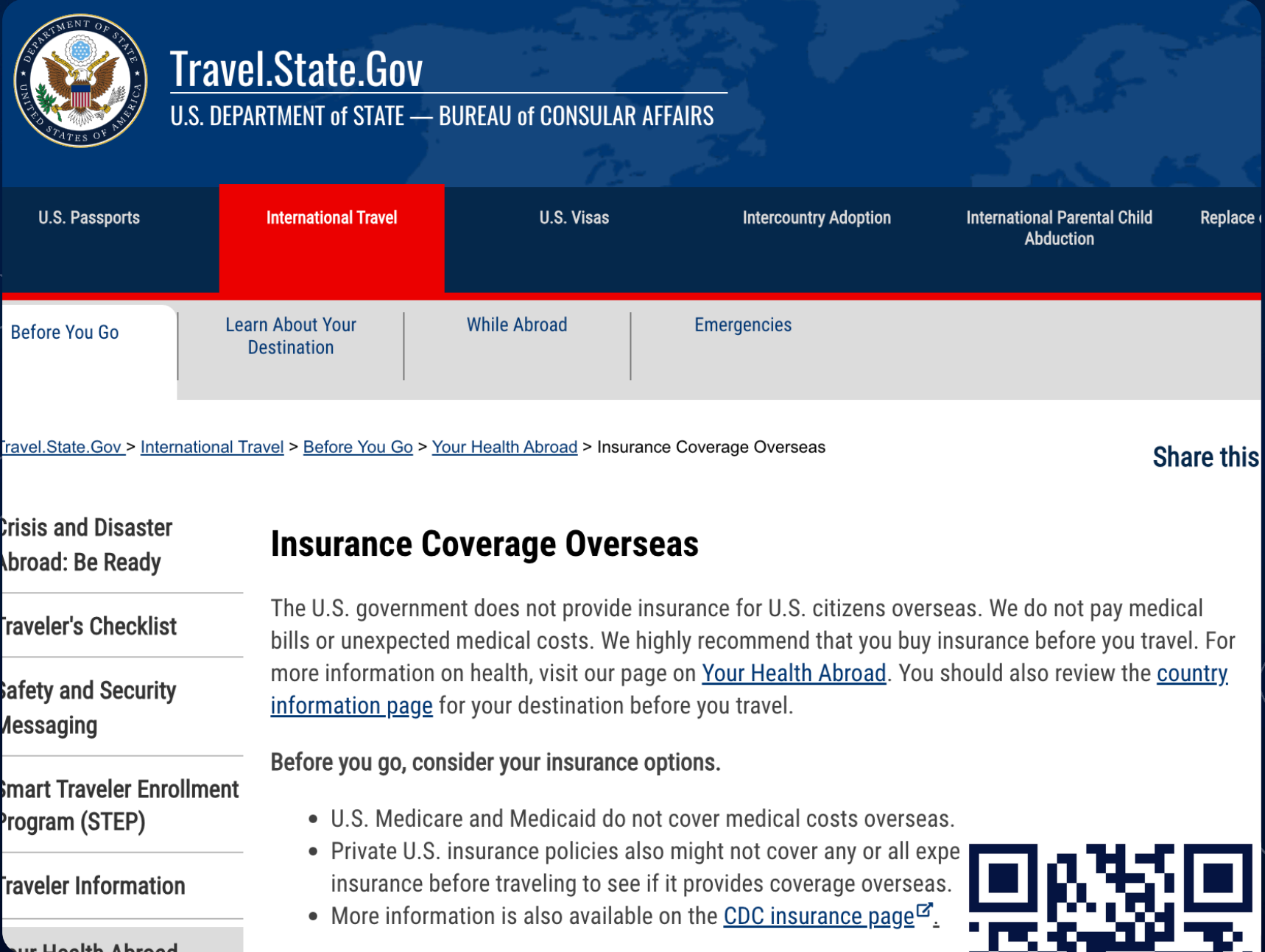
The Health Care Service Providers: ([Health Care Service Providers](#)).



Supplementary Medical Insurance :

If you have concerns regarding health coverage and would like to purchase supplementary insurance, many companies offer traveler's insurance.

The United States State Department Website has a list of tips you should consider when choosing a policy:



The screenshot shows the Travel.State.Gov website, U.S. Department of State — BUREAU of CONSULAR AFFAIRS. The navigation bar includes links for U.S. Passports, International Travel (highlighted in red), U.S. Visas, Intercountry Adoption, International Parental Child Abduction, and Replace. Below the navigation bar, there are links for Before You Go, Learn About Your Destination, While Abroad, and Emergencies. The breadcrumb trail reads: Travel.State.Gov > International Travel > Before You Go > Your Health Abroad > Insurance Coverage Overseas. The page title is "Insurance Coverage Overseas". The main content area states: "The U.S. government does not provide insurance for U.S. citizens overseas. We do not pay medical bills or unexpected medical costs. We highly recommend that you buy insurance before you travel. For more information on health, visit our page on [Your Health Abroad](#). You should also review the [country information page](#) for your destination before you travel." Below this, it says "Before you go, consider your insurance options." and lists three bullet points: "U.S. Medicare and Medicaid do not cover medical costs overseas.", "Private U.S. insurance policies also might not cover any or all expenses before traveling to see if it provides coverage overseas.", and "More information is also available on the [CDC insurance page](#)".

Travel.State.Gov
U.S. DEPARTMENT of STATE — BUREAU of CONSULAR AFFAIRS

U.S. Passports International Travel U.S. Visas Intercountry Adoption International Parental Child Abduction Replace

Before You Go Learn About Your Destination While Abroad Emergencies

Travel.State.Gov > International Travel > Before You Go > Your Health Abroad > Insurance Coverage Overseas

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Crisis and Disaster
Abroad: Be Ready

Traveler's Checklist

Safety and Security
Messaging

Smart Traveler Enrollment
Program (STEP)

Traveler Information

Insurance Coverage Overseas

The U.S. government does not provide insurance for U.S. citizens overseas. We do not pay medical bills or unexpected medical costs. We highly recommend that you buy insurance before you travel. For more information on health, visit our page on [Your Health Abroad](#). You should also review the [country information page](#) for your destination before you travel.

Before you go, consider your insurance options.

- U.S. Medicare and Medicaid do not cover medical costs overseas.
- Private U.S. insurance policies also might not cover any or all expenses before traveling to see if it provides coverage overseas.
- More information is also available on the [CDC insurance page](#).



Travel Papers Documentation :



- ✓ It is important to have several copies of your travel copies.
- ✓ Have a digital copy of your passport on your phone, and at least 2 paper copies (one on your person and one in your checked luggage).
- ✓ In addition, it is recommended that you add a label on the back of your passport with your phone number, in case of misplacement.
- ✓ Once your visa is issued, also have a digital and paper copy of your Hajj visa
- ✓ Saving a list of your emergency contacts as a digital/paper copy is also beneficial



ON-GROUND SAFETY: KEY INFORMATION

Upon Arrival

- Please note that throughout Hajj, you will notice authorities encouraging you to stick with your group; we also strongly encourage this
- Once you have passed immigration, please take a picture of your entry stamp and save it on your digital devices for safe keeping.
- Inshallah we'll be able to provide you with pictures of the new uniforms of Nusuk staff



During your Stay

- **Limit the amount of cash you bring with you.** Credit Cards (especially Visa) are widely accepted and ATMs are available everywhere
- **Be aware of scams/panhandling.**
- **Limit the amount of luggage you bring with you,** and keep track of your luggage during movements
- **Cabs/Taxis:** Agree on a price before sitting in a vehicle, Careem and Ego are taxi apps that can help avoid price gouging (We will talk about this later, but Kudai Shuttle buses will always be your safest option).

In the Holy Mosques

- **Tips to Mosque Workers/Staff** (no obligation)
- **Photography**: do not bring professional devices, and be considerate when using mobile devices
- **Apparel**: do not bring controversial or political apparel with you on this trip
- **Crowds**: be aware of exit points, and follow authority instructions for your safety and others.
- **Personal Items**: Keep your personal items limited and on you at all times

Health

- Pharmacies are available all around the Holy cities. Most will honor prescriptions written by your home country
- Disability services are extremely limited in the KSA; please be prepared.
- Hospitals are also present in Mina, in case of emergency
- Overall, the best option is prevention. Follow instructions provided by your guides, avoid direct sun exposure, stay hydrated





EMERGENCY CONTACTS AND IMPORTANT NUMBERS

Noor Al-Fajr Contact Information

KSA Number

(will only be available during your stay in the KSA):

+966567465451 or 0567465451

if dialing from a local number



Noor Al-Fajr Contact Information

Help-Desk Number: 1-888-899-5606



American Embassy

U.S. Consulate General Jeddah: (966) (12) 220-5000

Between **8:00 a.m.** to **5:00 p.m.** local time in Saudi Arabia, Sunday through Thursday, ask for the American Citizen Services Unit.

For emergency cases outside of those hours or during holidays, use the same numbers listed above to reach a duty officer for assistance.



Emergency Contact Information for Hajj Authorities

- The National Tawafa Company for Pilgrims of Turkey and Muslims of Europe, Americas, and Australia
Telephone: +966-920-012-013
Fax: 966-920-006-620
Website: <http://www.teaa.com.sa/>
Street Address: Mecca Al Mukarramah, Al Nuzha Road, near Alnuzha Bridge
- Health Affairs: 012-530-8812
- Lost Pilgrims: 012-530-8813
- Emergency Services: For all emergencies including ambulance service call 911.

Final Note

Inshallah, everything will go smoothly on your Hajj journey. The precautionary measures in place are not a sign of risk; instead, they serve as an additional layer of safety in case of emergencies.

May Allah bless and protect you throughout this sacred pilgrimage. Ameen!



THANK YOU

الْحَمْدُ لِلَّهِ رَبِّ الْعَالَمِينَ

Link Bio:



WhatsApp:

