

## Instructions for Transporting Pilgrims by Air

1446 AH / 2025 AD

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## CIRCULAR

**From:** President of the General Authority of Civil Aviation

**To:** All air carriers operating in the Kingdom and their Agents, Ground Handling Service providers, and Airport Operating companies, At the identified Airports for arrival and departure of pilgrims.

**Subject: The Instructions for Transporting Pilgrims by Air**

### **Introduction:**

By the Grace of Allah, and in accordance with the directives of the prudent leadership in the Kingdom, based on the Law of Transporting Pilgrims to the Kingdom and Returning them to their countries, issued by the Royal Decree (M/58) dated 28/12/1425H, and its amendments and its implementation regulations, and the Civil Aviation Law issued by the Royal Decree No. (M/44) on 18/7/1426H. In addition to all rules, regulations and instructions related to air traffic operations applied in the Kingdom of Saudi Arabia.

Based on the keenness of the transportation means and its integration of transportation patterns and logistical services, to provide full attention and care to the guests of Allah and ensure their comfort from the stage of their arrival to the Kingdom until their safe return to their homes, and to improve the quality of services provided to them and improve the performance of the entities related to serving the guests of Allah, and in implementation of Article 4 and 23 of the Pilgrims' Transport and Repatriation System—which stipulates that the General Authority of Civil Aviation shall issue the necessary decisions to implement the law, the General Authority of Civil Aviation issued instructions for transporting pilgrims by air and circulated them to all stakeholders related to serving the guests of Allah arriving and departing on flights to and from King Abdulaziz International Airport in Jeddah, Prince Mohammed bin Abdulaziz International Airport in Madinah, Prince Abdul Mohsen bin Abdulaziz Airport in Yanbu, and Taif International Airport in addition to any other airports that are officially designated to receive or depart the guests of Allah.

## (1) Requirements for Operation Requests:

Hajj flights operation requests should be submitted to GACA for regular or charter flights if it is a designated air carrier according to the provisions of bilateral agreements, which requires providing fair and equal operational opportunities to Air carriers participating in the carriage of pilgrims by both contracting parties. The above-mentioned rules apply to all requests whether owned or leased aircraft flights.

1-1- Applications shall be sent to the following address (hard copy):

**General Authority of Civil Aviation (GACA)**  
Air transport and International Cooperation Sector  
(Care of Executive Vice President of Air Transport and International Cooperation)  
P. O. Box 47360, Riyadh 11552 - K. S. A.  
Operation requests shall be sent to GACA, via e-mail to:  
[hud@gaca.gov.sa](mailto:hud@gaca.gov.sa)

1-2- All Hajj Flights requests including flights schedule must be submitted not later than Monday the 30<sup>th</sup> of Shawal 1446 AH – 28 April 2025, This is to finalize the procedures and allocate time slots at airports, and accordingly complete the requirements of the E Hajj of the Ministry of Hajj and Umrah and complete all services provided to pilgrims in sufficient time. GACA reserves the right to implement the instructions in the event that any request is submitted after the specified date, and it may be rejected.

1-3- The required documents:

- Foreign Operator Authority (FOA).
- Acceptance of Security Program (AOSP).
- Bank Guarantee (Housing and Catering Expenses).
- Bank Guarantee (Return of Pilgrims).
- (HUD-101) Form.
- Flight Scheduling
- Passenger Security System Compliance Certificate form (APP/PNR).

## (2) Flight Scheduling and Slot Allocation Procedures:

2-1- The arrival phase of Hajj flights commences from the first day of Dul'qa'dah (01/11/1446 AH – 29/04/2025 AD) until 23:59 (UTC) of the fourth of Dul'hijjah (04/12/1446 AH – 31/05/2025 AD), at 23:59 pm.

- 2-2- The departure phase of Hajj flights commences from the thirteenth of Dul'hijjah (13/12/1446 AH – 10/06/2025 AD) at 05:00 (UTC), Considering that the month of Dul'qa'dah is 30 days. Departure phase of Hajj flights ends on the fifteenth of Muharram (15/01/1447 AH – 10/07/2025 AD) at 23:59 (UTC).
- 2-3- The charter Hajj flights shall be distributed, taking into account the scheduled flights, over the arrival and departure periods according to the numbers agreed upon between the Ministry of Hajj and Umrah in the Kingdom and the Hajj Affairs Offices in the various countries, based on the capacity and time slots available at each of the airports approved for the arrival and departure of the Guests of Allah, taking into account the operational performance of the air carriers, including: the percentage of cancelled time slots, the percentage of unused time slots, and adherence to time slots during the previous Hajj seasons to determine the priority for each airline, provided that the air carriers display the approved schedules to the offices so that they can complete their contracts according to the requirements of the E path of the Ministry of Hajj and Umrah.

Flights will be distributed as much as possible according to the following mechanism:

#	Quota	Flights Distributing per phase
1	30,000 pilgrims and above	30 days
2	20,000 - 30, 000 pilgrims	25 days
3	Less than 20,000 pilgrims	20 days

- 2-4- All air carriers must distribute their flights as stated in paragraph (2-3) in an equal manner so that the entire phase (arrival and departure) is utilized, and commit to not condensing their flight schedule in the last ten days of the arrival phase or the first ten days of the departure phase, taking into account distributing daily flights over time periods that are consistent with the accommodation and operational capacity of the two airports, to achieve equality between carriers in allocating time slots.
- 2-5- The arrival and departure times of charter Hajj flights at King Abdulaziz International Airport in Jeddah and Prince Mohammed bin Abdulaziz International Airport in Madinah will be distributed in accordance with the distribution mentioned in the minutes of the meeting between the Ministry of Hajj and Umrah and the Hajj Affairs Offices, in addition to the possibility of pilgrims arriving on scheduled flights to Prince Abdul Mohsen bin Abdulaziz Airport in Yanbu, and Taif International Airport (for all air carriers), and to King Khalid International Airport in Riyadh, and King Fahd International Airport in Dammam (for national carriers only). Air carriers must coordinate with the companies operating the aforementioned airports in this regard, noting that the number of pilgrims on arrival and departure flights between airports must be balanced during the scheduling phase, taking into account ensuring coordination between the Hajj Affairs Offices and the air carriers in this regard so that the data of the pilgrims' flights is reflected in the E Path of the Ministry of Hajj and Umrah.

- 2-6- Air carriers participating in transporting pilgrims must submit Hajj flight schedules to the Hajj Flight Schedules Supervisory Committee at Matarat Holding Company via email (hajjcom@matarat.com.sa). If the flight schedules are approved, the following will be done:
- 2-6-1. Submit the flight schedule for King Abdulaziz International Airport to Airports Coordination Company Limited (ACL) via email (slots@acl-international.com), ensuring that it is sent in the correct format according to the required format specified in Chapter Six of the International Air Transport Association (IATA) Standard Schedule Information Manual (SSIM), including the arrival and departure stages, the operating date for each flight, its outbound and return number, the aircraft model and its seat capacity, as well as the call sign and aircraft registration. Air carriers must also conclude a separate operating agreement with the company operating the Hajj lounges at the airport before requesting time slots.
- 2-6-2. Submit the flight schedule for Prince Mohammed bin Abdulaziz International Airport to Tiba Airports Operation Company Limited via email: (slotcoordinator@tibairports.com), ensuring that it is sent in the correct format according to the required format, including the arrival and departure stages, the operating date for each flight, its outbound and return number, the aircraft model and its seat capacity, as well as the call sign and aircraft registration. For inquiries, you can call (+966148138040). Air carriers must conclude a separate operating agreement with Tiba Company before requesting time slots.
- 2-7- During slots reservation phase air carriers must consider the following:
- 2-7-1. Do not reserve more slots than their operational needs.
- 2-7-2. Do not double reserve slots in KAIA and PMIA for the same flight.
- 2-7-3. After the approval of the scheduling committee, applications for reserving time slots must be submitted within a maximum of “5 working days”. In the event of a delay, time slots will be approved according to availability.
- 2-8- Air carriers are not allowed to operate any flight (arrival / departure) prior to obtaining flight clearance issued by the authorized department in Air transport and International Cooperation Sector.
- 2-9- The validity of the time slots will be (one hour) in the arrival or departure, and if violation occurs, fines will be applied as shown in the appendix.
- 2-10- Air carriers shall issue confirmed round trip tickets for pilgrims, in accordance with the approved slots when Hajj flights clearance is issued.
- 2-11- The final Hajj flights clearance will not be issued to air carriers unless (arrival / departure) flight schedules are equal in term of seating capacity.
- 2-12- Late submission of operating requests, air carriers must accept the available time slots and adhere to them during operation.
- 2-13- Air carriers shall request slots for the arrival and departure phases, in accordance with the formula applied by the International Air Transport Association (IATA) which is the two-

part air carrier code (two letters or a letter and a number) with the aircraft code used and the type of service (LP for the arrival phase and PL for the departure phase).

### **(3) Terms and Conditions Governing Air Operation:**

Air carriers operating Hajj flights, whether they are operating by owned aircraft or leased shall comply with the following:

- 3-1- All requirements mentioned in (1-3) must be fulfilled.
- 3-2- Flight schedule must contain the following:
  - ICAO code.
  - IATA code.
  - Flight numbers contain four digits for charter flights and taking into consideration that flight numbers will not be repeated within 72 hours.
  - Air carriers will be held fully responsible in case of non-compliance.
- 3-3- Air carriers shall use the authorized aircraft by GACA.
- 3-4- Air carriers must adhere to the authorized arrival and departure times at each phase, taking into account the following:
  - 3-4-1- The aircraft may not remain in the airport apron for more than (2) hours during the arrival phase, and (3) hours during the departure phase. It may be permitted to remain for up to (4) hours for aircraft with a seating capacity of (400) passengers or more during the departure phase. However, in emergency cases such as weather conditions and natural disasters, the airport authority in the airport management (operations and scheduling) must be informed to officially prove this and take it into consideration.
  - 3-4-2- Technical delays due to inadequate aircraft maintenance or spare parts, or (Crew Flight Hour Restrictions) will not be considered as an emergency, the delayed airport form must be filled in and required documents should be attached.
  - 3-4-3- Air carriers must secure a fleet of aircraft to cover all slots allocated to them during the season, taking into account the availability of spare aircraft to avoid any obstacles or challenges (aircraft rotation or technical failures, etc.). Air carriers must not replace aircraft designated to operate the time slots allocated to them without obtaining prior approval from the time slot coordinator.
- 3-5- Air carriers or their agents must submit the following:
  - 3-5-1- A list of passengers' names (manifest) on regular and charter flights, indicating the type and number of the visa through the passenger security system (APP/PNR), and a printed copy of it to be delivered to customs, passports, the health monitoring center and the competent authorities (45) minutes before the flight's departure, provided that it includes all basic information such as (name, nationality, document number, gender and date of birth), and that it matches the data of the boarding pass issued to those passengers on the flight.

- 3-5-2- Air carriers must ensure that pilgrims hold valid traveling documents.
- 3-5-3- Air carriers are required to take all-necessary measures to verify and ensure the validity of visas, through the website of the Ministry of Foreign and affairs for visas, in the link below.  
<https://visa.mofa.gov.sa/visaservices/searchvisa>
- 3-5-4- Any pilgrims that arrives carrying an expired, forged, or non-existent passport or Hajj visa, or in violation of the instructions for issuing Hajj visas, the penalties required by the regulations and procedures will be applied, with the air carrier being obligated to return the passenger on the same flight or via an alternative airline to the country from which he came, within (12) hours of the pilgrim's arrival if the air carrier's negligence is proven.
- 3-5-5- The penalties required by the regulations and procedures will be applied in the event that a flight arrives without the correct and accurate data of all its passengers and crew being submitted in the passenger security system (APP/PNR).
- 3-6- Air carriers must operate its flights in its corporate capacity according to the authorization given to it, and in accordance with the schedules submitted by it and approved by GACA, which include the call sign, registration, aircraft model, date and times of arrival and departure at each stage, and no carrier has the right to assign its call sign and technical authorization to any other carrier.
- 3-7- Hajj carriage can be conducted on scheduled regular flights, only Air carriers which are operating regular flights not less than one year before current Hajj season will be allowed to carry pilgrims according to the following mechanism:
- 3-7-1. Air carriers shall submit their operational plan for scheduled flights to the airports through which pilgrims are permitted to be transported, specifying the number of scheduled flights allocated entirely to transporting pilgrims, the number of scheduled flights on which pilgrims are partially transported, and their approved numbers, according to the date specified in paragraph (1-2).
- 3-7-2. Transporting pilgrims on scheduled flights outside the Hajj flight operation time frame issued by the General Authority of Civil Aviation is considered a violation of the instructions.
- 3-7-3. Air carriers transporting pilgrims on scheduled flights to airports through which pilgrims are permitted to be transported are obligated to inform airport operations of the pilgrims' reservations, including their nationalities, numbers, and destination of arrival, not later than (48) hours before the arrival time.
- 3-7-4. In case of insufficient number of regular scheduled flights, additional Hajj flights can be requested to achieve state quota, within the period specified in paragraph (1-2).
- 3-8- GACA approval must obtain prior to carry pilgrims from another country (third Party) to Kingdom of Saudi Arabia according to the following:



- 3-8-1- When Saudi national air carriers and the concern country national air carriers are not willing to carry the pilgrims.
- 3-8-2- If there is no national air carrier in the pilgrims' country.
- 3-9- The air carrier must appoint an experienced and competent station manager who speaks Arabic and English, is familiar with air transport systems, and has full authority and ability to make decisions regarding the transportation of pilgrims to and from the Kingdom. He must be present at the airport upon the arrival of each flight until all passengers depart from the terminal, by being present (2) hours before the arrival time of the flights at the arrival stage in front of the terminals to receive and assist all pilgrims and record reports of lost baggage, and (6) hours before the departure of each flight to direct and guide all pilgrims and answer their inquiries, and follow up on the completion of their escalation onto the departing flights, according to the number that completed the travel procedures. He must do the following, for example, but not limited to:
- 3-9-1. Continuous coordination with airport operator directly, and immediately report remarks, flights delay, causes of delay and changes in flights schedule.
- 3-9-2. Be present at the Passports and Customs Office and the Ministry of Hajj and Umrah at the airport upon request to avoid and resolve any challenges related to the transported pilgrims.
- 3-9-3. Early coordination (24 hours) with the relevant departments at the airport, in the event that the arrival and departure times of the pilgrims differ from their confirmed reservations, in order to coordinate with the Ministry of Hajj and Umrah and other security and service agencies, according to their prior reservations, and to avoid errors in the pilgrims dispatch.
- 3-9-4. Inform airport operator officially and duty operation manager at air carrier immediately when an emergency occurred such as, a natural disaster, bad weather and political disorders, which lead to closing the destination airport, so that proper coordination must be made to avoid wrong pilgrims dispatch.
- 3-9-5. Air carriers can close their offices at KAIA and PMIA, or any other airports that are officially declared for arrival or departure of pilgrims, on the 15<sup>th</sup> Muharram every year, or after being sure that all pilgrims already departed.
- 3-10- The seating capacity of aircraft used in inbound, must be the same in outbound phase, to make sure that all pilgrims have been dispatched. However, any changes of the seating capacity of aircraft must be notified (48) hours ahead to airport operations, in order to update electronic dispatching schedule of Ministry of Hajj and Umrah to ensure full pilgrims dispatch.
- 3-11- Air carriers must be committed to carry pilgrims back on their flights, otherwise, GACA approval must be obtained.
- 3-12- Air carriers with more than (50) flights have the right to cancel (10%) of the total number of approved flights for the arrival and departure phase, and air carriers with (50) flights or less have the right to cancel (7%) of the total number of flights for the

arrival and departure phase, provided that cancellation requests are submitted to the companies and departments concerned with scheduling flights within a period of no less than (48) hours.

3-13- When it is necessary to cancel any flight during the departure phase, the air carrier must provide proof from the Ministry of Hajj and Umrah that there are no pilgrims departing on that flight, (48) hours before the flight time.

3-14- Air carriers are allowed to carry pilgrims holding visas of guests to the Government up to the 9th of Dul'hijjah on every Hijri year.

Note: keep supportive documents that the guests hold these types of visas.

3-15- Air carriers and their agents are obligated to secure the departure of any pilgrim who fails to travel to his country for a period not exceeding three months from the date of his arrival in the Kingdom.

3-16- Air carriers transporting pilgrims to/from The Kingdom of Saudi Arabia, shall assign a representative and an alternative to attend (pilgrims transporting act violation committee hearing), and (civil aviation act violation committee hearing), for all violations been detected by Violations Control Committee at the airports. Either representative or the alternative should be available at airports during the season and directly response to Violations Control Committee.

3-17- Air carriers must adhere to the provisions of the Saudi Aviation Information Manual (KSA AIP ENR 1.10) regarding the mechanism for submitting flight plans and accompanying navigation messages.

#### **(4) Security and Technical Requirements:**

4-1- Air operators listed in the EU ban list or those registered among the countries classified as second category by FAA, will not be permitted to operate in the Kingdom of Saudi Arabia unless passing GACA full inspection is conducted on the company. Reasons that cause this ban will be considered during the above-mentioned inspection.

4-2- Fulfill Aviation Safety requirements published on GACA website (Laws and Regulations – GACAR Safety Regulations - GACAR Safety Regulations (documents) - part 129 - operations: Foreign Air Carriers).

4-3- All documents related to foreign aircraft permit forms must be submitted to the Foreign Air Operations Department considering the sufficient time before the beginning of the Hajj season.

4-4- Air carriers intending to operate with a leased aircraft during the Hajj season must refer to the Aviation Safety and Environmental Sustainability Sector and submit all necessary documents at least (120) days before the specified date of operation to obtain the necessary technical licenses, while adhering to the following:

- 4-4-1. National and foreign air carriers that intend to operate a leased aircraft during the Hajj season are committed to the Universal Safety Oversight Audit Program (USOAP) and the Effective Implementation (EI) measure (+) for all member states of the International Civil Aviation Organization (ICAO), provided that the EI measure is not less than 80 percent, and that the date of issuance of the audit report must not be more than 6 years old.
- 4-4-2. Submit a copy of the rental contract specifying the type and duration of the rental, provided that the rental period covers the arrival and departure stages of the Hajj trips.
- 4-5- Air carriers intending to operate flights to the Kingdom, whether scheduled or charter, must submit their security program for their operations at the Kingdom's airports in accordance with Article (3.3.1) of Annex 17 of the International Civil Aviation Organization (ICAO), and the national security regulations of the Kingdom of Saudi Arabia stipulated within the National Civil Aviation Security Program, and submit it to GACA the (Aviation Security Sector) for review, approval and registration with this Authority before the start of the Hajj season.
- 4-6- Operation authorization by GACA shall only be valid for the same Hajj season and will be expired (5) days from the end of the season.

### **(5) Terms and Conditions for Transporting Pilgrims on Scheduled and Charter flights:**

- 5-1- Fulfill requirements of GACA Civil Aviation Economic Regulations.
- 5-2- After approval of the appointment, GACA has the right to oblige air carriers to provide a bank guarantee to return the pilgrims. The bank guarantee shall be submitted in favor of GACA from one of the approved banks in the Kingdom, provided by the air carrier or its agent licensed by the General Authority of Civil Aviation, equivalent to the number of pilgrims transported multiplied by the price of a one-way ticket from the Kingdom to the pilgrim's country according to the official (IATA) prices divided by (2), and the value of the guarantee shall not be less than (600,000) Saudi Riyals. GACA has the right to deduct from the value of this guarantee the costs of returning pilgrims who have not been committed to returning, the costs of transporting the remaining pilgrims' luggage, and any fines that may result from violating the instructions (the validity of the guarantee shall not be less than four months from the date of the end of the Hajj season).
- 5-3- GACA will hold (30%) of the bank guarantee until all financial obligations are cleared. The remaining amount of bank guarantee will be released upon the air carrier's request at the end of the season, coordination between concerned departments in GACA is required prior to release. In the event that the bank guarantee is insufficient, the amount covering the costs of returning the pilgrims or their housing or the value of the amounts referred to will be deducted from the agent's bank guarantee.

- 5-4- No entity allowed requesting GACA to deduct any amounts from the bank guarantee amount due to any contractual disputes between the contracting parties.
- 5-5- GACA may calculate the value of the bank guarantee based on the air ticket market price for air carriers with high (OTB) record who had complied with the Hajj instructions during the previous Hajj seasons.
- 5-6- GACA has the right to liquidate the bank guarantee to cover alternative aircraft cost in case of failure to operate two flights in row, unavailability of aircraft or unjustified late departure by liquidating the bank guarantee to cover the costs.
- 5-7- Air carriers or their agents operating Hajj flights (regular or charter) must provide a bank guarantee not less than 100.000 S.R. and not more than 200.000 S.R. to GACA issued to the Ministry of Hajj and Umrah, to cover housing and catering expenses in case of late departure or no departure. Bank guarantee shall be restored to original amount if used totally or partially by air carrier or agent. According to the Law of transporting pilgrims and return them to their countries, bank guarantee amount will be determined as the following:

<b>No. of Pilgrims</b>	<b>Bank Guarantee Amount</b>
500 Pilgrims and less	100.000 S.R.
501-2000 Pilgrims	150.000 S.R.
2001 and more Pilgrims	200.000 SR.

- 5-8- Air carriers must conclude an agreement with one of the Ground Services Co. at KAIA and PMIA or any other airports that will officially be approved for Hajj operation to provide adequate workers and equipment including the services of Persons with Reduced Mobility.
- 5-9- The air carrier must have an agent approved by GACA who meets the requirements to carry out the agency's duties during the Hajj season, in a manner that achieves what is stated in paragraphs (5-2) and (5-3).
- 5-10- The agent must be sufficiently qualified financially, technically, and administratively, and this must be proven through documents approved by the competent authorities, and he does not have any financial claims on behalf of GACA, the companies operating airports, or any other parties.
- 5-11- The agent must provide the air carrier he represents with all rules, regulations and instructions issued by GACA, and the penalties resulting from violating them, or any dues to GACA.
- 5-12- The agent and carrier must submit a clear operational plan that includes the number of pilgrims transported, the number and type of aircraft used, seat capacity, maintenance programs and emergency plans, after obtaining the approval of the official authorities to transport pilgrims from the countries concerned.

- 5-13- Air carriers are not allowed to carry out commercial transport or operation (passengers/cargo) on empty Hajj flights during the arrival and departure phases except after the approval of GACA, with the possibility of transporting Zamzam bottles on these flights during the arrival phase after coordination with the relevant authorities at the airport, and adherence to what is stated in paragraph (6-5).
- 5-14- The air carrier agent shall be jointly and severally liable for all obligations stipulated in the Civil Aviation Law, the Law for Transporting Pilgrims to the Kingdom and Returning Them to Their Home Countries, the Economic Regulations for Air Transport Services, and the Regulations for Protecting Passengers' Rights issued by GACA, even after the termination of his relationship with the relevant air carrier. He shall ensure that there are no financial penalties resulting from operating Hajj flights before terminating that relationship, otherwise he shall be liable for paying the amounts of those penalties pursuant to Article (21) of the Law for Transporting Pilgrims to the Kingdom and Returning Them to Their Home Countries.
- 5-15- Air carriers, in the event of contracting with a hotel in Jeddah and Medina (and Taif and Yanbu if charter flights are allowed to operate through their airports), to house and provide pilgrims with food in the event of a delay in departure flights, must provide the competent authorities (the Ministry of Hajj and Umrah branch in Jeddah Governorate, and the Ministry of Hajj and Umrah branch in Medina) with a copy of these contracts to be taken into consideration when housing and providing food for pilgrims is needed, provided that the contract between the carrier and the hotel includes "the hotel's commitment to provide alternative hotel accommodation of the same level and number of stars in the event that there are no vacant rooms in the primary hotel." Evidence of delivery of a copy of the contract to the aforementioned authorities must be provided.
- 5-16- It is necessary for air carriers operating charter Hajj flights to find someone who is fluent in the language of the pilgrims among their crew.

#### **(6) General Terms and Conditions:**

- 6-1- Operation requests shall not be submitted through a ground services agent.
- 6-2- Air carriers must coordinate with the Hajj Affairs Offices to ensure that all accompanying and shipped (weighed) personal luggage is in accordance with the specifications, sizes and weights permitted for transport during the arrival and departure stages, and to educate pilgrims through publications and visual materials regarding the requirements for accompanying and shipped personal luggage, especially prohibited materials and tools.
- 6-3- Air carriers must comply with the Updates on health requirements and guidelines for travelers to the Kingdom of Saudi Arabia, which are published via the official website of Saudi Ministry of Health and make sure that all pilgrims have the vaccinations

needed, all aircraft are committed to implementing vector control and medical clearance procedures, taking into consideration the following points:

- 6-3-1. Make sure that there is a proof that the pilgrims are vaccinated prior to boarding, as stated in the health requirements for those coming for Hajj.
  - 6-3-2. Make sure that chronic diseases card for the pilgrims contains all necessary information.
  - 6-3-3. Health education films must be displayed during the flight, In the most common languages.
  - 6-3-4. Make sure that aircrafts coming from countries targeted for extermination of disease vectors, are committed to fill out the health part of the General endorsement of the aircraft and providing the concerned authority at the airport with proof that extermination of vectors are completed.
- 6-4- Air carriers must adhere to the following points:
- 6-4-1 It is necessary to emphasize to all passengers on board its flights that the Saudi authorities do not allow the carrying of nutmeg, or any food, consumer, or luxury items that exceed personal use, otherwise the excess will be confiscated and destroyed or returned to the air carrier.
  - 6-4-2 Commitment to issuing a shipping policy for medicines, pharmaceutical preparations, medical devices and supplies, and food supplies imported for the use of pilgrims and for Hajj missions (that exceed personal use), and that their procedures be completed through shipping and not through passenger terminals and obtaining the approval of the competent authority.
  - 6-4-3 Air carriers must notify all Hajj Affairs Offices with which they contract to register media production equipment, cameras, live broadcasting devices (SNG), live broadcasting devices via the Internet, or other media materials (books, publications, flags, other printed materials) through the customs declaration form for this purpose at the arrival and departure stages and obtain prior clearance from the competent authority.
  - 6-4-4 Commitment to issuing a shipping policy for all supplies and media materials for Hajj missions and obtaining the approval of the competent authority.
  - 6-4-5 Commitment to having a license from the competent authority to import animals and plants accompanying the traveler, otherwise regulatory measures will be taken.
  - 6-4-6 Air carriers must notify all pilgrims carrying jewelry or cash equivalent to (60,000) Saudi Riyals or more to fill out the relevant customs declaration form during the arrival and departure stages.
- 6-5- Air carriers are allowed to transport Zamzam water based on what is approved in the E path of the Ministry of Hajj and Umrah, and according to the permitted quantity (one bottle per pilgrim) of the Custodian of the Two Holy Mosques Project for Zamzam Water, and it shall be packaged according to the specifications available with the

packaging contractor at the airport on empty flights at the arrival stage, or on the same departure flight or the nearest alternative flight. Air carriers shall also confirm to pilgrims during the completion of departure procedures not to load Zamzam water inside their luggage and bags, and it is strictly prohibited to leave Zamzam water bottles in the airport yard, Zamzam packages may be applied for purchase through the Nusuk platform.

- 6-6- Submit a statement to the General Directorate of Passports at the relevant airport, including (incoming flights, number of pilgrims and their nationalities) twenty-four hours before the arrival time, to take the necessary preparations and arrangements to complete the procedures.
- 6-7- All air carriers and local agents must comply with all provisions of the Passenger Rights Protection Regulations, including, but not limited to, provisions for flight cancellation or delay, loss, damage or delay of baggage, and the rights of customers with disabilities and limited mobility.
- 6-8- The air carrier shall provide the airport and the Ministry of Hajj and Umrah with the number of pilgrims who missed their departing flights if the information is available to it.
- 6-9- All companies operating airports in the Kingdom of Saudi Arabia, ground services companies, and air carriers operating in the airports of the Kingdom of Saudi Arabia, in the event of providing a passenger with no bag (group baggage shipment), must adhere to the following:
  - 6-9-1 To comply with the regulatory requirements as stated in Circular No. (19902/7) issued by the General Authority of Civil Aviation, dated February 26, 2024, and to comply with the operational requirements of the (Passenger with no bag) service in coordination with the airport operating companies.
  - 6-9-2 Compliance with the security requirements related to pre-checking of baggage for the “Passenger with no bag” service for Hajj and Umrah missions as stated in the circular referred to in the previous paragraph 6-9-1.
  - 6-9-3 Determine the flights to be served by the initiative when submitting flight schedules to the Hajj flight scheduling supervisory committee.
  - 6-9-4 Terminate the contracts related to the initiative with one of the companies approved by this authority before Shawwal 30, 1446 AH at the latest, and submit all necessary documents to the airport administrations.
  - 6-9-5 The presence of the airline representative during the pre-check-in process at the premises of the “Passenger with no bag” service provider.

## **(7) Obligations of Companies Operating Airports Designated for The Arrival and Departure of Pilgrims:**

- 7-1- Following up flights scheduling according to GACA instructions.
- 7-2- Continuous coordination during the season with concerned departments to maximize the utilization of terminal's capacity.
- 7-3- Updating the actual seat capacity for each departing flight, to appear in the flight schedules of the Ministry of Hajj and Umrah, to avoid errors in pilgrims dispatch.
- 7-4- Equipping and operating information desks (platforms) in all airport facilities.
- 7-5- Ensure that the necessary systems and devices are provided to display the information required by passengers at airports, such as flight number, gate number, lounge number, delays, etc.
- 7-6- Commitment to the programs of GACA concerned with the traveler's experience, such as (the comprehensive evaluation program for the quality of airport services and the airport performance monitoring program).
- 7-7- Ensuring the provision of sufficient numbers of human resources (workers) during the Hajj season to provide pilgrims dispatch services and crowd management during the arrival and departure stages.
- 7-8- Ensure that the sorting gates designated for buses transporting pilgrims are activated and that an operations employee is present in the sorting area.
- 7-9- Commitment to the security tasks and responsibilities of the airport operating company as stated in the Airport Security Program.
- 7-10- Commitment to the security tasks and responsibilities included in the service provider's security program approved or accepted by the General Authority of Civil Aviation.

## **(8) Obligations of Ground Services Providers:**

- 8-1- Ensuring the provision of sufficient numbers of human resources (workers) during the Hajj season to provide smooth service during the arrival and departure stages and providing the equipment and mechanisms that serve the flights to achieve the service efficiently and effectively, according to the tasks contracted with the air carriers.
- 8-2- Continuous coordination with Hajj and Umrah Affairs Departments in government agencies and operating companies at the airport, assisting air carriers in their tasks, cooperating with the Ministry of Hajj and Umrah and security agencies in communicating with departing pilgrims if required, and providing representatives who speak the pilgrims' languages other than Arabic during the arrival and departure stages.
- 8-3- Keeping the documents for each trip for a period of (90) days at least from the date of the flight.
- 8-4- Providing assistance to people with disabilities and limited mobility (free of charge) and providing sufficient manpower and equipment.



- 8-5- It is prohibited to keep pilgrims' luggage or Zamzam water in the airport terminals after the pilgrims' departure.
- 8-6- Take the necessary measures to coordinate with health centers to transfer emergency health cases.
- 8-7- Coordinating with the airline regarding the re-booking of lost pilgrims inside the terminals in the event that pilgrims are lost at their gates, and notifying the Ministry of Hajj and Umrah, while intensifying guidance at airports.

### **(9) Conditions for Transporting Pilgrims of Gulf Cooperation Council (GCC) Countries:**

- 9-1- Air carriers operating from Gulf Corporation Council (GCC) airports to Hajj airports, must strictly inform their passengers, that Hajj permit is strictly required to perform Hajj. In case of any passenger not holding Hajj permit wear "Ihram" during the flight, Saudi authorities will deport him on the expense of the same air carrier.
- 9-2- All air carriers transporting citizens of the Gulf Cooperation Council (GCC) must ensure that the Hajj permit matches the Gulf traveler's document (card or passport) before transporting them from external stations in the Gulf States, provided that the Gulf traveler's departure is based on what is written in the Hajj permit and matches what is in the card or passport.
- 9-3- All air carriers carrying citizens of the Gulf Cooperation Council countries (GCC), starting from the end of the fourth day until the end of the ninth day of Dhu al-Hijjah, and when transporting any Gulf passenger to King Abdulaziz International Airport, Prince Mohammed bin Abdulaziz International Airport, Prince Abdul Mohsen bin Abdulaziz Airport in Yanbu, or Taif International Airport, must take the following measures:
  - 9-3-1. The passenger shall sign, before completing the boarding procedures, a declaration stating that he has not obtained a Hajj permit, or that he has performed Ihram on board the plane or after its arrival.
  - 9-3-2. If the flight attendant notices any passenger wearing Ihram on board the aircraft, the flight attendant must prepare a (status report) that includes the passenger's name and seat number to prove the incident, signed by the report preparer and the head of the flight attendant crew.

### **(10) Conditions for Transporting Temporary Labor for Hajj Services:**

Air carriers and ground handling companies in need for temporary workers for Hajj services for their operations at airports must coordinate with the Air Transport and International Cooperation Sector at the General Authority of Civil Aviation five months before operating Hajj flights, and adhere to the following:

- 10-1- The arrival of seasonal labors only at KAIA, PMIA.
- 10-2- The holder of a temporary work visa for Hajj services is allowed to enter the Kingdom from the (fifth) day of the month of Shawwal until the end of the month of Dhul-Qi'dah of each Hijri year, and the period of residence shall not exceed the end of the month of Muharram. The visa applicant shall bear the costs of returning those who come to the Kingdom outside the specified period, on charter and scheduled flights.
- 10-3- Adherence to the provisions of Paragraph (2) of Article Sixteen of the Regulations for Temporary Work Visas for Hajj and Umrah Services issued by Cabinet Resolution No. (271) dated 28/03/1446 AH, which states: "The holder of a temporary work visa for Hajj and Umrah services shall not be permitted to perform Hajj," and the penalties stipulated in the event of non-compliance with this will be applied.

### **(11) Penalties for Violating the Instructions:**

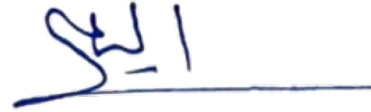
Non-compliance with these instructions, penalties will be applied in accordance with the Law for transporting pilgrims to the Kingdom and returning them to their countries issued by Royal Decree No. (M/58) dated 28/12/1425 AH, amended by Royal Decree No. (M/63) dated 23/09/1429 AH, and its executive regulations, and the Civil Aviation System issued by Royal Decree No. (M/44) dated 18/07/1426 AH, as well as all Laws, regulations and instructions related to air operations in the Kingdom of Saudi Arabia.

### **Conclusion:**

Air carriers operating Hajj flights must strictly adhere to these instructions during the arrival and departure phases and ensure that flights are scheduled and time slot numbers are approved in accordance with the procedures stipulated in the instructions, in order to ensure the smooth flow of air traffic and to ensure air safety, as well as to fully commit to returning pilgrims according to their return flight schedules without any delay or procrastination. It should be noted that in the event of any discrepancy in the interpretation of the provisions of these instructions, the Arabic text shall be taken into account, and in the event of any new developments that require reporting, their contents will be circulated in due course.

With our best regards,

**President of  
General Authority of Civil Aviation**



**Abdulaziz A. ALDuailej**

### Appendix

The number of fines of violating the regulations of transporting pilgrims to the Kingdom of Saudi Arabia and returning them to their countries stipulated in the articles mentioned in the table below issued by the Royal Decree No. (M / 58) dated 28/12/1425 AH, and its implementing regulations issued by H.H Minister of Interior No. (94334) dated 22/12/1431 AH.

#	Article No.	Violation	Fines in S.R.
1	11/1	Failure of a flight carrying pilgrims to arrive in the Kingdom within the specified time slot for arrival, taking into account the time allowed according to the time slot regulations followed by the General Authority of Civil Aviation, for each flight.	10,000
2	11/1	Failure to depart a flight carrying pilgrims from the Kingdom during the specified departure time slot, taking into account the time allowed according to the time slot regulations followed by the General Authority of Civil Aviation, for each flight.	15,000
3	11/1	No flight carrying pilgrims shall depart from the Kingdom within the specified departure time of more than twenty-four hours, for each flight.	Doubled from 15,000 to 30,000
4	11/2	Arrival of a flight carrying pilgrims to the Kingdom that is not part of the approved pilgrims' flight programs, for each flight.	20,000
5	12/2	Arrival of a flight carrying pilgrims to the Kingdom after the specified dates for the arrival of pilgrims have ended.	1000 for each pilgrim, with a minimum of 100,000 for each air transport
6	14	Departing/or attempting to depart from a flight designated to transport pilgrims from the Kingdom without obtaining a departure permit.	Not less than 20,000 and not more than 100,000 for each air transport
7	15	Assisting an air transport designated for transporting pilgrims to leave without completing the regular procedures.	Not less than 10,000 and not more than 50,000 for each air transport
8	16	Delay or failure by the air carrier or its agent to provide the statement of the pilgrims' names, nationalities, passport numbers, and other necessary data in accordance with Article Nine of the System.	Not less than 20,000 and not more than 50,000 for each trip