

## Hajj Client Guide

The following is a detailed list of items to be aware of when purchasing a hajj package. This list is in addition to our terms & conditions, which must be signed and completed before a package can be reserved.

Before we begin, please note that hajj is a difficult journey. There is a lot of walking and dehydration is a common occurrence. If your health is a concern, please do not travel to hajj. Please speak to your doctor before departing. Below is a list of tips to be aware of prior to departure. This will give you an in depth and honest perspective on the troubles you will face during hajj.

- Clients can only purchase Air for their hajj package from Jannat Travel Sales Rep.
- Air Tickets are distributed according to availability and may arrive at the destination prior to check in at hotel. They may also arrive up to 24 hours prior to beginning of package. There is a large demand for certain arrival times and Jannat Travel cannot guarantee preferred arrival times for any passengers.
- Transportation from Jeddah Airport to hotel is handled by the Saudi Government. The Hajj Terminal is quite large and the Meet & Assist staff cannot always make it to greet every client. Upon arrival please be certain of your hotel destination. Please be prepared to wait a minimum of 2 hours up to 10 hours. In total arrival at Jeddah airport until arrival at Makkah Hotel can take up to 16 hours. It is better to have a working Saudi Phone & Sim Card upon arrival. (They are available for purchase at the airport). You can call the Jannat Travel Emergency Line. Please always be aware of your Jannat Travel Package Number when contacting the Emergency Line.
- Medinah Airport is a shorter wait then Jeddah. However we recommend having an unlocked phone and purchasing a Saudi Sim Card upon arrival.
- Check in at all Saudi Hotels is at 4:00 PM. Please be prepared to wait patiently in the lobby until that time arrives. Often, the hotel rooms are not ready by 4:00 PM. During hajj the hotels are under great stress and have been known to deliver the rooms later than agreed upon time. Please be prepared to patiently wait for your room to be ready.
- Unless you have made other specific requests, such as a double room for you and your wife, you will be roomed with strangers. It is very likely that your roommates will have arrived at the room before you. Roommates may change on each portion of your trip. Please be respectful of your roommates at all times. Due to the lack of privacy, your items will be unguarded in the presence of your roommates. We suggest that you do not bring any valuables with you for your journey. You can check with the hotel if they have a safe for your items, otherwise the safety box in the room is to be shared between you and your roommates.
- If you order any incidentals from the hotel, then you are responsible to make payment to the hotel front desk prior to checkout. Jannat Travel does not cover hotel expenses incurred during your stay.

- Unless your departure from hotel is designated at an earlier time, Checkout is at 12 Noon. Please have all of your belongings out of the room. If Jannat Travel requests you to bring your luggage to the lobby, you can call the bellman to take your luggage or bring it down yourself. We always recommend that you go to the lobby to check on your luggage to make sure it is in the appropriate location.
- Jannat Travel is not responsible for lost luggage between Airport and hotel. **Please make sure you leave no medicine or valuable in your luggage.**
- Aziziah are “hotel style” or “apartment style” complexes located ten kilometers from Makkah Haram. Depending on your package, you may be in one of two buildings. Hotel Style buildings have the bathroom in the room. Transportation to and from the Haram can be difficult during your time there especially during 8-13 ZH. Unless you specifically paid for a Special Aziziah rooming request, all rooming in Aziziah is at random. You may be roomed up to six people in a room. If meals are served, then you are not allowed to take the meals up to your room. The aziziah is a developing area, it is not uncommon for the power to go out for hours at a time. There will be Jannat Travel Staff at the buildings. You will be provided a towel, soap and toilet paper. Towels can be cleaned on site and soaps and toilet papers can be restocked. However, supplies are limited and you should be aware of that. There is an abundance of restaurants and clothing stores within walking distance and taxis are in abundance. However, during 8-13 ZH taxis raise their rates. Also, do not leave the building complex unless you have a card with the address or have memorized a reference area you can direct any taxi to and then walk from said area.
- If you are in an economy program, then your departure to Mina will be in government busses. Government busses are provided one bus for every 100 people. In an effort to expedite your travels, you may be forced to stand on the bus for your travels to Mina, Arafat & Muzdalifah. If you are unable to stand, please notify a Jannat Travel employee. Please reserve all seats for the elderly and sick.
- Busses can be delayed for hours during manasek travels. Be prepared to wait several hours for your bus to arrive and during your journey. Busses can breakdown during your trip, please be aware of this fact. While the busses are always air-conditioned sometimes the a/c breaks down.
- Camps in Mina & Arafat are prepared by the Mutawif. Jannat Travel is not allowed to receive an allotment of camp space. While all camps are equipped with A/C units, they can break down. In addition, Ice can be in limited supply during this time. Saudi Government allots one square meter per person when establishing the camps. Expect your camps to be tight. There will be between 25 -50 other people in your tent with you, please be respectful of your roommates. Bathrooms in the camps are not of the best quality and often have a long wait. Mentally prepare yourself for this struggle prior to arrival at the camps.
- You are required to leave your hotel 8-12 hours prior to your flight departure time. Please be ready by then. Jannat Travel will inform you of your scheduled departure time 24 hours before departure. You will first be taken to the Mutawif office to pick up your passport and then will depart to the airport. There are often long delays at the mutawif office. Upon arrival to the airport you are on your own, you are expected to understand how to navigate the airport without our assistance.