



The Journey of Domestic Pilgrims

For the Hajj Season 1444H/2023

Interactive Guide

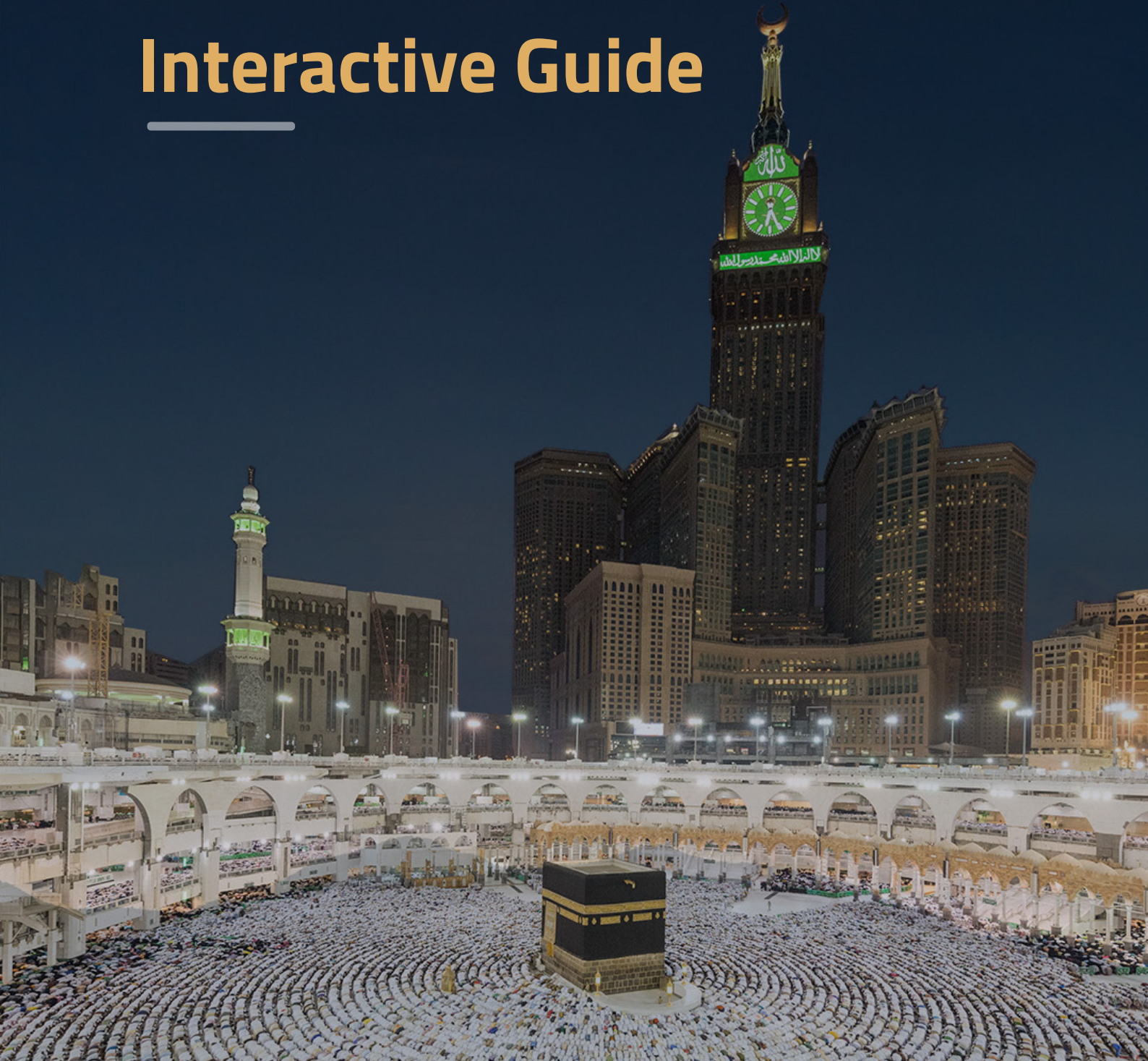


Table of Contents:

● Eligibility Requirements	01
● Terms of Registration	02
● Application Process	03
● Reservation Inquiries	08
● Reservation Cancellation Process	09
● Cancellation and Refund Policy	10
● Important Information	12
● Contact Information	14



Eligibility Requirements:

The following conditions must be met before applying for the Hajj of 1444H/2023

■ Citizen or Resident:

You must be a Saudi citizen or resident in the Kingdom of Saudi Arabia, and the eligibility requirements extend to mahrams and accompanying persons. Also, holders of other visas cannot be added.

■ Valid ID:

Saudi national identity card or residency card (Iqama) must be valid until at least the end of the month of Dhul Hijjah, and this condition equally applies to all mahrams.

■ Eligibility for Hajj:

- Those wishing to perform the Hajj for the very first time can apply directly through the Ministry's website or the Nusuk App.
- Starting from Ramadan 11, 1444H, those who wish to perform Hajj again (ONLY applicable to those who have not done so within the last five years) can also apply through the Ministry's website or Nusuk App.

■ Completed Vaccinations:

- COVID-19 Vaccine
- Meningitis Vaccine
- Seasonal Flu Vaccine

■ General Good Health:

Free of all acute, chronic, or infectious diseases.

■ Minimum Age:

The applicant must be at least 12 years (Hijri) at the time of application.



Terms of Registration:



Personal Registration:

It is NOT allowed to register through an intermediary or agent.



Registering with one mobile phone number:

Multiple accounts cannot be created with the same mobile phone number.



Registering the main applicant and accompanying persons within the same package:

Accompanying persons cannot be added to a different reservation from the main applicant's.



Application Process:

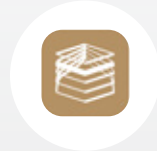
1 Create an account:



Via the website

LocalHaj.Haj.Gov.Sa

- Log in to the website
- Register through the website
- Enter the required information



Via the Nusuk App

- Log in to the Nusuk App.
- Select "New User"
- Enter the required information

Or you can use the National Single Sign-On service (NAFATH) to enter directly the Ministry's website or Nusuk app and register for Hajj.

Required information:

ID Number

Date of birth

Mobile phone number



Application Process:

2 Create a reservation:

First: Log in to create a reservation



Via the website

LocalHaj.Haj.Gov.Sa 

- Log in to the website
- Select "Create a New Reservation"



Via the Nusuk App

- Log in to the Nusuk App
- Select "Login"
- Select "Reservation" from the "Reservation Services"

Or log in directly to the Ministry's website or Nusuk app by using the National Single Sign-On service (NAFATH) to start your reservation.



Application Process:

2 Create a reservation:







Second: Choose the package

- Select the city of arrival
- Browse packages
- Click on the selected package to view the details
- Choose the package

Packages can be filtered and sorted according to:

- City
- Category
- Price
- Hajj Facility
- Means of arrival

Information available for each package:

-  Geographical location
-  List of included services
-  Address and contact information
-  Site and camp photos
-  Assembly areas
-  Timings

Application Process:

2 Create a reservation:

Third: Adding a mahram and accompanying persons (optional)

- Enter the national ID/Iqama number
- Enter the date of birth
- Select "Add"

Notice:

- The total number of accompanying persons does not exceed 13 individuals.
- Only one mahram per reservation.
- A mahram who does not have the right to perform Hajj can submit an exception request.



Application Process:

2 Create a reservation:

Fourth: Payment

Select the payment method:

First: Enter the bank account information.

Second: Select the payment method.

➤ Full Payment: 100%

➤ Partial Payment

First payment :

20% due within 72 hours of booking

Second payment:

40% due no later than 07/07/1444H

Third payment:

40% due no later than 10/10/1444H

2. Send request.

3. Receiving the payment number via the registered mobile phone number.

4. Payment.

Payment system:

- Electronic payment via the "SADAD" system.

Notice:

- A partial payment reservation cannot be created after 07/07/1444H.
- Failure to pay on time will automatically cancel the reservation.
- A separate invoice will be issued for each payment.



Confirmed Reservation:

Reservation is confirmed in the following cases:



Receipt of the reservation completion message on the registered mobile phone.



Reservation status appears on the user panel.

Reservation Management:



Via the website

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Via the Nusuk App

➤ Log in using the registered account or the National Single Sign-On service (NAFATH).

➤ Inquire about the reservation.

➤ Log in using the registered account or the National Single Sign-On service (NAFATH).

➤ Select "Reservation Management" From Reservation Services.

Available information for inquiry:



Main applicant and accompanying persons.



Package and Hajj facility information.



Successful billing and payments.



Reservation status (Confirmed/ Unconfirmed).



Reservation Cancellation Process:

Before issuing the permit:

Direct cancellation from



The Ministry's website

Or



The Nusuk App

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After the permit is issued:



First, cancel the permit from the "Absher" platform



Request to cancel the reservation from the Ministry's website or Nusuk App



Cancellation and Refund Policy:

Cancellation cases:

Before the permit is issued:

- **Full refund**

In the event of cancellation before 14/10/1444H.

- **Refund with the deduction of fees for electronic services**

In the event of refusal to issue the permit.

After the permit is issued:

- **10% deduction + service fees**

In the event of cancellation on 15/10/1444H until the end of Dhul Qi'dah 1444H.

- **100% deduction**

In the event of cancellation on 01 Dhul Hijjah 1444H onwards.

Exemption from deduction:

The amount is fully refunded when Hajj is not possible as a result of exposure to one of the following cases, after providing documented evidence:



Death of the main applicant or any other applicant included in the reservation



Infection with the Covid-19 virus after the date of 01 Dhul Hijjah



Criminal incidents



Any update to terms and conditions that may conflict with the reservation



Medical disability



Traffic accidents requiring hospitalization



Refund Process

Refund steps



Log in to the Ministry's website or Nusuk application.



Go to "Reservation Management".



Cancellation and refund request.

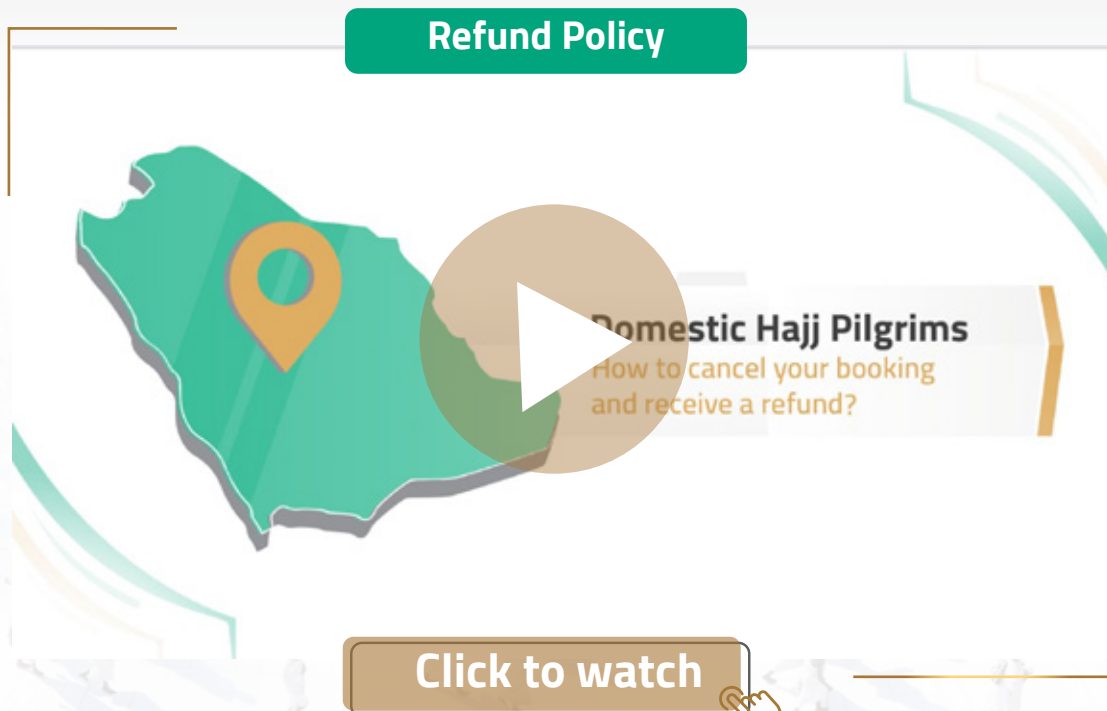


The amounts due are automatically refunded to the account entered in the user panel, after completing the legal procedures.

To view the refund policy:

- Log in to the Ministry's website or Nusuk application
- Choose "Reservation Management "
- Choose Cancellation and Deduction Policy

Or you can view the policy through the following video:



Important Information:



Ministry of Hajj and Umrah's Website

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Nusuk App



bit.ly/40wslvx



bit.ly/3M87Gif



bit.ly/3M7KS28



Awareness Guides

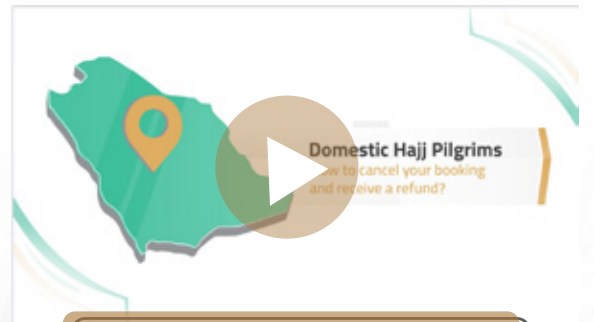
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Registration process for domestic Hajj pilgrims for the year 1444 H/2023



Click to watch

Cancellation and refund process for domestic Hajj pilgrims



Click to watch



Important Information:

Announcing the Opening of Applications for Domestic Pilgrims 1444H/ 2023

Reservation Platforms for Domestic Pilgrims

Steps of Applying for Hajj for Domestic Pilgrims

Priorities and Conditions of Reservation for Hajj 1444H/2023

Dates of Registration for Domestic Pilgrims 1444H/ 2023

Details of Hajj Packages for the Year 1444H/ 2023

Payment Options and Important Dates

Instructions When Paying for Your Hajj Booking

Refund Policy

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Twitter Account:

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