

مركز
توعية ضيوف
الرحمن



وزارة الحج والعمرة
MINISTRY OF HAJJ & UMRAH



Umrah

and Visit Guide

Umrah & Visit

A journey filled with
tranquility and faith



And filled with passion
and discovery

And prevailed by order
and regularity



Hello

Guest of the Most Merciful on a
visit to the House of Allah and the
Mosque of His Messenger, peace and
blessings be upon him



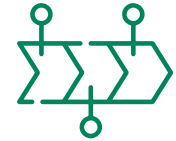
We place this guide in your hands to be your trusted companion on the journey of Umrah and visit, guiding you step by step, answering your questions, and ensuring that you perform your rituals with ease and peace of mind, in accordance with the approved regulations.

How to Use the Guide

This guide has been designed in an interactive style and chronological order. To gain the maximum benefit, we advise you to:

1. Follow the Path:

The guide is arranged chronologically (from preparation to departure). Read the section that matches your current stage.



2. Scan the Codes (QR Codes):

The guide is concise yet rich in digital details. Use your phone's camera to scan the codes to access maps, educational videos, and service applications.



3. Pay Attention to the Colors:

Texts that are colored or marked with [Warning] mean instructions (religious or regulatory) of utmost importance for the safety of your Umrah rituals and journey.



Virtues of Umrah:

Narrated by Abu Hurairah (may Allah be pleased with him), who said: The Messenger of Allah (peace and blessings be upon him) said:

«One Umrah to another
is an expiation for what is
between them.»
(Agreed upon).

If Umrah is performed in Ramadan, its virtue is even greater. Ibn Abbas (may Allah be pleased with them both) reported that the Prophet (peace and blessings be upon him) said:

«An Umrah in Ramadan is
equivalent to Hajj.»
(Agreed upon).

! (Warning: This equivalence refers to reward and merit, but it does not exempt a Muslim from the obligation of Hajj).



A journey in which you renew your faith,
supplicate to Allah in your prayers, deepen
your experience, and connect with the life of
the Prophet and his noble companions.

◆ Educational Pathways:

The Ministry of Hajj and Umrah provides diverse educational pathways through the Awareness Platform; reviewing them is recommended to enrich the experience.



Visa and Permit Procedures

1. Obtaining the Visa:

All Muslim visitors—regardless of the type of visa—require authorization to perform Umrah rituals and to visit the Prophet's Mosque. Visa issuance and package booking are available through the following channels:

◆ Nusuk Umrah Platform:

Offers a variety of Umrah service packages through approved service providers.



◆ Saudi Visa Platform:

Enables electronic visa issuance for a number of nationalities without the need to visit consulates.



◆ Authorized External Agent:

One of the approved channels authorized to submit visa applications on behalf of those wishing to perform Umrah –from eligible countries– to accredited visa-issuing authorities, in accordance with the regulations applied in the Kingdom of Saudi Arabia.

2. Umrah Permit:

An official permit must be obtained to perform Umrah before heading to the Masjid al-Haram. This is done exclusively through the (Nusuk) application.

Download the
Nusuk App Now



Preparing for the Journey:

◆ Jurisprudentially:

It is recommended to review the description of Umrah and its correct rulings.

Video: Description of Umrah



◆ Legally:

Ensuring the validity of the passport, insurance document, and vaccination certificates, and avoiding carrying prohibited items.

■ Description of Ihram:

◆ Clothing:

A man enters Ihram wearing an izar (lower garment) and rida (upper garment) (unstitched), and a woman wears whatever permissible and modest clothing she wishes (without adornment).

◆ Prohibitions:

Once in a state of ihram, cutting hair and nails, sexual intercourse, and its preliminaries are prohibited. (For details, refer to the ihram guide).

◆ Physically:

Taking the required vaccinations, consulting a doctor for chronic conditions, practicing walking before the trip, and drinking sufficient amounts of water.



◆ Intention and response:

The pilgrim brings the intention of Umrah to his heart (it is not required to pronounce it), then he begins the ritual by saying: (Labbayka Allahumma Umrah – Here I am, O Allah, for Umrah)..

◆ Prayer:

It is recommended to pray two rak'ahs after entering ihram.

◆ Bathing:

It is recommended to bathe and apply perfume to the body (not the clothing) before entering Ihram.

(Note: Whoever fears being unable to complete the rites due to illness or otherwise is recommended to make a conditional intention, saying: If I am prevented by an obstacle, then I will exit my state of ihram wherever You prevent me.).



Frequently Asked Questions

? Does the Umrah visa allow travel between cities of the Kingdom?

Yes, the Umrah visa allows free movement between all cities and regions of the Kingdom throughout the validity period of the visa. It is recommended to review the different destinations through the (Nusuk) platform.

? Is it possible to perform Umrah during transit trips?

Yes, passengers traveling via Saudi Arabian Airlines (with a stopover in Jeddah or Medina) are eligible for a transit visa that allows a stay of up to 4 days (96 hours) to perform Umrah, provided they have a confirmed booking for their final destination.



Helpful Tools:

Make sure to review the list of prohibited and restricted items before traveling to avoid legal accountability.

List of Customs Prohibited Items



Airport Arrival Procedures:

1. Important Instructions:

- ◆ Customs regulations must be observed and carrying any prohibited or restricted items must be avoided.
- ◆ Order and calmness are advised at the baggage claim area, and crowding should be avoided.
- ◆ When needed, do not hesitate to request assistance from the specialized staff present in the halls.



2. Handling Lost Luggage:

- ◆ **In case the luggage is not found:** immediately proceed to the (Lost and Found) office in the arrival hall and submit a report including a description of the bag, flight number, and contact information, and you will be notified as soon as it is found.



3. Essential Services:



Communications:

Outlets for selling SIM cards and internet packages are available in the arrival hall.



Payment Methods:

Electronic payment options are available (credit cards, Mada, Apple Pay), in addition to cash, across all stores and facilities in the Kingdom.

Arrival and Transportation:

1. From King Abdulaziz Airport in Jeddah to Makkah Al-Mukarramah:

Several options are available for direct access to the Al-Masjid al-Haram in Mecca:



حافلات مكة
Makkah Bus



UBER

◆ Haramain High-Speed Train:

The station is located in Terminal number (1).

Train Ticket
Booking



◆ Buses:

Direct shuttle transportation service.

◆ Taxis and Transportation Applications:

(such as: Uber, Careem, and approved taxi applications).

2. Transportation within Makkah Al-Mukarramah:

◆ Makkah Buses:

Cover a wide network of neighborhoods and reach the central area.

Makkah Bus
Routes



◆ Hotel Shuttle Transportation:

It is recommended to confirm service availability through the accommodation hotel.

◆ Taxis:

And smart transportation applications.

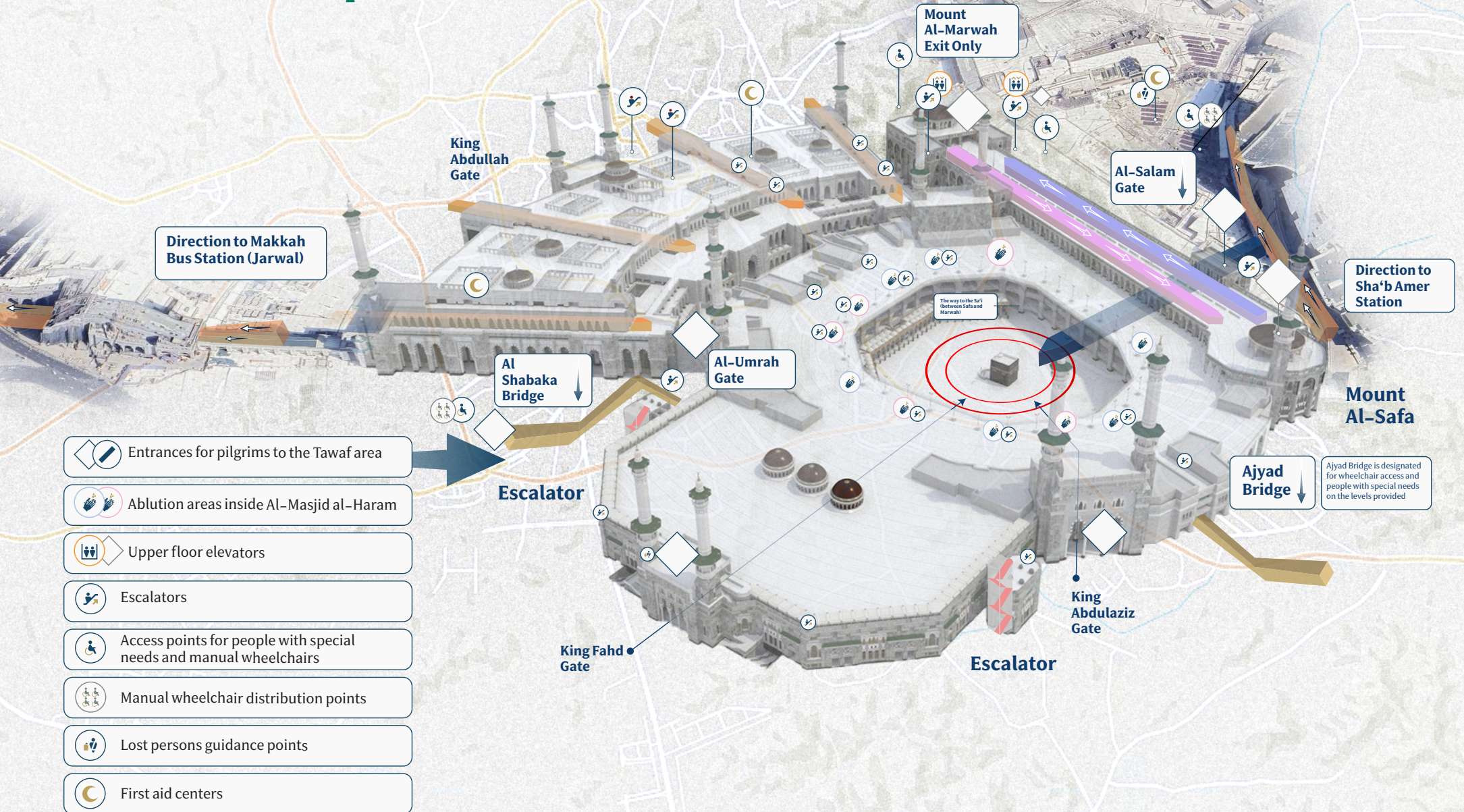
3. Travel to Al-Madinah Al-Munawwarah:

◆ Al-Madinah Al-Munawwarah can be reached via:

the Haramain High-Speed Train or direct flights to Prince Mohammed bin Abdulaziz Airport, or by land (by buses and cars).

! (Note: If you are part of a group affiliated with an Umrah company, please adhere to the transportation program approved by them.)

Movement inside the Haram (Interactive Map):



Declaration of intention (Niyyah) and Miqat boundaries.

◆ Timing of the Intention:

The pilgrim makes the intention for Umrah (in his heart) when aligning with the Miqat, then enters into the rite by saying: (Labbayka Allahumma Umrah – Here I am, O Allah, for Umrah)

◆ Ihram on the airplane:

If your arrival is first to Jeddah Airport, you must make the intention and wear Ihram on board the aircraft when it is announced that the plane is passing the Miqat.

Ihram Steps:

To learn about the details of ritual bathing (ghusl) and wearing ihram:

Video:
Ihram Steps



! (Note: Whoever fears being unable to complete the rites due to an obstacle or otherwise is recommended to make a conditional intention, saying: If I am prevented by an obstacle, then I will exit my state of ihram wherever You prevent me).



Access to the Mataf Courtyard:

◆ Entry controls:

The Mataf area (ground floor) is designated for those in a state of Ihram only, to facilitate the movement of those performing Tawaf.

◆ Main Gates:

Access to the Mataf courtyard can be through (King Abdulaziz Gate, King Fahd Gate, Al-Salam Gate, or Al-Umrah Gate).

! (Note: Some of these doors have two minarets above them to distinguish and identify them).

Services for the Elderly and Persons with Disabilities:

◆ Cart Tawaf:

The first and second floors are designated for Tawaf using wheelchairs and electric carts, and they are not permitted to enter the Mataf courtyard.

Electric Cart
Reservation Link



Performing Tawaf:

◆ The Place:

Tawaf may be performed in the Mataf courtyard or on the upper floors.

◆ Description of Tawaf:

Begin Tawaf in line with the Black Stone, move gently with the crowds, and avoid walking against the Tawaf direction or causing congestion.



Advice for Groups:

To ensure not getting separated, set a clear meeting point before starting such as the internal door numbers of the mosque.



Frequently Asked Questions



How long does performing Umrah take?



On foot:

From 2 to 3 hours (depending on crowding).



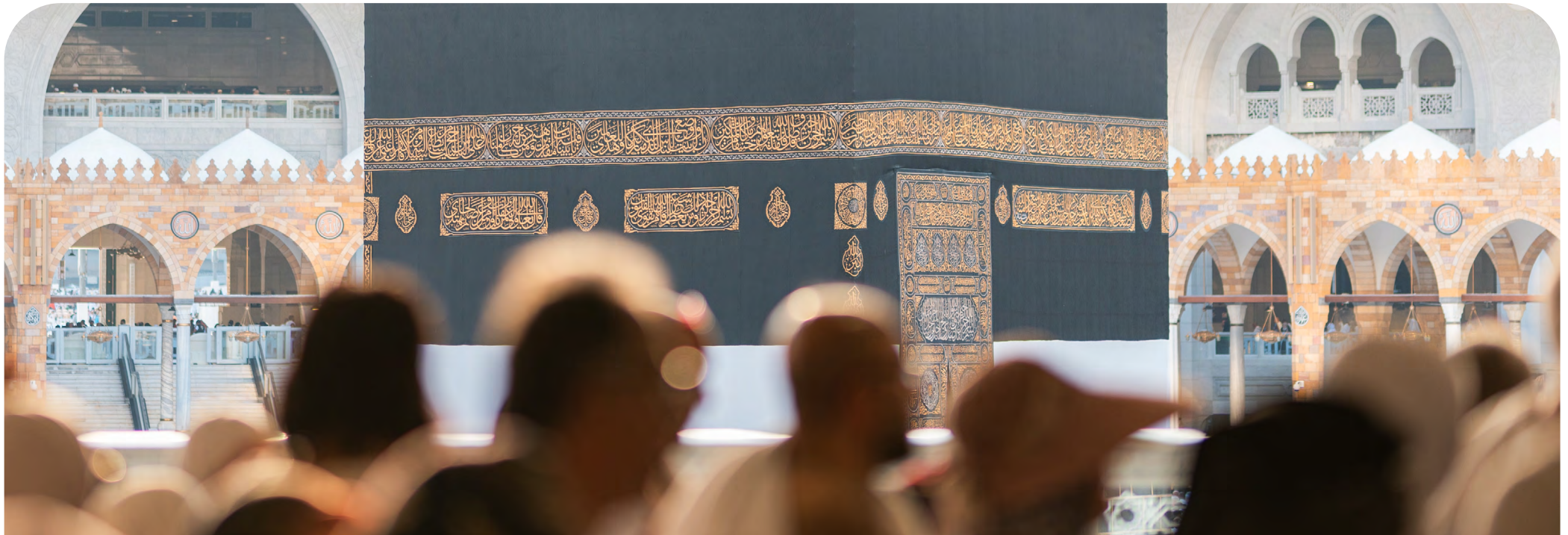
With electric carts:

From one and a half hours to two hours.



(Note: Waiting time to obtain carts may increase during peak times—such as Ramadan—by up to an additional hour.)

Complete Tawaf
Rulings



Access to the Sa'i Area and Performing Sa'i:

◆ Movement:

After completing Tawaf, continue walking with the flow of the crowd and do not attempt to move against the direction; follow the directional signs leading to the Sa'i area.

◆ Description of Sa'i:

Sa'i begins at Mount Safa and ends at Mount Marwah, and consists of seven laps (starting from Safa to Marwah as one lap, and returning as another lap.)

Allah Almighty says: (Safa and Marwa are among the rites of Allah.) (Al-Baqarah: 158)

Video: Description of Sa'i



◆ End of Sa'i:

The seventh lap ends at Marwah, and with it the rites of Umrah conclude, and exiting Ihram is recommended.



Exit from Ihram (Shaving or Shortening):

◆ After completing Sa'i, exiting from Ihram is required by shaving the head (for men) or shortening the hair (for men and women).

As an example of Allah Almighty's saying:
(You will surely enter Al-Masjid Al-Haram, if Allah wills, in safety, heads shaven, or hair shortened)

(Al-Fath: 27)



Frequently Asked Questions

◆ Post-Umrah Services

❓ Where can I shave my hair?

☰ Licensed barbershops are available in the outer courtyards of the Haram (the Marwah side), as well as in nearby shopping malls and surrounding hotels.

❓ Is it possible to shower and change Ihram clothes in the Haram restrooms?

☰ No, the public restrooms in the Haram are not designated for showering; one must return to their accommodation to bathe and change clothes.

Etiquette of the Two Holy Mosques:

The visitor must observe the sanctity of the place and adhere to the following manners:

◆ Entering and Exiting:

Enter with the right foot while reciting the supplication (du'a) for entering, and exit with the left foot.

◆ Greeting the Mosque:



In Al-Masjid Al-Haram:

Begin with Tawaf (for the pilgrim and the newcomer), or perform two rak'ahs of prayer.

◆ Prayer Rows:

Ensure straightening the rows and filling the gaps.

◆ Tranquility:

Maintain calmness and dignity, and avoid crowding.



In Al-Masjid An-Nabawi:

Performing two rak'ahs of prayer (Tahiyyat Al-Masjid).

◆ Prayer Areas:

Men and women should adhere to the designated areas for each.

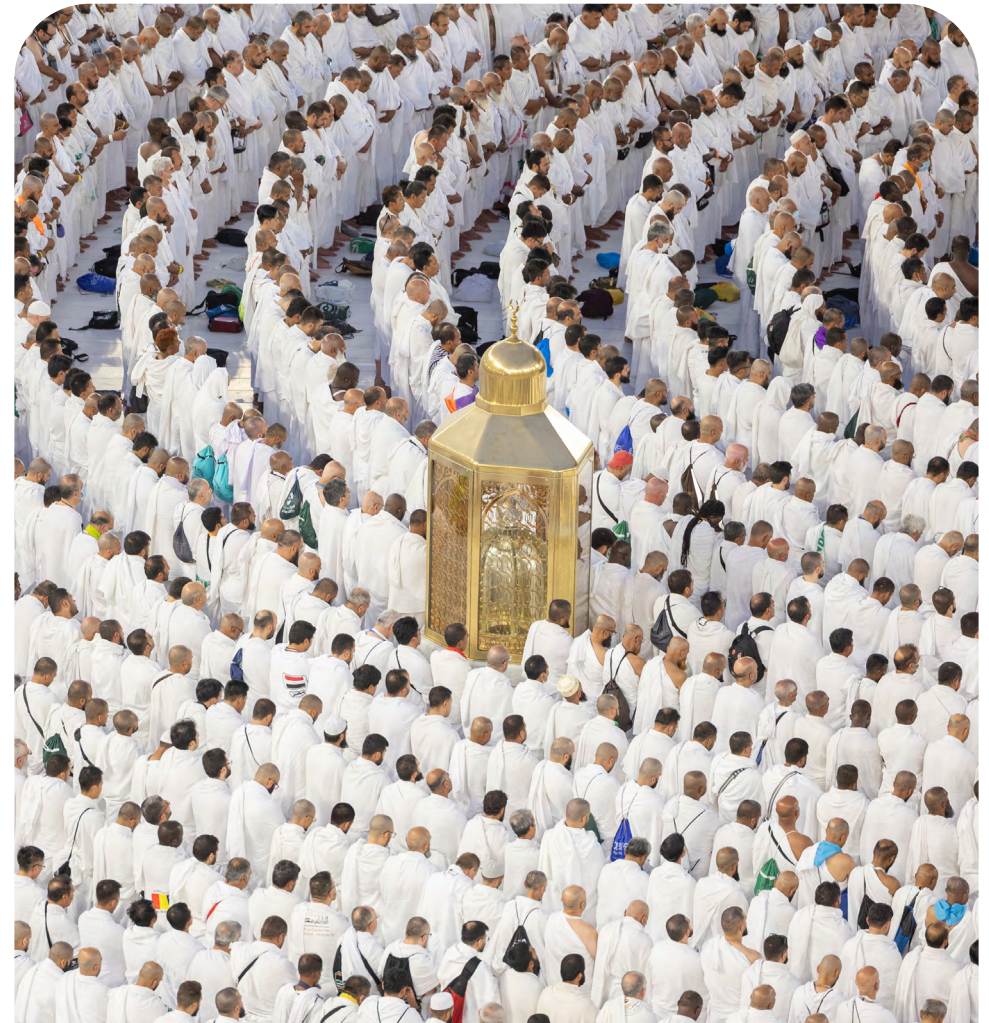
Important Conducts: Lowering the gaze and seizing the opportunity for acts of worship, and avoiding distractions from worship by taking pictures.

The Virtue of Prayer in Al-Masjid Al-Haram:

Narrated by Jabir (may Allah be pleased with him), that the Messenger of Allah (PBUH) said:

“A prayer in Al-Masjid Al-Haram is better than one hundred thousand prayers elsewhere.”

Reported by Ibn Majah



Key Services in Al-Masjid An-Nabawi:



Religious Awareness and Guidance:

Guidance booths provide answers to visitors' questions and offer jurisprudential guidance. (Phone contact: 8001111935).



Health Centers:

- ◆ **Bab Jibreel Center:** east of the mosque (near Al-Baqi).
- ◆ **As-Safiyah Center:** south of the mosque (near Gates 304–305).



Care Centers (Ministry of Hajj and Umrah):

Providing comprehensive services for pilgrims and visitors.



Translation and Broadcasting:

Live translation of Friday sermons is provided in seven languages via FM frequencies and the “Manarat Al-Haramain” platform.



Pilgrims and Umrah Services Centers:

Located around the mosque in the following areas:

- ◆ **Northern courtyards:** near gates (332, 365, 366).
- ◆ **Southern courtyards:** distributed around gates (12, 301, 316, 328, 339, 364).



Zamzam Water Services:

More than 31,000 bottles are distributed daily, with a central filling station near Gates (309–310).



Key Services in Al-Masjid Al-Haram:



Answering Religious Rulings (Fatwa) Services:

The service is available at 10 locations inside the mosque and its courtyards, supervised by 75 specialists. Free contact numbers: (8001222100) – (8001222400).



Transportation Services (Carts):

Three types of carts are available:

- ◆ **Free carts (without attendant):** available in the eastern courtyard (Arqam Bridge and As-Safa Bridge offices) and Ash-Shubaikah Bridge.
- ◆ **Paid carts (with attendant):** available at multiple locations in the main courtyards.
- ◆ **Electric carts (with fees):** available for reservation.



Language and Translation Services:

Live translation of the Friday sermon into 11 languages is provided via the “Manarat Al-Haramain” platform and YouTube.



Translation and Broadcasting:

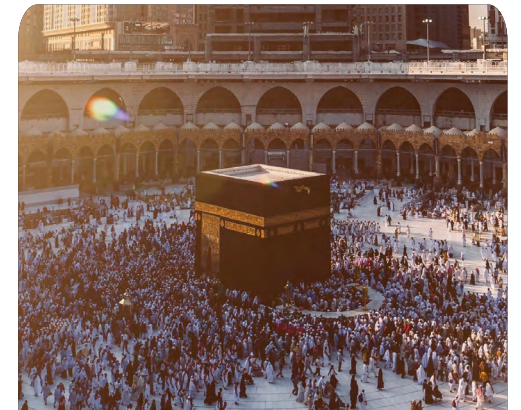
The deposit and collection points are distributed in the following locations:

- ◆ **Eastern Courtyard:** (next to the Makkah Library).
- ◆ **Western Courtyard:** (opposite Gate 64, Ash-Shubaikah entrance)
- ◆ **Ajyad Street:** (near Restrooms No. 1).
- ◆ **Other locations:** (behind Restrooms No. 6). (Collection points are available at King Fahd Gate and King Abdulaziz Gate)



Childcare Centers:

The authority provides an electronic childcare service to ensure a safe environment for visitors' children and to enable parents to perform rituals with ease.



Landmarks and Enrichment Destinations:

Explore the historical and cultural sites in Makkah Al-Mukarramah and Al-Madinah Al-Munawwarah to enrich your journey.

1. Milestones of the Prophetic Biography:

Learn about the most prominent landmarks and historical sites associated with the biography of the Prophet (PBUH) and his noble Companions.

Holy Sites of Makkah



Holy Sites of Madinah



2. Museums and Exhibitions:

It is recommended to visit the museums surrounding the Two Holy Mosques to learn about the civilizational aspects, such as (The Museum of the Prophetic Biography) and (The Exhibition of the Architecture of Al-Masjid An-Nabawi).

The Spirit of Madinah



3. Cultural and Social Experiences:

Enjoy experiencing social life by visiting heritage farms and tasting distinctive traditional foods.

Farms and Cuisine



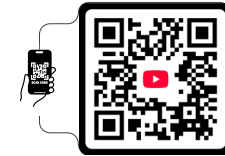
Holy Sites of Madinah



Prayer in Al-Rawdah Ash-Sharifah:

It is Sunnah for the visitor, when offering greetings, to face the Prophet (PBUH) and his two Companions (may Allah be pleased with them) and to say: «As-salamu (alayka ya Rasulallah, wa rahmatullahi wa barakatuh. – Peace be upon you, O Messenger of Allah, and the mercy and blessings of Allah.» If the visitor wishes to supplicate for himself, he should face the Qiblah. Seeking blessings from the Prophet's noble grave is not permissible, nor is raising one's voice in its presence.

Booking a prayer appointment in Al-Rawdah Ash-Sharifah is through the Nusuk application only.

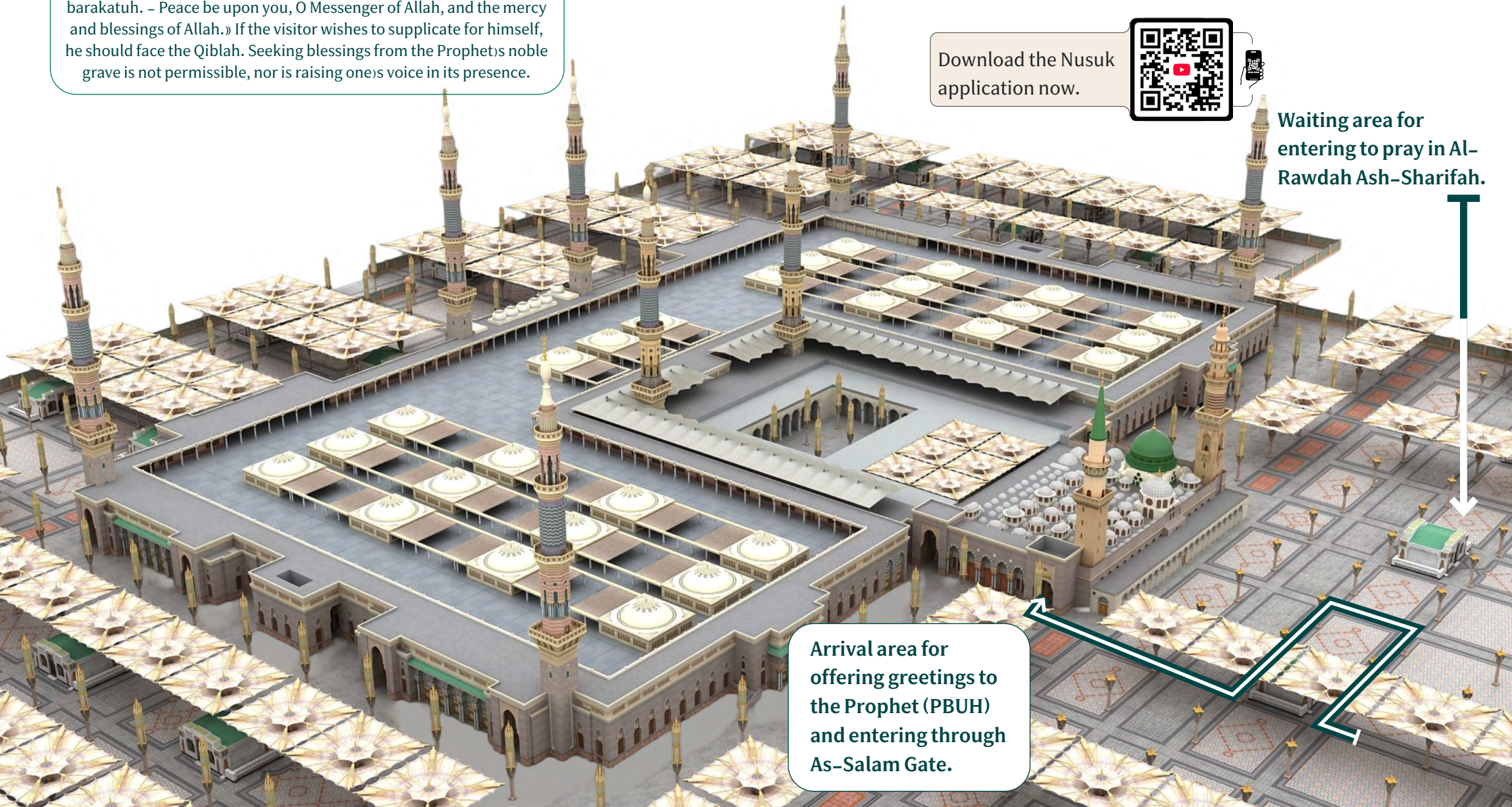


Download the Nusuk application now.



Waiting area for entering to pray in Al-Rawdah Ash-Sharifah.

Arrival area for offering greetings to the Prophet (PBUH) and entering through As-Salam Gate.



Etiquette and Conducts



Make sure to follow the instructions, signs, and designated information panels, as they are prepared to facilitate movement for you and others, and to make your experience easy and comfortable.

With differences in dialects and languages, some gestures or words may be misunderstood; therefore, be keen to use polite words and avoid anything that may provoke anger or agitation. This is what our Prophet, may God bless him and grant him peace advised us in the hadith narrated by Imam Al-Bukhari: The Prophet (PBUH) said: “Do not get angry.”

With crowding and the hardship of worship, some people may become tense; be patient and avoid using words that offend the dignity of the Two Holy Mosques and the sanctity of worship.

At your place of accommodation and during your movements, avoid all actions that may expose you or others to danger, such as using unsafe electrical devices, fireworks, or lighting fires in rooms for any purpose.

We appreciate your eagerness to capture these irreplaceable moments; however, being occupied with photography may distract you from worship, infringe upon the privacy of others, and disturb visitors of the Two Holy Mosques. Please be considerate of the comfort of fellow worshippers and refrain from taking photographs.

Copies of the Qur'an and its translations are available throughout the Prophet's Mosque. They are endowments (waqf) for the Two Holy Mosques and must not be taken outside.. Please read, reflect, and return the Qur'an to its designated place after recitation.



You will not need to place any boards, signs, or posters in courtyards, hotels, or any place, as you will already find the information or instructions you need, and there is no need to hang or put anything else without permission from the competent authorities in the Kingdom.



Out of reverence for the rites of Allah and in order to preserve the cleanliness of the Two Holy Mosques, smoking is strictly prohibited in courtyards, public facilities, and hotel entrances. Please comply with the regulations and smoke only in designated areas.



Your desire to do good and give charity is appreciated, but make sure to channel it through official and trusted channels to ensure it reaches those entitled to it. Avoid responding to beggars in streets and open areas, as begging is a violation of regulations and may expose you to accountability or exploitation.



Your luggage is your responsibility; label it clearly with your name and contact details, and do not leave it anywhere, especially in corridors or open areas, as this may obstruct movement and expose you to losing it.



In the Two Holy Mosques, Muslims gather as one. Avoid distinguishing yourself with your clothing, and it is strictly forbidden to raise any banners or flags, or to chant any political or partisan slogans. We have come to worship, so do not let anything distract you, and respect the sanctity of the place and its regulations.



Always follow safety and security instructions, and inform security personnel immediately in case of any problem.

Important Advice and Guidelines:

For your safety and the safety of others:

- ◆ Please leave large bags at the hotel, or deposit them at designated safekeeping offices in the courtyards of the Two Holy Mosques, as they are not allowed to be brought in to maintain the smooth flow of movement and to prevent them from getting lost.
- ◆ If you need to sit or leave your place, do not reserve your spot with personal belongings.
- ◆ If you are a group moving together, be aware that using loudspeakers to talk to or direct groups affects others and may disturb them, and disrupt the tranquility of worshippers and visitors of the Two Holy Mosques. Therefore, make sure not to use loudspeakers.
- ◆ Prayer areas and movement paths have been designated inside the Two Holy Mosques. Ensure that your prayer and sitting take place in the designated prayer and seating areas, and do not pray in corridors, as this obstructs movement and harms others and interrupts their prayers.
- ◆ Security personnel are present around the clock to regulate movement and maintain safety, so do not disrupt their work by taking pictures.
- ◆ You will not need any sharp tools in the Two Holy Mosques; make sure not to carry any items that could cause problems for you or others.
- ◆ Carrying flags or raising political slogans is not permitted and may subject you to accountability.

Public Decency
Regulations



Out of reverence for the sanctity of the Two Holy Mosques, and to preserve your safety and the comfort of pilgrims and visitors, attention is advised to the following:

Avoid These Mistakes During Worship

- ◆ Avoid harming yourself or others by pushing to touch the Kaaba or the Maqam Ibrahim.
- ◆ Avoid practices of seeking blessings or wiping against the window of the chamber or Maqam Ibrahim.
- ◆ Make sure you do not perform ablution using Zamzam water containers.
- ◆ Avoid letting children play in open courtyards, and guide them inside the mosque so as not to disturb worshippers.
- ◆ Maintain cleanliness and do not dispose of waste outside designated areas.
- ◆ Avoid bringing electronic devices (such as computers, projectors, and large speakers).
- ◆ Avoid using laser lighting or professional cameras to photograph visitors without permission.
- ◆ Avoid playing videos or games on mobile phones at high volume inside the mosque.



For inquiries or submitting complaints (Ministry of Hajj and Umrah):

Inside the Kingdom
1966

Outside the Kingdom
+966920002814

Departure and Completion of Travel Procedures:

1. Arrangements for Leaving the Accommodation:

- ◆ It is necessary to carefully verify the flight time and the check-out time.
- ◆ Please do not take any of the room's belongings (such as towels or appliances), as they are the property of the accommodation, unless permission and approval are obtained.

2. Preparing Luggage (Important Instructions):

- ◆ **Zamzam water:**
Avoid placing Zamzam water containers inside checked baggage to avoid luggage opening and delays in procedures, as they are only allowed to be shipped as separate baggage under special conditions.
- ◆ **Batteries:**
Ensure that checked luggage is free of power banks and place them in carry-on baggage only.
- ◆ **Prohibited Items:**
It is advised to review the list of prohibited materials in the aircraft cabin through the airline's website.



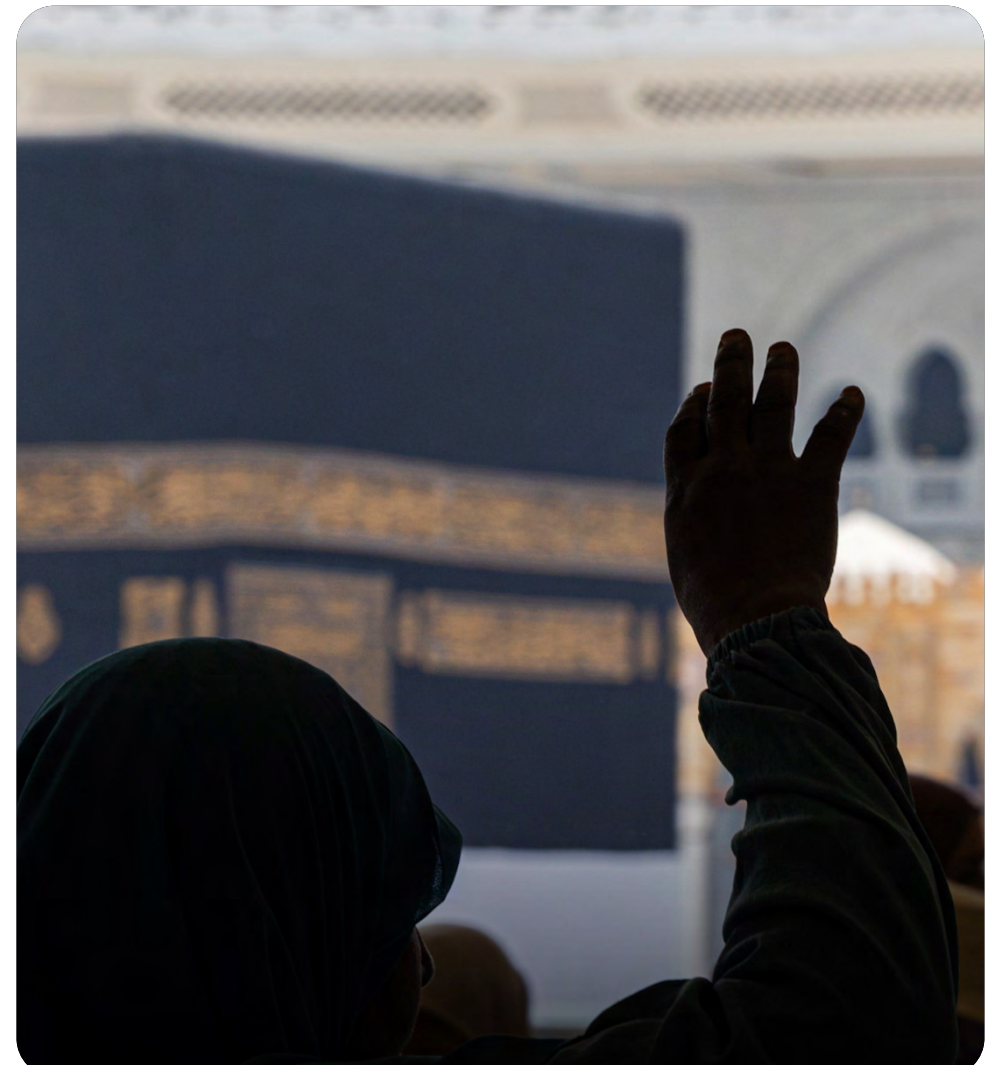
3. Transfer to the Airport:

◆ Timing:

You must be present at the airport 4 hours before the scheduled departure time to smoothly complete procedures.

◆ To complete the procedures smoothly:

Adhere to the announced departure times and assembly points, and there is no need to crowd; seats are guaranteed and everyone will depart according to the schedule.



Official Sources and Communication:

Keeping Up with Updates:

It is recommended to follow the official accounts of the Ministry of Hajj and Umrah on social media platforms to stay informed about the latest guidelines and regulations as soon as they are issued.

Accounts of the Ministry of Hajj and Umrah



Awareness Guides:

The Ministry has issued a comprehensive library of guidance manuals covering religious, health, and legal aspects. These guides are available in several international languages to facilitate the journey of the Guests of the Most Merciful.

Link to the Awareness Guides Library

