

Those who are Believers in Allah, are adhered to the terms and conditions that are agreed on.

Yet, it is our duty to save everyone's rights

All conditions have been studied carefully to gain access to greater commitment to our Prophet Muhammad's guidance, as well as to the comfort of pilgrims, so we hope that everyone adherence to the following:

First: General conditions: –

- You are not allowed to smoke or carrying the cigarettes inside the bus or the camp.
- Prices are not including a sacrificial animal.
- No pilgrim entering the bus or the camp, without (Gate Pass) card and (wrist strap) man or woman.
- All accompanied (CHILDREN) will be prevented from entering the bus and the camp, as statement by the Ministry of Hajj (This condition is not negotiable).
- We communicate with pilgrims during the Hajj season continuously through SMS. We will keep you posted with urgent instructions and useful guidance.
- Therefore, please make sure that the registered mobile number in the registration form at the portal of the Ministry of Hajj, is correct and will be carried with you, that's why we do not accept one number for a group, so that the company guarantees the delivery of information to everyone.
- After you finish your registration procedures through the portal of the Ministry of Hajj, visit our office (or email us) to provide printed **contract** from MOH, along with the necessary documents (Copy of Identity, Picture "only men", vaccination and blood type). Then you will be asked to sign the Terms and Plan).
- You will be registered in our system and will receive an SMS contains of login details to our website. Please make sure you save this message.

NEW *. We apologize for accepting cases that need the use of a wheelchair, as well as the patient who needs medical facility or special medical care, according to the guidelines of the Ministry of Hajj.

- We are using an advanced program to accommodate the pilgrims of the same group close together and next to each other automatically, this distribution is happening according to the program chosen and the date of registration, so the company does

not accept individual requests.

- The company policy is not to leave early from Muzdalifah.

Second: in Mina

Visiting Rules: -

- Visitors are not allowed into the camp for any purpose whatsoever and for whatever reason is.

Movements between Mina, Arafat, and Muzdalifah:

- We do not provide buses to (Alharam), but in the day of 13 upon leaving.

Prohibited dialogues:

قال تعالى: **يَا أَيُّهَا الَّذِينَ آمَنُوا اتَّقُوا اللَّهَ فِي الْحَجِّ أَشْهُرَ مَعْلُومَاتٍ فَمَنْ فَرَضَ فِيهِنَّ الْحَجَّ فَلَا رَفَثَ وَلَا فُسُوقَ وَلَا جِدَالَ فِي الْحَجِّ وَمَا تَفْعَلُوا مِنْ خَيْرٍ يَعْلَمْهُ اللَّهُ وَتَزَوَّدُوا فَإِنَّ خَيْرَ الزَّادِ التَّقْوَىٰ وَاتَّقُونِ يَا أُولِيَ الْأَلْبَابِ** { (١٩٧) البقرة

Allah says:

In the Name of Allah, the Merciful, the Most Merciful

(The pilgrimage is in the appointed months. (For) whosoever undertakes the pilgrimage there is no approaching (women), neither transgression nor disputing in the pilgrimage. Allah is Aware of whatever good you do. Provide well for yourselves, the best provision is piety. Fear Me, O owners of minds.)

Additionally, Abu Hurayrah may Allah be pleased with him, he said: The Messenger of Allah, peace be upon him: (How performs Hajj and does not utter immoral act, will be returned as he was just born).

- Following the command of Allah and His Messenger, and as ordered by the law, we prevent what prevents the state from going into political discussions may result in accountabilities against whom is discussing and or accompanying.

Third: the responsibility of Haj

Haj loss: -

Returning to the camp is completely your responsibility, if he left on his choice, knowing that we will not be late in providing any help we can give. We recommend using "Google Maps" in smart devices by storing the camp site upon arrival, and the depiction of what can be photographed, landmarks surroundings, and the location of the camp.

Fourth: The conditions of Hajj permit issuance and handing it over or sending it: –

All pilgrims must be registered through MOH website, after they get the permission approval; all pilgrims are obligated to submit the requirements so we can print the permit. All permits will be handed to pilgrims in the location of moving (Tafweej) inside the buses.

Fifth, financial conditions: –

According to the payment system which was approved by the Ministry of Hajj, the payment is done through the ministry's website and to the Ministry of Hajj bank account only.

Cancellation policy **before printing hajj permission**, as stated in the circulating of Ministry of Hajj No. 9939922

after payment and permit approval, and before printing	Rejected permission from the Interior Ministry	Before payment	
MOH	MOH	MOH	Cancellation by Location
50 riyals for each pilgrim +5 Real wire transfer fees	25 riyals for each pilgrim +5 Real wire transfer fees	-	Cancellation fees

Cancellation policy **after printing hajj permission**, as stated in the circulating of Ministry of Hajj No. 9939922

After 1 ThulHijjah	From 25 ThulQiedah until 1 ThulHijjah	Before 25 ThulQiedah	
cancellation request to the pilgrimage facility, all requests are subject to the pilgrimage facility policy	Communicating with the pilgrimage facility (after the Civil department or Immigration approval)	Communicating with the pilgrimage facility (after the Civil department or Immigration approval)	Cancellation by

After 1 ThulHijjah	From 25 ThulQiedah until 1 ThulHijjah	Before 25 ThulQiedah	
AlNoor camp's policy does not accept the cancellation after 1 TulHijjah	50 riyals for each pilgrim +5 Real wire transfer fees +10% Of the value of the program	50 riyals for each pilgrim +5 Real wire transfer fees	Cancellation fees

Sixth: Ways to pay: –

- According to the payment system which was approved by the Ministry of Hajj, the payment is done through the ministry's website and to the Ministry of Hajj bank account only.
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Seventh: clothing system inside the camp: –

Men dress:

In order to preserve the sanctity of the place and time, we are requesting the pilgrims to stay away from shorts, or knees, and shoulders T-shirts and shirts that contain pictures and English phrases that have bad, insulting, or wrong meanings and symbols.

Women's clothing:

Required to be respectful dress not transparent or open shoulders or short, or night gowns.

Please prevent narrow trousers or shorts, blouses cleavages or abdomen short.

- Alnoor's Managements have the right to request a change of clothes to preserve the layout of the camp Awareness.

I acknowledge that I have carefully read above terms and I totally agree, I also acknowledge that I have read the Alnoor Company Plan that stated in their website and I total understand it and agree to it.

Name:

Mobile Number:

Group number:

Date:

Signature: