

Useful Contact Information

In the UK:

The Foreign & Commonwealth Office
Hajj Desk,
King Charles Street
London
SW1A 2AH

In Saudi Arabia:

Hotel Al-Khaleej
(Near Grand Talah Hotel)
Harat Al Bab area
Khalid bin Waleed Street
Makkah
Tel: 02 546 2361
02 546 2367
02 542 5600

British Consulate-General, Jeddah:

Tel: 02 622 5550
Fax: 02 622 6249

Ministry of Hajj (Makkah):

Tel: 02 530 8200

Ministry of Hajj (Jeddah):

Tel: 02 665 5811

British Pilgrims Guide Office (Makkah):

Tel: 02 542 7003

Emergencies in Saudi Arabia

Ambulance Tel: 997

Police Tel: 999

Traffic Accidents Tel: 993

Airline Offices In Jeddah:

BMI Tel: 02 - 668 9950

Lufthansa Tel: 02 651 4000

KLM Tel: 02 667 0888

Air France Tel: 02 651 2000

Saudi Air (In Saudi only) Tel: 9200 22222

To call the UK from Saudi Arabia dial **00 44** before the number (drop the 0 at the beginning of the number and dial the rest of the number as normal)

To call Saudi Arabia from the UK dial 00 966 before the number.

Copies of this leaflet are available to download at www.fco.gov.uk/hajj

This leaflet has been kindly sponsored by
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Travel Advice

The Foreign & Commonwealth Office provides Travel Advice for every country including Saudi Arabia. The latest advice is always available on the website or by phone and is continuously updated. Pilgrims should check this advice regularly and should take this into account in making plans to travel. Tel: 0845 850 2829



Booking and Organising Hajj Packages & Tour Operator Security

For important advice please visit:

www.berr.gov.uk/consumers/buying-selling/holidays-travel/index.html

Please ensure that at the time of payment a written contract/invoice is obtained from the tour operator detailing all the services that have been paid for. The confirmation must include the operator's registered address (not just a mobile number). For further protection avoid making cash payments for Hajj packages.

UK tour operators offering Hajj packages that include flights must hold a Government Air Travel Organisers' Licence (ATOL) issued by the Civil Aviation Authority.



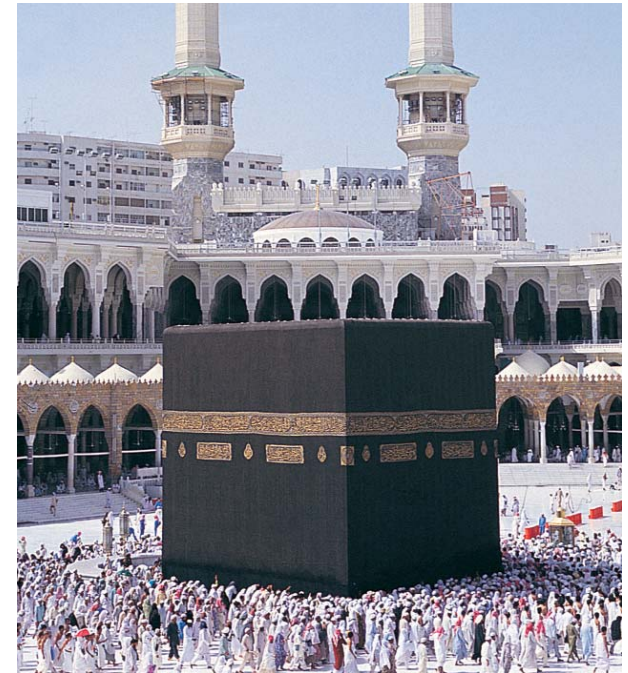
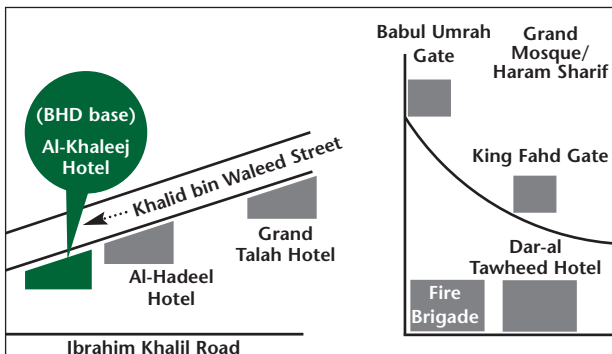
They must also lodge a security bond with the CAA to protect payments they receive from pilgrims.

You should make sure your tour operator has this licence. Check at www.atol.org.uk

Photography

Please note any kind of photography (still or video) is strictly prohibited inside and around the two Holy Mosques. Anybody violating this will have their equipment and material confiscated.

British Hajj Delegation's base in Makkah



Advice to British Hajjis



Foreign &
Commonwealth
Office

Hajj December 2008



The London Central
Mosque Trust & Islamic
Cultural Centre

Prepared in co-operation with
British Muslim Communities

The Foreign & Commonwealth Office know how deeply important the Hajj is to all those who attend it. This year around 25,000 British Hajjis will attend the Hajj in order to perform this demanding and fulfilling act in the name of Allah, the most beneficent the most merciful. The aim of this leaflet is to assist British Hajjis in preparing for the Hajj and to explain what services the British Hajj Delegation can offer British pilgrims in Saudi Arabia.

Health

Make sure that you have been vaccinated with the quadrivalent meningococcal vaccine (ACWY), which protects against four different strains of meningitis (A, C, W135 and Y). You will be required to produce a valid vaccination certificate. Consult your GP if you are in any doubt.

The Department of Health has advice for travellers, which can be found at:

www.dh.gov.uk/PolicyAndGuidance/HealthAdviceForTravellers/fs/en

Arrival and Departure at Jeddah's Hajj Terminal

The Saudi Authorities take their responsibilities very seriously, and the well-being of every Hajji is very important to them. But large numbers of Hajjis arriving and leaving can be daunting and it is natural that delays will occur when going through the terminal. There are basic facilities available at the terminal. However, you should be prepared for delays, especially when you are travelling with children and/or the elderly.

On arrival at the terminal the authorities will take your passports and give you a receipt. The Pilgrim Guides Establishment will hold it for you while you are performing the Hajj and will return it to you on departure.

Dual Nationals

The Saudi Authorities do not recognise dual nationality and may confiscate second passports. Pilgrims travelling on non-British passports are not entitled to assistance from the British Consulate General. British Nationals who choose to travel on non-British passports should ensure that all British visas or endorsements are clearly shown in that passport. Any documentation required to re-enter the United Kingdom should be obtained before leaving the UK, to prevent any delays in returning.

Help and Assistance

We hope that you have a trouble-free Hajj. If something does go wrong, the British Hajj Delegation can provide consular and basic medical help (see below). The delegation is a team of volunteers from the British Muslim community. They will be in Saudi Arabia throughout the Hajj to provide help and assistance to British Hajjis. The delegation will include a team of doctors who will offer initial treatment of illnesses and injuries. They will be accompanied by Muslim staff from the Foreign & Commonwealth Office who can offer consular support and advice. The delegation will be located at the Al-Khaleej Hotel, Khalid bin Waleed Street, Makkah (see Useful Contact Details). Working with the British Consulate General in Jeddah, the delegation will provide you with a full range of Consular services.

The Delegation can:

- provide information on how to transfer money
- provide contact details for local lawyers and hospitals
- arrange for a next of kin to be told of an accident or a death and advise on procedures
- offer initial medical advice and assistance

The Delegation cannot:

- become involved in any disagreements e.g. pilgrim and tour operator disputes, lost baggage disputes
- rearrange travel bookings
- pay your hotel, legal, medical or travel bills
- get you out of prison
- give legal advice
- intervene in court cases
- investigate a crime

The British Hajj Delegation 2008 is headed by Lord Patel of Blackburn.



In the name of Allah, the most beneficent the most merciful

Labbaik Allahumma Labbaik. Labbaik, laa shareeka laka, labbaik. Innal hamda, wan ni'mata, laka wal mulk laa shareeka lak

✓ Travellers Checklist

- Check the FCO travel advice to make sure that you are up to date with the situation in Saudi Arabia at www.fco.gov/travel or call **0845 850 2829**.
- Check that you have the correct tickets and ticket details.
- Make sure that you book your tickets through an ATOL registered tour operator to avoid unnecessary difficulties. For more information please visit www.atol.org.uk.
- Have contact details for your tour operator in the UK and their representatives in Makkah.
- Get travel insurance for all aspects of your journey. There are Shariah compliant insurance policies available.
- Check that you have had the required vaccinations for your pilgrimage, and that you have vaccination cards with you.
- Ensure that your passport is in good condition and the necessary visas are in place.
- Make copies of your passport, insurance policy plus emergency numbers and ticket details. Leave these copies, your itinerary and correct contact details with family and friends.
- Individuals on medication should make sure that they have adequate quantities to get them through the Hajj period. Existing medication should be clearly labeled for each individual. Please ensure you have good quality footwear as you may have to walk long distances.
- Please ensure all your luggage is clearly labelled by placing stickers both on the outside and inside of your luggage showing your name, nationality, passport number, air carrier, flight number, hotel name and a contact telephone number.
- Make sure you have the contact details of the Hajj Delegation Clinic and Consular service.