



المملكة العربية السعودية
الهيئة العامة للطيران المدني

HAJJ CIRCULAR

From President of the General Authority of Civil Aviation

To Saudi Arabian Airlines
All National & Foreign flight operators and their
General Sales Agents in the Kingdom
All Travel Agencies
All Ground Service Providers at KAIA in Jeddah and PMIA at Madina

Subject : Hajj Instructions - Governing the Carriage of Pilgrims by Air
(Year 1432H – 2011 G)

Introduction:

By the Grace of Allah, and in accordance with the directives of the prudent leadership in the Kingdom, the Rules and Regulations governing the carriage of pilgrims and their return to their home countries have been issued under the Cabinet Resolution No. (296) dated 29/11/1425H ratified by the Royal Decree (M/58) dated 28/12/1425H, as well as Civil Aviation Act Provisions issued by the Cabinet Resolution No. (185) dated 17/7/1426, and ratified by the Royal Decree (M/44) on 18/7/1426H.

In view of the fact that nearly one million and five hundred thousand (1,500,000) pilgrims arrive at the Kingdom every year – most of them by air and that the Kingdom of Saudi Arabia is so keen on providing for pilgrims convenience and safety according to Article (24) of the Fundamental Government Regime issued by the Royal Decree (A/90) dated 27/8/1412 which states: “The Government is obliged to improve and update the infrastructure and facilities of the two Holy Mosques and provide quality services and security for their visitors in order to perform their Hajj and Umrah easily and safely”, and in light of the instructions of the Custodian of the two Holy Mosques and HRH Crown Prince, all public and private sectors diligently endeavor to ensure pilgrims convenience and safety, starting from their arrival until departure. Since airports are considered as gateways to the two Holy Mosques, and are the first facility to serve pilgrims, the General Authority of Civil Aviation (GACA), in collaboration with other governmental and non-governmental agencies, has made the necessary arrangements for receiving pilgrims coming through King Abdul-Aziz International Airport (KAIA) at Jeddah and Prince Mohammad Bin Abdul-Aziz International Airport (PMIA) at Madina.

Pursuant to the said directives, the GACA annually issues instructions to organize operation of air transport services for pilgrims and to ease and simplify their arrival and departure procedures in a safe, regular and sufficient manner. Such instructions identify the procedures and actions required for submission of operation requests as well as the rules that control such application. They also include



flight scheduling and slot allocation procedures and the related approvals in addition to operational and air safety requirements which must be fulfilled for obtaining necessary operating authorizations.

These instructions also define the technical measures and air service operation provisions applicable to all flights whether operated by an aircraft owned by the air carrier or by other leased aircraft, in addition to other technical measures and extra provisions applicable to flight operator operating Charter Hajj flights only. Such rules and regulations also define the requirements and technical measures relating to aviation safety, and the standards, which govern the operation of all flights in addition to general rules and provisions to organize air service operations and determine the regular penalties and fines to be imposed in case of violations.

These instructions allow for compliance with the provisions of Civil Aviation Regulation, Pilgrims Carriage Regulations, other relevant governmental directives, rules and principles of the Chicago Convention on International Civil Aviation, other relevant international conventions and the terms of bilateral air transport agreement between the Kingdom and other states, as well as the contents of the Saudi AIP related to air operation instructions. To meet the above objectives GACA, in coordination with other related entities, is looking forward to maintaining aviation safety, smooth passenger processing and a safe organized air traffic flow, and to avoid over-capacity pressure at KAIA in Jeddah and PMIA in Madina by distributing the Hajj flights evenly throughout the twenty four hours, specify the authorized number of flights per hour and assign slot allocations for each flight for both inbound and outbound phases based on the flight schedules submitted by the flight operator according to the relevant regulations. As it is deemed necessary to review and evaluate Hajj traffic operations, and in the light of the experiences acquired in the previous years, the 1432H (2011 G) Rules and Regulations include all necessary arrangements to secure the return of pilgrims to their respective home countries, and fines shall be imposed on air carriers which fail to comply with the return of pilgrims as scheduled, or fail to regularly submit the required lists of passengers (manifests). Such air carriers may also be suspended from operating flights to the Kingdom in the future, in addition to the penalties that shall be imposed against any other violations of these instructions. Furthermore, the General Authority of Civil Aviation (GACA) has adopted the Specifications and Standards of Air Traffic Safety established by the European Agency for Aviation Safety pursuant to which all the aircraft blacklisted by that Agency shall be prevented from operating to and from the Kingdom, unless the flight operator involved supplies evidence to substantiate the corrective actions taken by them to lift such ban.

In this regard GACA is pleased to circulate to all concerned parties the instructions pertaining to the Hajj Program for this year 1432H -2011 G that define the scope of responsibility of Hajj air carriers, their sales and ground handling agencies in the Kingdom and the other pilgrim charter operation agencies. These instructions shall be implemented at King Abdul-Aziz International Airport (KAIA) and Prince Mohammed Bin Abdul-Aziz International Airport (PMIA) at Madina or any other airports officially opened for air traffic for the carriage of pilgrims.



1- Requirements for Operation Request:

1-a Requests for operating Hajj flight are to be submitted to the General Authority of Civil Aviation (GACA) Administrative Liaison Center, for official registration, whereas the GACA is the sole body empowered under Civil Aviation Regulations, to authorize flight operator and approve their operation schedules. Submission of such requests shall be either directly by the airline if it is a designated air carrier according to the provisions of bilateral agreements or through the airline's general sales agents. In case of charter operation the requests may also be submitted through the authorized agent. These rules and measures shall be applicable to all operation requests irrespective of whether the flights are operated by airline owned aircraft or by leased aircraft.

1-b The attached Operation Form: AAD-101 should be filled out.

1-c Applications are to be sent to the following address:

General Authority of Civil Aviation
Safety & Economic Regulation Department
(Attn: Manager, Agreements & Authorization Department)
P. O. Box 887, Jeddah 21165 – K. S. A.

Applications fulfilling all requirements shall be sent to GACA through official channels, and the flight schedules through e-mail to HAJFLIGHTS@GACA.GOV.SA

1-d Applications and flight schedules shall be submitted not later than 19 Ramadan 1432H (19th August 2011) for obtaining slot allocation. The GACA reserves the right to disapprove any requests submitted after the specified date.

In case of delayed submission, the following extra charges will be imposed:

Date of Submission	Charges for Delay
From 20-30 Ramadan	10,000 S.R
From 01-15 Shawal	15,000 S.R
From 16-30 Shawal	20,000 S.R
From 01-15 Dhul-Qa'dah	25,000 S.R
After 16 Dhul-Qa'dah	50,000 S.R



- 1-e Applications shall be submitted on the GACA approved forms. The air carrier code must be formed of three (3) letters according to ICAO regulations, along with four (4) consecutive digits. The identifying code must also contain the two letter assigned by the International Air Transport Association (IATA), provided that the flight number should not be repeated for either inbound or outbound phases within 48 hours.
- 1-f All flight operator shall send their flight schedules (in Excel System) to the above e-mail address, provided that they should include both inbound and outbound phases, date of operation, flight number, type and load of aircraft, call sign and aircraft registration.
- 2- **Flight Scheduling and Slot Allocation Procedures:**
- 2-a Arrival phase of Hajj flights will commence as of 1st Dhul-Qa'dah 1432H (29 September 2011G) up to the end of 4th Dhul-Hijjah 1432H (31 October 2011G).
- 2-b Outbound phase of Hajj flights will start 14th Dhul-Hijjah 1432H (10 November 2011 G) and ends by 15 Moharram 1433H (10 December 2011G).
- 2-c All flight operators of Hajj flights shall schedule their flights in such a manner that ensures best utilization of the whole period specified for both inbound and outbound flight phases. The operators must avoid concentrating their flights during the last week of inbound or the first week of outbound phases.
- 2-d Prior to 15 Shawwal 1432H (13 September 2011G) GACA will issue the slot number for each separate flight to all flight operators who submit their flight schedules after meeting all operational requirements according to articles 3, 4 and 5 of this Circular.
- 2-e It is not allowed to any flight operator to operate any flight without having obtained approval for the flight schedules, getting the required slot numbers and relevant official authorization from Agreements and Authorization Department and fulfillment of all other operation conditions stated in the instructions.
- 2-f Slots allocation is authorized for 12 hours . In case of arrival or departure after that time, a fine will be imposed in accordance with Paragraph (8-F).
- 2- g GACA will issue inbound and outbound schedule at the same time. Accordingly, pilgrim's, tickets will be issued before their arrival to K.S.A.
- 2-h The operating permits will not be issued to an operator unless his inbound and outbound flights have equal seating capacities.



2-j GACA will facilitate the slot allocations process based on air carrier request and in accordance with available airport capacity. In case of a delayed submission, air carriers shall accept and be committed to the available slots according to airport capacity and related forms assigned to that by airport operation.

3- **Technical Measures and Conditions Governing Air Operations Applicable for all Flights:**

All flight operator operating Hajj flights, whether designated in pursuance of bilateral agreements or flight operator operating charter flights during Hajj season only, and whether using owned or leased aircraft shall be subject to the following conditions:

3-a The attached Agreements and Authorization Department Form (AAD-101) shall be filled out and all required information relating to operator, his agent, representative or ground service agent shall be duly completed.

3-b Flight schedules should be approved by GACA prior to the operation of any flights, and the relevant authorization should be obtained from Bilateral and Clearance Department.

3-c Schedules must contain the flight identification which is formed of 3 letters in accordance with ICAO regulations, in addition to the two (2) letters assigned to the airline by IATA and the flight number which is formed of four (4) consecutive digits.

3-d All flight operator should observe the approved arrival and departure times with an allowance of plus or minus (30) minutes. Slot and authorization numbers must be mentioned and included in the Item (Other Information) (Article 18) of the flight plan.

3-e Flights may not remain at KAIA and PMIA apron areas for more than two hours during inbound phase before Hajj, and three hours during the outbound phase after performing Hajj. In case of emergencies such as unfavorable weather conditions and natural disasters, the airline concerned should report to the appropriate authority at the airport (Flight Operations) for official confirmation and consideration.

3-f Airport project development contracting company (P.P.M.D.C) will assist GACA in the allocation of slots for all Hajj flights in King Abdullaziz International Airport, in accordance with its contractual obligation with G.A.C.A. Therefore, Hajj flights Operators shall coordinate with (P.P.M.C.D) in this issue.

3-g All operators of Hajj flights should submit, through their office or agent, Clear and visible lists of passengers (manifests) that include all the basic information such as (Name, Nationality and Passport Number). These manifests should be clear, legible and identical to the actual flight



passengers, and they should be submitted to the competent authorities at KAIA in Jeddah and PMIA in Madina before flight arrival according to regulations. Violations to this requirement will be subject to enforcement action in accordance to Paragraph 8-e

- 3-h All Hajj flight operators must ensure that all pilgrims have valid passports stamped with the Hajj visa from Saudi embassies and representations abroad before releasing the flight boarding passes to them. Each pilgrim must also hold a return ticket with confirmed booking. Operators should also obtain enough entry information forms for all potential passengers and send them to the base station to be completed by the passengers with all required information before boarding the plane. Otherwise, a fine will be imposed in accordance to Paragraph 8-f.
- 3-i Each operator shall conduct his flights under his defined corporate identity as stated in the granted authorization, according to the schedules approved by GACA, including call sign, registration and type of aircraft. In addition, the flights should be conducted on the date and actual time of arrival and departure in each phase according to the approved schedule. The operator does not have the right to allow any other person to use his assigned call sign.
- 3-j Each operator shall clearly specify the entity responsible for the operation of the leased aircraft, submit relevant substantiating documents, and ensure that aircraft insurance would cover third party and property liability in accordance with Chapter (8) of Economic Regulations.
- 3-k If the operation is conducted with leased aircraft, the air carrier should obtain a written approval from the proper Authority. The body responsible for the operation of leased aircraft must submit to GACA a verified copy of the aircraft leasing contract showing the type of leasing and its duration which should cover both inbound and outbound phases to ensure the joint responsibility of both the operator and the lessor for the return of pilgrims to their respective home countries on time. The entity responsible for the operation of the leased aircraft should also be referred to in the said lease.
- 3-l All air carriers operating pilgrim's carriage flights should plan their flights and follow the Preferred Routs specified in the Navigational Circulars and the annexes to Aeronautical Information Publication (AIP) duly issued by GACA.
- 3-m G.A.C.A can request from scheduled national or foreign air carriers to submit bank guarantee to be secured for return of hajj passengers as stated in part (5-b).
- 3-n Air Carriers are permitted to carry Hajj traffic on scheduled flights to facilitate the carriage of pilgrims by air provided that :
1. No Hajj charter flights are available to be planned.
 2. Submitting a plan to Airport Authority that specify the number of pilgrims to be conveyed on scheduled flights before 25/10/1432H.



3. Creating two separate baggage soorting system for normal and Hajj pax.
4. Submitting two different clear and readable manifests for normal and Hajj pax.

- 3- o Regular flight operator may operate pilgrim's carriage flights from other countries directly to the Kingdom (Jeddah or Madina) subject to the official approval of GACA and fulfillment of other related conditions.
- 3- p GACA may require from the flight operator which are operating regular flights under commercial agreements and were involved in some violations during the previous Hajj seasons, to submit a bank guarantee as per Para. (5-b) herein.
- 3- q The operator's station manager at the airport shall directly and continuously coordinate with the Airport Operations, and immediately report any remarks pertaining to operation, change in flight schedule or any matters that require coordination.
- 3- r If the scheduled time or date of departure changes for any reason for pilgrims with confirmed reservations, the flight operator's station manager must coordinate with the pilgrims group leaders. The station manager should inform them of the new dates after confirming the new schedule with the Ministry of Hajj and the computerized system in the GACA according to which transferring the pilgrim groups to the airports is organized. This process is required to avoid transferring the pilgrims according to their old bookings. Violation to this requirement will be subject to a fine in accordance with Paragraph 8-f.
- 3- s Scheduled Flight operator must exert its efforts to the maximum extent to split Pilgrims and their baggage from normal passengers from point of origin to facilitate transporting of pilgrims to The Hajj Terminals. In case of violation, fine will be imposed in accordance with Part 8-f and the airline company will afford any expenses due to that inconvenient.
- 3- t Air carriers operating pilgrims carriage shall return them back with the same operator. Otherwise, a written approval must be obtained from GACA.
- 3- u Flight operators shall have the right to cancel 10% of the total number of approved flights provided that cancellation requests are submitted to Airport Operations before 48 hours of the date of operation. In case of violation, fine will be imposed in accordance with Part 8-f.
- 3- v In case of cancelation of any outbound flight, flight operator have to submit verification from The Ministry of Hajj that no pilgrims has reservations on the canceled outbound flight. In case of violation, fine will be imposed in accordance with Paragraph 8-f.
- 3- w Flight operators should not schedule return flights from Al-Madinah Almonowarah for pilgrims who arrived there to comply with the single route strategy. Violating this requirement will result



in the flight operator carrying the cost of the pilgrim's full boarding in Al-Madina Almonowarah for the duration of their stay.

- 3-x Air Carriers must not close their offices at KAIA Hajj terminals before the day of 15 of the month of Muharram of every year as long as there are still pilgrims left behind in Jeddah.
- 3-y All scheduled flight operator shall be allowed to carry inbound traffic to K.S.A up to the 9th of Dhul Hijjah limited to passenger holding the following visas:
 - 3-y-1 Guests of the Custodian of the Two Holy Mosques (Ministry of Islamic Affairs).
 - 3-y-2 Guests of the Ministry of Culture and Information, who will cover Hajj Season 1432H/2011- G.

4- Technical Requirements and Measures Relating to Aviation Safety and Standards that Control the Operation of all Flights:

- 4-a Please refer to Airworthiness Guide #15 at (www.gaca.gov.sa) "*choose (Sectors) from the menu bar, then choose (Safety and Economic Regulation) from the drop down list, you will be presented with Safety and Economic Regulation Page, choose (Airworthiness Guides)*".

The main points of the guide as follow:

- 4-a-1 Flight operator/operators listed in the EU banned list as well as all aircraft registered or have been registered in the countries included in the EU banned list are not permitted to operate in the Kingdom of Saudi Arabia. Operators who wish to be exempted from this ban should provide the reasons they were included in the list, with supporting documentation, and justifications as to why they should be exempted. If sufficient evidence is provided to GACA, a full audit of the applicant aircraft and operations will be conducted by GACA, at the operator's expense, prior to granting such exemption. The above conditions also apply to countries listed as category 2 in the US Federal Aviation Administration, FAA, IASA program.
- 4-a-2 All Aircraft older than 20 years prior to its flight permit application date, are considered aging aircraft, and in adhering to Airworthiness Guide # 15, GACA shall physically inspect these aircraft prior to authorizing their flight into the Kingdom.
- 4-a-3 All conditions above are applied to all aircraft leased by flight operators operating from the kingdom of Saudi Arabia, and it should be added to their Operation Specifications by the flight operator, after assessment of the Airworthiness Department at GACA.



- 4-a-4 All Documents and Forms, part of the Airworthiness Guide # 15 should be submitted Two Months before operation date.
- 4-b Air carriers should submit all documents relevant to aircraft operated, to the department of Aviation Standards and after obtaining a written approval from the Department of Economic Regulation.

5- **Additional Technical Measures and Conditions Applicable to Air Carriers Operating Only Hajj Charter Flights:**

In addition to the above, air carriers who have no regular flight operation to the Kingdom under bilateral or commercial air service agreements and desires to operate Charter Hajj flights should fulfill the following conditions:

- 5-a Fulfillment of the requirements as stated in Chapter Five (5) of Civil Aviation Economic Regulations.
- 5-b Submission of a bank guarantee to GACA issued by a local bank in the KSA for the operating air carrier or appointed local GSA. Such guarantee is required to be equivalent to the number of carried pilgrims multiplied by one-way ticket IATA fare on sector Jeddah to point of origin divided by two. The guarantee amount should not be less than SR600,000 GACA reserves the right to deduct from the amount of such guarantee to cover any cost incurred from returning pilgrims which air carrier failed to return as well any left behind baggage or fines imposed due to any violations of Hajj instructions.
- 5-c The GACA President may calculate the value of the bank guarantee on the basis of the market value of the air ticket adopted by the reputed flight operator which adhered to the Rules and Regulations relating to carriage of pilgrims during the previous Hajj seasons.
- 5- d The bank guarantee should have a validity of six months from the date of first Hajj flight operation.
- 5-e No entity shall have the right to request from GACA to deduct any costs from the value of the bank guarantee due to any contractual disputes between the contracting parties.
- 5-f The operator should assign a local ground handling agent at KAIA and PMIA and any other airports that may be officially opened for international air traffic for the carriage of pilgrims, to assume the responsibility of receiving and provisioning of aircraft during both inbound and outbound phases. The ground-handling agent must maintain necessary labor and equipment for the operation of flights as scheduled. Failure to meet these requirements will result in necessary penalties be applied in accordance with Paragraph (8-f) of these Rules and Regulations.



5-g All air carriers' representatives and agents should be present at airport on inbound phase at arrival terminals to deliver and assist pilgrims and register any baggage loss, as well as fill in the passport forms upon arrivals. In addition, they should be present at outbound phase six hours before flight departure time to direct pilgrims to weight zone and respond to any inquiries. As well services at arrival zone that leads them to finalize embarkation process.

6 Conditions to be Fulfilled by the Air Carriers Applying for Operation of Charter Hajj Flights:

The Airline's Agent should have a certified travel agency or hold an official license to exercise the business of flight operator representative, and fulfill the representation requirements by GACA as follow :

- 6-a The Agent's Head Office/Branch should be located in Jeddah, Makkah or Madina.
- 6-b The Agent's should not have any due financial claims to GACA or others.
- 6-c The Agent should be financially, technically and administratively fitted to represent the flight operator during the Hajj season, and prove that with the documents approved by the concerned authorities.
- 6-d The Agent should have sound reputation and good experience in the activity of commercial air transport in general.
- 6-e GACA has the right to refuse any application submitted by a travel agency or flight operator representatives desiring to represent flight operator during Hajj Season.
- 6- f Flight operator representatives offices exercising commercial activities during Hajj can submit bank guarantee amounting to one million Riyals in addition to compliance with above conditions.
- 6-g All agents must supply the flight operator that represents, with all the regulations and instructions issued by GACA, and the resulting fines and penalties in case of any violations. The agent undertakes in writing to be responsible, jointly with his principal, for any violations on the part of the air carrier, and to bear the costs of returning the pilgrims to their home countries should the air carrier fails to do so. He shall also pay any fine that may be imposed due to non-compliance with these Rules and Regulations.
- 6-h The Agent shall submit on behalf of the air carrier the bank guarantee provided for in Paragraph (5-b) of these instructions.



- 6-i In case of non-sufficiency of the bank guarantee, an amount equal to the costs of repatriating or accommodating the pilgrims or the costs of violations shall be deducted from the bank guarantee submitted by the agency.
- 6-j Every charter flight operator and its Agents are jointly responsible to submit an accurate appropriate plan including number of pilgrims to be carried, number and type of aircraft used along with the approval of the states of origin of Hajj traffic.
- 6-k All Air Carriers desiring to operate charter or seasonal flights to KSA airports are required to submit its security programs (OSP) related to its operation in Kingdom's airports in accordance with Article (3.3.1) of Annex 17 of ICAO and in conformity to KSA National Security Regulations to the Security Department three (3) months before Hajj for review and approval from GACA.
- 6-l Commercial agreements signed between Saudi and other carriers are applicable in accordance with royalty rules and regulation issued by no (256/2/2423 dtd 28/5/1432hj) available on GACA web site.
- 7 General Rules and Conditions for Air Service Operation:**
- 7-a The carriage of pilgrims is subjective to the provisions and principles of the bilateral regulation signed between Kingdom of Saudi Arabia and other states on the basis of providing fair and equal operational opportunities between air carriers participating in the carriage of pilgrims by both contracting parties. Therefore, Hajj traffic is shared equally on a 50/50 basis between kingdom of Saudi Arabia and other states for governmental pilgrims within Hajj quota allocated for the state in accordance with the agreement with the Ministry of Hajj.
- 7-b In accordance to the Ministry of Hajj guidance material and the signed agreements with official Hajj missions, the flight operators shall obtain their flight slots for both inbound and outbound phases equally distributed over 30 days. This schedule should then be presented to the Hajj missions of the state they are transporting to allow them to sign housing contracts for the pilgrims.
- 7-c All air carriers (scheduled and charter) or their agents should submit a bank guarantee in an amount not less than SR100,000 and not more than SR200,000 in favor of GACA and issued in the name of the Ministry of Hajj to make up for the amounts that will be due from air carriers for providing accommodation and daily rations to pilgrims. The carrier or its agent is obliged to complete the amount of the bank guarantee if the whole or any part of it has been used. The amount of bank guarantee shall be determined on the basis of the operating frequency, i.e. number of flights:



No. of Flights	Amount of Bank Guarantee
From 1 – 5	100,000 Saudi Riyals
From 6 – 10	150,000 Saudi Riyals
More than 10	200,000 Saudi Riyals

- 7-d The general sales agent of the airline which operates scheduled flights shall have a joint liability in case his principal fails to fulfill any of his contractual obligations with respect to the return of pilgrims and the carriage of their baggage. He shall also be jointly responsible for any fines ensuing from the airline's failure to observe any of the obligations set forth in these Rules and Regulations. In the event of operating Hajj flights only, such expenses or fines shall be covered from the bank guarantee stipulated in Paragraph 5-b herein.
- 7-e All air carriers operating scheduled or charter flights shall submit their Hajj flight schedules early before the specified date for submission of operation requests as stipulated in Para.1-d of these instructions. This will enable the operators to obtain the required favorable times suitable to their plans and consistent with the airport capacity. In order for GACA to maintain equal rights and justice between all operators with respect to slot allocation, it shall not be obligated to approve all flights.
- 7-f The air carrier/operator must designate a travel agent as per Article (6) who shall assign an authorized representative pursuant to an official letter to be certified by the appropriate authority. This representative shall be responsible to KAIA and PMIA administration or to the administration of any other airports officially opened for receiving pilgrims for the fulfillment of all obligations relating to passengers as a consequence of flight delay. This includes provision of catering service and accommodation in accordance with the relevant agreements and regulating instructions.
- 7-g Air carriers shall not be entitled to practise commercial transport operations (passengers/cargo) on Hajj empty leg during both inbound and outbound phases, unless otherwise GACA seeks different approach, and in a manner that does not have an adverse impact on operational traffic at airports, except those authorized by the GACA.
- 7-h Air carriers shall maintain full compliance with the Kingdom's applicable airports security standards and procedures in accordance with the rules and provisions stipulated in the National Aviation Security Program and the other security instructions issued in this respect. Air carriers engaged in the carriage of pilgrims during the departure phase should comply with passenger, carried luggage and scaled baggage inspection procedures according to international and national regulations.
- 7-i Flight operators may conduct preliminary inspection of the pilgrims belongings by hand held inspection tools to reduce the time taken at the security check points.



- 7-j All scheduled air carriers, upon transporting hajj passengers, are requested to issue and submit bank guarantee for the purpose of Hajj accommodation as stated in Paragraph (7-c).
- 7-k The operation requests may not be submitted through the Ground Handling Agent whose main duties are to:
- Provide ground services to flights during inbound and outbound phases.
 - Provide air carriers which he serves with all necessary rules and regulations issued by GACA.
- Keep the documents relevant to each flight in his possession for at least 90 days.
- 7-l In the event of any difficulty to the flight, delay or cancellation, the air carriers shall take care of and attend to the needs of pilgrims jointly with the local agent in accordance with the procedures provided for in the Operation Manual, International Air Transport Rules and Pilgrims Carriage Regulations. Such care includes:
- Offering refreshments after one hour delay.
 - Serving a hot meal after three (3) hours from the specified time of departure.
 - Provide accommodation for departing passengers after maximum six (6) hours delay of the flight.
 - Providing assistance to pilgrims who need special care, such as the disabled and the aged and providing wheel chairs and special equipment for the handicapped.
- 7-m It is incumbent upon an air carrier or its agent to display a clearly visible and legible 1 X 1 m signboard bearing the airline's logo and containing the following information in Arabic and English languages, in addition to the language of the state to which the pilgrim belongs, if any. The board must be conspicuously displayed on several places at all airline related sites including Hajj Lounges at KAIA and PMIA, in the following format:

(Airline name and logo)

Every passenger has the right to claim the following:

- 1- Refreshments : After one hour delay.
- 2- Hot meal : Three hours after appointed time of departure.
- 3- Accommodation: After six (6) hours delay of flight.
- 4- Wheel chairs and special equipment for the assistance of the aged, handicapped and the disabled.



- 7-n The flight operator and the Hajj missions shall ensure that pilgrims receive clear instructions via all possible means that all their belongings should be packaged according to the size and weight specifications allowed and that oversized packages that obstruct operations within the airport terminals and on the tarmac will not be allowed. Hajj missions may coordinate with approved freight companies to transport their luggage from their residence in Makkah or Madinah to the airport.
- 7-o Air carriers shall affix to each piece of pilgrim's cabin luggage an identification sticker showing passenger's name, nationality, passport number, air carrier and flight number.
- 7-p Carriers are responsible for distributing immigration cards to pilgrims immediately after takeoff from the starting point and before arrival in the Kingdom to facilitate the computerized registration process, and the aircraft crew shall provide every assistance required to pilgrims in this respect .
- 7-q All carriers operating pilgrim carriage flights shall comply with the instructions and regulations issued by the Ministry of Health in the Kingdom of Saudi Arabia, fulfill all health requirements and provide vaccination against infectious diseases and epidemics pursuant to relevant international regulations.
- 7-r All pilgrims who carry jewellery or any amount of currency equivalent to SR 60,000 must fill in the Declaration Form available at the Customs Department in arrival and departure.
- 7-s In the event that the airline fails to return the pilgrims to their countries as scheduled, or delays the carriage of their luggage after their departure, necessary actions shall be taken to secure aircraft to carry the pilgrims and their left luggage through the appropriate committee entrusted with that task, and the airline or its agent involved shall bear all costs ensuing therefrom.
- 7-t Flight operators are not allowed to carry the "Goro" fruits or similar products. Operators shall not allow pilgrims to carry any food or consumable product in large quantities intended for commercial use. Food and consumable products in quantities suitable for personal use are however allowed. In case of violations the confiscated merchandise shall be re-shipped on the operator's expenses in accordance to Paragraph 8-f.
- 7-u In case of failure by an airline to operate three successive flights or if no aircraft is made available or in case of unreasonable delay of takeoff (in outbound phase) the GACA shall secure an alternate aircraft and utilize the bank guarantee to cover the costs incurred on securing the mentioned aircraft.
- 7-v Immediately after occurrence of any emergency such as a natural disaster, bad weather conditions or political disturbances which lead to the closing of airports in the destination



country, and also in case of takeoff delays or non-availability of an aircraft, the airline or its agent shall notify the airport administration (Airport Operation Office) to that effect so that proper coordination can be made for the suspension of transporting pilgrims to the airport.

- 7-w The flight operating certificates issued by the Aviation Standards Department to the flight operator for operating pilgrim's carriage flights shall only be valid for the same Hajj season which is mentioned in the authorization, provided that such authorizations should not be used for any air transport purposes other than licensed. The authorization validity expires after maximum fourteen (14) days from the end of the last day specified for operation in the very same season.
- 7-x These provisions are applicable to KAIA, PMIA and any other airports officially announced by the Saudi Government.
- 7-y To facilitate Hajj movement in outbound phase, GACA encourage all air carriers to weight pilgrims baggage checked out at point of departure (City Terminal – Jeddah, Makkah or Madina) through certified cargo agent.
- 7-z For all flight operator it is prohibited to carry zamzam water by any means and any quantity. The only quantity allowed with carried out personal baggage should not exceed one container of zamzam (10 liters) and should be wrapped and sealed properly in accordance with the wrapping standards available at the wrapping agent at the airport to ensure avoidance of any leakage of water.
- 7-z-1 Flight operators shall transport the pilgrim's belongings and zamzam water on the pilgrim's same flight or the following alternate flight and should not be left behind for extended periods. Violations will be subject to punishment per Paragraph 8-f.

8 Penalties for Violation:

Pursuant to Civil Aviation Regulations and the regulations pertaining to the air carriage and repatriation of pilgrims, the following penalties shall be imposed on the flight operator, which are in violation:

- 8-a Any airline carrying pilgrims and does not arrive or depart the Kingdom within the arrival or departure time specified for each flight, shall be fined SR10,000 for each inbound flight and SR15,000 for each outbound flight.
- 8-b Any Hajj flight which arrives in Kingdom after deadline of the period specified for the arrival of pilgrims shall be fined SR1,000/- for each pilgrim carried by the flight. However, if the number



of pilgrims in such case is less than one hundred, a fine of minimum SR100,000 shall be imposed for each aircraft involved.

- 8-c Any Hajj flight departing or trying to depart the Kingdom without obtaining a departure clearance, a fine not less than SR20,000 and not exceeding SR100,000 shall be imposed on the airline involved.
- 8-d Any entity involved in assisting an airline operating a Hajj flight to depart without completing the regulation procedures shall be subject to a fine of not less than SR10,000 and not exceeding SR50,000.
- 8-e A fine not less than SR20,000 and not exceeding SR50,000 per flight shall be imposed on any carrier engaged in the transport of pilgrims by air and fails to submit or delays submission of the passenger manifests provided for in Para (3-g) of this document.
- 8-f A fine of maximum SR 50,000 shall be imposed in case of perpetration of or abstention from a certain act, in violation of GACA Hajj Instructions, issued instructions, licenses, authorizations or permits, if such regulation or any other regulation does not stipulate a definite penalty with regard to this violation.
- 8-g The responsibility for implementation of these instructions and payment of the fines resulting from the violation thereof shall be jointly shouldered by the flight operator and their agents in the Kingdom.
- 8-h GACA has the right to detain an aircraft at the airport should the latter arrive without obtaining the necessary authorization prior to the commencement of Hajj flights, and take the appropriate procedures.
- 8-i Violations are verified in accordance with minutes reported by the assigned committee at airports air carriers and their local Agent.
- 8-j In the case of outstanding monetary obligations on the flight operator from previous Hajj seasons, the operator will not be allowed to operate during 1432H/2011G Hajj season before paying the outstanding amounts.
- 8-k The flight operator has the right to appeal the decisions of the enforcement committee to the office of ombudsman (Deewan Al Mazalem) within 60 days from the date of informing him of the decision, in accordance to Paragraph 13 of Article 20 of the implementing regulation of the pilgrims carriage Act.



Accordingly, all flight operator operating Hajj flights are required to comply with the Hajj Instructions Governing the Carriage of Pilgrims during both inbound and outbound phases, abide by flight schedules and confirm slot numbers according to the procedures stipulated herein to guarantee smooth flow of air traffic and safe aviation. Flight operator should also endeavor to ensure the return of pilgrims to their respective countries as scheduled without any delay.

- Note:** (1) In case of any discrepancy between the Arabic and English version of these Hajj Instructions, the Arabic version shall prevail.
(2) The dates will be followed according to the Umm-ul-Qura Calendar.

With our best regards,

FHS

President, General Authority of Civil Aviation

Faisal H. Al-Sugair

Dr. Faisal H. Al-Sugair



OFFICIAL AUTHORIZATION

We, _____ (First Party) hereby authorized Mr. _____ (Second Party), ID No. _____ Registration No. _____ to submit to General Authority of Civil Aviation (GACA), on our behalf, the requests for operating Hajj flights for the year 1430H. (2009/10G). Both undersigned parties shall be jointly responsible to GACA for the validity and accuracy of the information contained in the operation requests. The GACA shall take necessary disciplinary actions against both or any of the parties for discrepancies in information or misrepresentation.

**First Party
Operator**

**Second Party
(Authorized Party)**
