

## Useful Contact Details

> In the UK	Siddiqa Hassan, Hajj Desk Officer Foreign & Commonwealth Office King Charles Street London SW1A 2AH Email: <a href="mailto:hajj@fco.gov.uk">hajj@fco.gov.uk</a>
> In Saudi Arabia	Dar AlKhaleel Hotel Ibrahim Khalil Street Makkah Tel: 02 541 2511 or 02 541 1341 Fax: 02 540 5205
> 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

## Calling the UK & Saudi Arabia

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.

## 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.

## 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 UK should be obtained before leaving the UK, to prevent any delays in returning.

## Booking & Organising Hajj Packages

### Tour Operator Security

For important advice please visit:

- > [www.berr.gov.uk/whatwedo/consumers/buying-selling/holidays-travel/package-holidays/index.html](http://www.berr.gov.uk/whatwedo/consumers/buying-selling/holidays-travel/package-holidays/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](http://www.atol.org.uk)



Downloadable copies of this leaflet are available at [www.fco.gov.uk/hajj](http://www.fco.gov.uk/hajj)



The London Central Mosque Trust & Islamic Cultural Centre



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# Advice to British Hajjis



Foreign & Commonwealth Office

[www.fco.gov.uk](http://www.fco.gov.uk)

Hajj November 2009

Prepared in co-operation with British Muslim Communities

The Foreign & Commonwealth Office (FCO) understands 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.

## Health

The World Health Organisation and the Saudi government advise that the elderly, pregnant women, people with chronic diseases and children should postpone the Hajj and Umrah pilgrimages this year for their own safety.

You should be aware that there is a high likelihood of transmission of H1N1 pandemic flu in the course of the pilgrimage. Although health care facilities for the Hajj are generally of a high standard, due to the large number of pilgrims, it might be less than would normally be expected in the UK for people who are vulnerable to complications.

This year Hajj pilgrims are required to obtain a seasonal flu vaccination with a certificate in their country of origin at least two weeks prior to applying for a Hajj visa. The seasonal flu vaccination should be available from the end of September. You should carefully consider the information provided on the website of the Saudi Arabian Embassy in London before arranging your Hajj trip. For further information please visit:

> [www.mofa.gov.sa/Detail.asp?InSectionID=45&InNewsItemID=97610](http://www.mofa.gov.sa/Detail.asp?InSectionID=45&InNewsItemID=97610)

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](http://www.dh.gov.uk/PolicyAndGuidance/HealthAdviceForTravellers/fs/en)

You can find out more about swine flu by:

calling the swine flu information line on 0800 1 513 513

> visiting [www.fco.gov.uk/swineflu](http://www.fco.gov.uk/swineflu)

> visiting [www.dh.gov.uk/en/index.htm](http://www.dh.gov.uk/en/index.htm)

> visiting [www.direct.gov.uk](http://www.direct.gov.uk)

> visiting [www.nathnac.org/travel/swineflu.htm](http://www.nathnac.org/travel/swineflu.htm)

## Travel Advice

The Foreign & Commonwealth Office provides Travel Advice for 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 when making travel plans.

> Tel: 0845 850 2829

## 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 airport. 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.

## 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. They will be accompanied by Muslim staff from the Foreign & Commonwealth Office. Working with the British Consulate General in Jeddah, the delegation will provide you with a wide range of Consular services and assistance. The delegation will be located at the DarAlKhaleel Hotel, Ibrahim Khaleel Street, Makkah (see Useful Contact Details).

The British Hajj Delegation 2009 is headed by Lord Patel of Blackburn.

### 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 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

## Travellers Checklist

- > Check the FCO current travel advice for Saudi Arabia at [www.fco.gov/travel](http://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](http://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 back in the UK.
- > Individuals on medication should make sure that they have adequate quantities to get them through the Hajj period. Existing medication should be clearly labelled 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 British Hajj Delegation Clinic and Consular service.
- > Use the FCO online registration service to register details of your and your family's travel plans. Visit [www.fco.gov.uk](http://www.fco.gov.uk) and click on 'LOCATE' to sign up.

### How to find the Hajj Delegation Base

