

PILGRIMS GUIDE

The Pilgrims toiletries will include The Pilgrim is advised to carry the following items in hand luggage:

- toiletry bag (comb or hairbrush, toothbrush, tooth paste, hair removing cream, sanitary pads, shampoo and conditioner, toilet roll and tissues, travel sewing kit, medicine bag, Elastoplast strips, lip-ice, vicks, zambuk, eno, sachets, white vaseline, antiseptic powder, small pack soap power for washing clothes, travel iron, hair dryer, eulactol heel balm, calcivita, prescribed medicines for the total period, ihram belt, small Qur'an, musallah and tasbeegh, a thin sheet for sleeping on the floor and eating on the floor, plastic jug for toilet and food to eat en - route to Jeddah.

The Pilgrims should keep a separate bag or pouch

- passport, air tickets, cash dollar bills, health certificates, set of your spouse clothing in the case of luggage being mislaid or delayed at the airport, plastic cup for drinking water, all valuables to be kept with the Pilgrim and not in the luggage stored in the hold of the airplane.
- The Pilgrim if sick can visit the free Hajj clinics set up by SAHUC in Makkah, Medina and Azizia.

KAPS

KHIDMATUL 'AWAAM

K - Khidmat (serving)

A - All for Allah's

P - Pleasure with a

S - Smile

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HAJJ

KHIDMATUL 'AWAAM

KHIDMATUL 'AWAAM PILGRIM SERVICES
"Non Profit Company" (NPC)

KHIDMATUL-AWAAM PILGRIM SERVICES (NPC) CODE OF CONDUCT AND PILGRIMS GUIDE

Code of conduct

The pilgrim agrees to abide by the following rules and regulations regarding the code of conduct as set out in annexure c herein and shall:

- during the pilgrimage, abide by the rules, regulations and laws in the Saudi Kingdom or the country the pilgrim is travelling;
- follow the lawful directions of the group leader or an employee of the operator in the course and scope of their duties;
- behave with the necessary decorum as is expected of a pilgrim by avoiding sinful acts and refraining from obscene language;
- dress appropriately and modestly according to the sunnah;
- not remove any utensils, apparatus and/or appliances from any place, any hotel establishment or building housing the pilgrims;
- ensure that the nominated mahram (if applicable) will accompany the pilgrim on all phases of the prescribed journey and that such nomination is endorsed on the said visa of the pilgrim;
- not cause any form of pollution, e.g. Smoking in public or in a room where there are non-smokers;
- during the entire pilgrimage journey shall adopt the motto "I am my brother/sister's keeper and shall at all times be of assistance to the old, elderly, those suffering from any form of disability whether mental or physical including children;
- be patient at the airport as the operator has to ensure that formalities are complied with and that transport arrangements are in place;
- at all times wear some form of identification setting out the pilgrims address in both Makkah and Medina or any other traveling country and shall supply contact details in the Kingdom and South Africa, of any medical condition that the pilgrim may be suffering from must be disclosed;
- in event that a pilgrim is pregnant, then she shall not travel without the necessary medical certificate and has a duty to inform the operator prior to the agreement being concluded and a further duty to inform all material stakeholders, such as aircraft carriers and sahuc about her pregnancy and all medical conditions.
- take travel insurance in the event of illness, delays resulting in further expenses and/or reclaiming the costs of lost baggage.

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- The Pilgrim shall endeavor to travel as light as possible and comply with all airline regulations. It is recommended that KAPS pack-bag will suffice for the five/six-days of Hajj.
- The Pilgrim should guard or ensure that all monies are kept separately (e.g. husband and wife).
- There are special belts which the Pilgrim can wear to safeguard his property. On checking in at the hotel the Pilgrim shall as soon as possible put all monies and valuables in a safe and thereafter record and memorize the number of the safe.
- The Pilgrim will acquire the necessary medication that may be needed during the pilgrimage in the event of a Pilgrim suffering from gastric problems, including severe vomiting, bladder or kidney infection, fever, headache or body pain, dry or itchy eyes, ear ache, allergic rash or itches, heart burn or acidity, colds and flu. Medicines containing codeine are banned in Saudi Arabia whilst sleeping tablets and tranquilizers are difficult to obtain.
- A Pilgrim suffering from diabetes or high blood pressure should take a sufficient supply of medication to last the entire duration of the pilgrimage.
- The pilgrim must provide the Operator with a valid passport which validity should extend for at least 6 months, from the date of departure which must contain 6 blank pages including 4 passport size color photograph for each Pilgrim (ladies preferably in hijab) and a stamped immunization card reflecting vaccination against meningitis and yellow fever (a Pilgrim over the age of 65-years should consult a doctor whether in terms of the World Health Regulations a Pilgrim over 65-years of age is exempted from one of the two injections). If exempted, a letter from a General Practitioner that is registered as a Travel doctor must be provided.
- The Operator shall endeavor to apply for the Pilgrim's visa which processing period may take approximately 14 calendar days.
- The Pilgrim should know the exact location of the Mikat (boundary) of the Holy precincts in Makkah before he/she puts on or makes intention of Ihraam.
- Should the Pilgrim be travelling to Makkah first, then he/she must put on their Ihraam at the airport of the final leg. This may also be done on the airplane, in which case ensure that the Ihraam is carried as hand luggage.
- Pilgrims who are travelling by a carrier other than Saudi Arabian Airlines must check the length of time that they are in transit and put on the Ihraam at the Airport or in transit when passing the Mikat.

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- The Pilgrim is advised that in the Kingdom of Saudi Arabia, check-in time at the hotel is after ASR, check-out time is after THUHR. Should the Pilgrim arrive early, he will have to wait. However, the Pilgrim is at liberty to pay for the hotel room for an extra day, should the Pilgrim wish to use the room before/after the check in/out times. Male Pilgrims are recommended after necessities to take the following clothes:
- underwear, 3 x vests, 3 x briefs, 3 x tops, 2 x pajamas, 2 x pair of socks, light jersey, head scarf (purchase in Makkah), Ihram (towel or cloth), Ihram belt, 1 x large bath towel and one hand towel for wudhu, 3 x kurtas, 1 x pair of comfortable shoes, one sandal, Toiletries: comb, hair brush, toothbrush, toothpaste, razor blades or battery shaver, miswaak and atr (perfume); scissors, nail clipper, cotton ear buds and pocket tissues: Additional items recommended: small pocket diary, leak proof ballpoint pen, travel alarm clock, sun glasses, folding umbrella, pocket penlight torch, leather pouch/hand luggage for passport and foreign currency, a hajj guide, small Qur'an and a book for prayers, a musallah and tasbeeh, toilet roll or wet wipes, a pouch type bag for stones, sewing kit, a collapsible cup for drinking holy water.

Female Pilgrims are recommended to take along the following:

- clothing for 6 – 8 weeks consisting of 2 night dresses or pajamas, 2 x cotton gown, 3 x cool long frocks, 2 x pair of comfortable sandals, cloths and ihram, 5 – 6 prayer robes (burkhas) sown clothing garments in assorted colours, sleeves to the wrist and high neckline; female Pilgrims should bear in mind that there is no specific ihram gown for woman and normal clothes worn from home on the day of departure will suffice if she intends going directly to Makkah.
- 2 triangular scarfs or under scarfs made of cotton/muslin to keep their hair neat under the burkah, 1x large bath towel and 1 x hand towel for ablution, 5 x sets of under-wear, 1 light jersey, a large -traveling bag which will have the following items in it: passport, plain ticket, note books, sweets, tissues, and tablets for nausea and vomiting, headache and prescribed medicines.
- The female Pilgrim may furthermore wear clothes of any colour and cover their heads, leaving their faces uncovered but must observe Hijaab in the presence of strangers. They may wear stockings ornaments and jewelry.