ضيوف البيت
Al Bait Guests
Pilgrims Services لخدمات الحجاج

GENERAL FAQS

@albaitonnusuk

Who

are Al Bait Guests (Duyuf Al Bait)?

Al Bait Guests (formerly known as the Establishment of South Asia) is one of the largest Hajj service providers, operating for over 40 years. They have served approximately 600,000 Hajj pilgrims from South Asia annually, almost one-third of all pilgrims. They have consistently earned recognition for being an excellent service provider. They are licenced and appointed by the Ministry of Hajj to organise Hajj for pilgrims travelling worldwide.

Why

Al Bait Guests (Duyuf Al Bait)?

We are confident that working with Al Bait Guests is the right decision; **here is why:**

- They have decades of experience in serving Hajj pilgrims.
- They have an excellent track record.
- We share the same values in terms.
- They are passionate about integrity and quality of service.
- They have a pilgrim-centric mindset.
- They have the financial capacity to deliver such a project successfully.

نُسُك

Nusuk

What

is Nusuk Hajj?

Nusuk Hajj is the one-stop-shop platform overseen by the Ministry of Hajj and Umrah, which offers pilgrims from serviced countries a variety of Hajj packages provided by authorised service providers, ensuring a seamless Hajj experience. You can register yourself and your companions on their website, not the Nusuk App.

Q: How can I get support?

You can contact the Nusuk support team via any of these channels.

- **Live Chat on website** Connect with their live agents instantly for fast and tailored assistance with all your Hajj-related questions and inquiries.
- **Support Email** Do not hesitate to reach them via email. The team is there to assist you promptly.
- **Support Centre's** Book an appointment to get support and assistance.

Q: What is the difference between the Nusuk portal and the Nusuk app?

The Nusuk app is used to book Umrah and Rawdah. The Nusuk Hajj website is the only platform on which to register for Hajj.

Q: How can I join the telegram channel group?

You can find all the Broadcast channels on the Al Bait Guests website.

Q: Is the system the same as last year?

The Nusuk portal and overall process have remained consistent. The ministry continuously updates and enhances it annually to ensure efficiency and ease of use.

REGISTRATION

Q: My passport is due to expire, can I still register?

Passports should be valid for more than six months to cover your journey to and from Hajj. If your passport expires before then, you should renew it and register.

Q: I have a profile from the last Hajj season. Can I use it again?

Yes, you can use the same profile. You will be able to edit and amend where needed.

Q: I deleted my profile and tried to register again for Hajj, but I received an error message. What should I do?

To resolve this issue, please follow these steps:

Raise a Ticket:

- Submit a support ticket via Nusuk's help centre.

Clearly Explain Your Request:

- Clearly state that you wish to delete your profile completely from Nusuk.
- Mention that you are the profile holder and grant permission to delete the profile.

Be Persistent:

- If you receive a generic response, such as instructions to reset your password, reiterate your original request (as outlined in step 2).

Answer Phone Calls:

- You may receive a call from the service centre at **+966115103319.**
- Answer the call and explain your request clearly, using simple terms: **"Please delete/remove my profile/account from Nusuk."**

Follow Up via Email:

- If requested, send a copy of your passport to support **@hajj.nusuk.sa**, including:
  1. Your full name as per the passport.
  2. Passport number.
  3. Contact number.
  4. Restate your request to delete your profile.

Patience and Persistence:

- It may take the operators 2–3 attempts and a few days to acknowledge and understand your request.
- Once the request is processed and your profile is completely deleted, you should be able to register a new profile successfully.

Q: What are the next steps after my registration?

Nusuk will verify the submitted data, and you will be informed of the next steps phase by phase. Please follow the latest news on the telegram channels to receive the latest updates.

Q: If I have a question about registration, who can I contact?

The Nusuk support team is available 24/7 to answer all your enquiries via

✉ support@hajj.nusuk.sa ☎ 00966920031201 🌐 (Hajj_nusuk)

Q: Does registering on the platform mean I am accepted for Hajj?

Registering on the platform does not mean you will be accepted for Hajj. Packages and payment will be available at a later time. Please subscribe to the newsletter and the Al-Bait Guests Telegram Group to follow up on reservation opening dates.

Q: Can I add a family member during registration?

You can add family members by entering their details or using their email addresses to link profiles during registration. They will receive a verification code to share with you. You can activate your eWallet, but it should only be topped up once you add all the family members. By adding family members, they would need to be residing in the same country and will all choose the same package type.

Q: What is the benefit of adding family members?

You can perform Hajj together when adding your family through your platform account. As the admin of your family group, you will be responsible for the selection, eWallet funding, and payment of the package cost for both yourself and your family members.

Q: Can I, as a family member, log in to access the platform?

You can log in using the email the lead used to add you as a family member, access the platform, and view your account and package details.

Q: What is the maximum number of family members I can add?

The maximum number of family members you can add is seven.

Q: Can I add a family member residing in a country other than mine?

Family members must be in the same country of residence as you.

Q: Can I de-link a family member from my account?

Yes, you can de-link a family member. By doing so, all records and data will be permanently deleted from your profile and become an independent account unconnected to yours.

Q: Can I transfer the account authority to one of my family members?

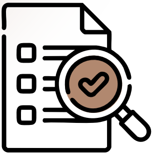
Yes, you can transfer the account authority of your account to one of your family members in the 'My Family' section. By selecting the 'Transfer Authority' icon for the family member, they will receive a request in their notifications. Upon acceptance, you will lose the authority to manage the family and select and purchase packages.

Q: Are there any age restrictions?

Yes, pilgrims under twelve are currently not accepted for Hajj.

Q: Why am I being asked to enter flight and arrival information when I do not have those details?

During Nusuk registration, you may be prompted to input a flight number and arrival day. Feel free to use any flight number and day during Hajj; the system will gather accurate information later without impacting your application.



VERIFICATIONS

How

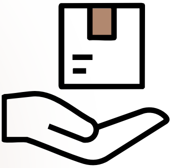
long will it take for my account to be verified?

Profiles are typically verified within **24 hours to a week.** However, there is no definitive time frame for the verification process, as certain factors, such as the review of immigration status documents, may require additional time for thorough vetting. If the verification process takes longer than a month, it is recommended to speak with a guide who can assist in investigating the matter further.

Why

has my verification failed?

Most rejections occur due to issues with immigration status documents or failure to meet photo size requirements . If you encounter difficulties with these aspects, we recommend contacting a guide to resolve the matter.



PACKAGES

Q: When can I see the details of the packages and the booking process?

Package availability and the booking process will be announced later. Please follow the latest news on the platform to learn when packages will be available and how to book them. You can also subscribe to the Nusuk newsletter and the Al-Bait Guests Telegram Group to receive the latest updates on package availability.

Q: What services are included in the package?

Nusuk Hajj offers a wide variety of packages to cater to pilgrims' unique needs. These packages range from all-inclusive to Mashaer packages, which only include basic services within the sacred Mashaer (Mina, Muzdalifah, and Arafat). Mashaer packages do not include any services outside Mashaer, such as flights, accommodation, transportation, or catering.

Q: What is the benefit of choosing the package category?

Choosing the package category allows you easy access to the package that suits your preferences when made available.

Q: What are the services provided through the package?

Hotels | meals | transportation | flights

services | Additionally, guidance and logistical support will be provided throughout the trip.

Q: What is Aziziyah like?

Aziziyah is a lively district of Makkah located a few miles away from Haram. It has excellent foot access to the Jamarat. Those on the shifting packages will stay in Aziziyah for a number of days.

Q: Is Madinah included in my package?

As specified in the package details, all packages include a stay in Madinah, either before or after Makkah.

Q: How will I know the packages are ready for booking?

Pilgrims can indicate their preferred package in advance. Once the booking stage begins, they will receive notifications regarding the package availability and opening dates. By clicking on the link associated with their preferred package, they will be directly redirected to the relevant booking page, streamlining the process and ensuring easy access to the desired package.

Q: What is the difference between shifting and non-shifting?

Non-Shifting:

You will remain in a hotel close to Haram throughout your Makkah stay and will NOT move to Aziziyah as the days of the Hajj rites approach. On the 10th of Dhul-Hijjah, when you go to Makkah to perform your Tawaf, you will have access to your hotel room.

Shifting:

You stay close to Haram for most of the tour, but as the Hajj days approach, the accommodation shifts to a third location in Aziziyah—a suburb of Makkah located a few miles from Haram.

Benefits of choosing a shifting package:

- **Prices** for hotels near Haram spike during Hajj and a package with a more affordable location like Aziziyah ensures a lower package price.
- Pilgrims must stay in Mina for about five to six days, but those on a non-shifting package pay higher rates to retain their Makkah hotel, although they will not stay overnight. It makes sense for many pilgrims to opt for a cheaper third location during this period.
- Shifting packages **grant access to Aziziyah** accommodation during Hajj days. Pilgrims have basic and overcrowded facilities in Mina, so Aziziyah provides an alternative accommodation which can be accessed anytime. It helps ease the pressure some pilgrims face during their stay in Mina; however, it is essential to remember that your stay in Mina is part of the Hajj rites.
- Shifting packages offers a chance to **prepare for Hajj**. Pilgrims take a break from the hectic Haram just before Hajj, using Aziziyah's calm environment for mental and physical preparation. Workshops and training sessions organised by Hajj providers are attended during this time.
- Even with a shifting package, a**ccess to transportation to the Haram is available**. Aziziyah is approximately three miles away, allowing eager pilgrims to take a short taxi or shuttle trip to visit the Masjid.

Q: What is the difference between the various Mina/Arafat Tents categories?

Hajj packages provide a choice between two camps in Mina and Arafat: Majr Al-Kabsh Camp and the standard camp. The main distinction lies in their locations, with the Majr Al-Kabsh camps being closer in terms of walking distance to the Jamarat.

Majr Al-Kabsh Camp

boasts its strategic location, just 300 meters from the Jamarat Bridge, making it a quick and convenient 10-minute walk for pilgrims. This proximity ensures ease and convenience for performing rituals. The services provided in this camp are slightly higher in level. Transportation between Mina, Muzdalifah and Arafat will be by train.

Standard Camp

stands out with its impressive capacity, accommodating up to 30,000 pilgrims. This year, the Standard camp is situated approximately a 45 - 60 minute walk from the Jamarat. The camp ensures a comfortable stay and enriching experience for pilgrims, providing all necessary comforts. Transportation between Mina, Muzdalifah and Arafat will be by bus.

Q: What is the difference between luxury, premium and standard?

Three tiers of packages will be available: luxury, premium and standard. Luxury and premium on the non-shifting packages will benefit from the high-speed train service, whereas premium and standard will travel via coach on the shifting packages.

★★★★★

Luxury

packages will include high-quality, 5A star Makkah hotels close to Haram, just a few minutes' walk.

★★★★

Premium

packages will include good quality 4/5B star hotels in Makkah, located approximately a 10-minute walk to Haram.

★★★

Standard

packages include a 3-star Makkah hotel, approximately a 20-minute walk to Haram.

Q: Will there be a package description, and what will it include?

Clarity is vital regarding the package descriptions on the Nusuk website portal. It offers crucial details about your itinerary, package duration, location (Makkah or Madinah), travel mode (train or coach), meal provisions, and guide language proficiency. Carefully reviewing these descriptions is crucial for making an informed choice. As marketing partners of Al Bait Guests, we are committed to addressing any confusion and answering your queries. Additionally, Al Bait Guests strive to include specific amenities in some packages, subject to availability.

Q: Will there be a Scholar with my package?

- The team incorporates scholars knowledgeable in the rulings of the various madhabs (schools of thought), ensuring accessibility for all.
- If you have specific concerns or inquiries, contacting these scholars directly is advised, although pilgrims are encouraged to maintain contact with their chosen scholars for particular rulings.
- The current approach aligns with the Sunnah of the Prophet (PBUH), providing a diverse range of scholars regarding schools of thought, background, and language.
- **This way, everyone can benefit from a rich and inclusive spiritual experience.**

Q: If I am in London and my friend is in America, can we be on the same package?

For Hajj 2024, packages were made available globally using custom flights. However, the system has changed this year, and this option is no longer technically feasible in the initial phase. It may become possible during the second phase, but only if the allocated quota is not fully utilised or an additional allocation is provided.

Q: Can my family and I be guaranteed a room together?

Every effort will be made to keep families together; however, this cannot be guaranteed. The room type you have chosen will be honoured, but males and females may have to be split in some cases due to the limitations of the Nusuk booking system. For shifting packages, accommodation in Aziziyah will be in quad rooms.

Q: Will I have access to the packages before booking?

Before booking, individuals can explore available packages, inquire with marketing partners, and select their preferred option. Once the packages are open for booking, notifications will guide users to their preferred packages.

Q: When will the prices be out?

Prices are unavailable. They will be published once packages are live on the Nusuk Portal. The Marketing partners have no control over this. We will let everybody know as soon as we have any definite information.
Reviewing last year's prices would be the best approach for an estimate.

Q: Can you clarify whether the package dates include travel time from the country of residence and back?

For instance, a 10-day package includes travel time, but it is crucial to account for a day variation on either side. This flexibility is necessary due to the reliance on the lunar calendar dates for Hajj and flight schedules.

Q: Which packages do you recommend if I want a comfortable journey for my elders?

For pilgrims seeking comfort and ease during Hajj, opting for **a package spanning 16, 17, or 18 days is ideal**. This extended duration provides ample time upon arrival, allowing for a peaceful stay in either Madinah or Makkah first. Pilgrims can perform Umrah at a relaxed pace, adjusting to the environment before embarking on the Hajj journey. Whether choosing Makkah or Madinah as the starting point, a non-shifting package is highly convenient. This ensures pilgrims can maximise their time in the Haram without frequent transfers. Booking a 17 or 18-day package offers a leisurely experience, avoiding any sense of rush. Rest assured, regardless of the chosen package, pilgrims will be well taken care of throughout their sacred journey.

Q: Is Qurbani included?

The Qurbani (sacrifice) is not included as part of the package, however we will provide you with the necessary guidance to arrange the sacrifice.

Q: Do the packages include flights?

Upon selecting a package, pilgrims can choose a flight to accompany their package. While the package details are presented independently of the flight, completing the purchase of the package necessitates the selection of a corresponding flight. Pilgrims will have various flight options, ensuring flexibility and customisation according to their preferences.

Q: Will the Nusuk system stop you from choosing a package once it has reached its quota?

According to the information provided, once the quota is filled, the system will prohibit further bookings until the next phase opens, featuring the remaining unsold packages.

Q: How do I know which room to book for myself and my companions?

Room Selection Guidelines

For families, only one type of room selection is available, i.e. Lead Person + Companions. You cannot be guaranteed to share a room with your family members, but you will be guaranteed the room type you booked. Room sharing can only occur between mahrams.

Below are the hypothetical pricing options:

- Quad Sharing: 100 SAR per person
- Triple Sharing: 200 SAR per person
- Double Sharing: 300 SAR per person

Examples:

1. Lead Person + 1 Companion

If Double Sharing is chosen, both companions pay for a double sharing.

Cost: 2 x 300 SAR = 600 SAR in total

2. Lead Person + 2 Companions

If Triple Sharing is selected, all companions pay for triple sharing.

Cost: 3 x 200 SAR = 600 SAR in total

3. Lead Person + 3 Companions

If Double Sharing is chosen, all persons pay for double sharing.

Cost: 4 x 300 SAR = 1200 SAR in total

If Triple Sharing is selected, all persons pay for triple sharing.

Cost: 4 x 200 SAR = 800 SAR in total

If Quad Sharing is chosen, all persons pay for quad sharing.

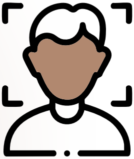
Cost: 4 x 100 SAR = 400 SAR in total

4. Lead Person + 4 or more Companions

Cost depends on the selected sharing type:

Double Sharing: Number of persons x 300 SAR
Triple Sharing: Number of persons x 200 SAR
Quad Sharing: Number of persons x 100 SAR

Once a booking is completed, you will be contacted to seek your rooming preferences before departure. We will try our utmost to accommodate all requests; however, this cannot be guaranteed.



BIOMETRICS

Q: I received an email from Nusuk asking me to complete biometrics. What does this mean?

Users must download the Saudi Bio App and follow the instructions to complete the biometric process.

For iPhones
https://apps.apple.com/gb/app/saudi-visa-bio/id1530028975

For Android Phones
https://play.google.com/store/apps/details?id=sa.gov.mofa.saudivisabio

There is no cost associated with this.

Once the user has submitted the Visa Bio application on the app, they will receive one of the following:

- Application Submitted Successfully.
- Application under review email. (Wait until the "submission successful" email is received)
- Application rejected email. (Delete the app, re-install and re-submit.)

Q: I am having difficulty completing the biometrics scanning. What should I do?

Some cameras and phones may struggle to capture adequate fingerprint images, and repeated attempts may still result in rejection. Based on previous and recent experiences, the following tips have proven effective:

- **Switch Devices:** If the same camera or device consistently fails, try a different one.
- **Use Newer Android Devices:** Devices like Google Pixel 6/7, Huawei, and Samsung have shown better accuracy.
- **Apple Devices:** Newer Apple phones often generate reflections, rendering images inadequate. Increasing the resolution to 4K has been successful.
- **Moisturize Fingertips:** This enhances contour reflection for better image capture.
- **Camera Positioning:** Keep fingers close to the camera, with fingers together, and move the phone closer rather than further away. Ensure the marker turns green to confirm the image is registered.
- **Elderly Users:** Their fingerprints may not be as prominent, so extra care and persistence are needed.
- **Lighting and Background:** Avoid reflections and bright lighting. Use a dark or black background for better results.
- **App Troubleshooting:** If issues persist:
  - Delete the app, reinstall it, and resubmit the images—this has resolved problems for many users.
  - If a visa application is declined, follow the same steps (delete, reinstall, resubmit), as it often succeeds on the second attempt.
- **Application Under Review:** Be patient; it will eventually be confirmed. If declined, you will be asked to resubmit.
- **Exceptional Cases:** Individuals with scarred, amputated, or disfigured facial features and fingerprints have successfully uploaded prints after repeated attempts. Persistence is key.

If the user cannot complete biometrics, they can upload a medical report in the app to support their case.

BOOKING

Q: What if I am a British Citizen but want to fly from another country?

If the package that you have booked is one that comes with a group flight (as will be the case for UK packages), you will not have the option to change the flight. Of course, you could forfeit the flight and purchase a new ticket, however we would not recommend this as you will be separated from your group during the journey.

Q: Can I cancel a companion's booking?

Yes, you can cancel a companion's booking, and the cancellation and refund policy will apply.

Q: Can I choose different room types, and will my companions be housed together after booking?

Creating profiles for each occupant with their companions ensures accurate room assignments based on preferences. Bookings are for beds rather than entire rooms; every effort will be made to accommodate requests, although it cannot be guaranteed. Room capacity is limited to four beds, emphasising the importance of creating profiles based on the number of individuals sharing. For instance, if a profile consists of five people wishing to book a double and a triple room, it is currently not feasible as the same room type has to be selected for all members within a single profile. All five individuals in that profile must book the same category room. If four people in a profile prefer double rooms, they will be assigned two rooms. Opting for a quad room is possible for four individuals unless there are mahram issues, which guides will note for rooming arrangements. Another solution is for a profile of five desiring a double and triple— the three opting for a room should create a separate profile. Before package release, decisions should be made well in advance, as availability may be limited once the booking phase begins.

Q: Is it wise to split my profile?

Choosing to split profiles to secure specific room configurations, such as a triple and a double, comes with potential risks. The first risk involves the possibility of the new profile not being verified in time. The second risk arises when booking separate profiles for, say, a double, as there is a chance that one profile may secure a booking while the other one does not. It is crucial to weigh these risks and make informed decisions early, ideally before entering the booking phase, to ensure a smoother process for all travellers.

PAYMENTS

Q: What is the eWallet?

If the package that you have booked is one that comes with a group flight (as will be the case for UK packages), you will not have the option to change the flight. Of course, you could forfeit the flight and purchase a new ticket, however we would not recommend this as you will be separated from your group during the journey.

Q: How do I fill up my eWallet?

The eWallet system allows flexibility in topping up, allowing the use of multiple cards or bank transfers. This feature facilitates payments in full or through instalments from various sources, including contributions from fellow companions. This flexibility aims to alleviate the financial burden on individuals. Online bank debit cards are recommended, as credit cards tend to charge fees. Avoid bank transfers and third-party providers as they take longer to refund if required.

Q: Which currency will the packages be in?

While the prices on the website may be displayed in your country's currency, payments for the packages will be in Riyals (SAR). The indicated prices in Sterling serve as an approximation, and it is advisable to view the costs in Riyals for an accurate representation. Exchange rates fluctuate, and the website may have its conversion rate, making it uncertain which rate will be applied. Consider using apps like XE or researching current conversion rates online to stay informed.

Q: Do I need to pay extra for agent service?

Absolutely not

Q: How can I be sure that the payment was successful?

You will receive an e-mail about the successful booking and payment, and a green paid icon will appear in your profile. Your wallet amount will also have changed.

Q: I did not receive an email confirming a successful payment and booking confirmation. What should I do?

✉ support@hajj.nusuk.sa ☎ 00966920031201 🌐 (Hajj_nusuk)

Q: Is there a limit to how much I can top up the eWallet at a time?

No, there shouldn't be a limit

Q: Are there any fees for topping up the eWallet?

The only applicable fees when topping up your eWallet will be based on your payment method (e.g., Credit Card or Bank Transfer) and associated international transaction or foreign exchange rate fees.

Q: What about the %1.5 processing fee?

There's a 1.5% processing fee for all transactions on Nusuk, whether you're buying a package or withdrawing funds (requesting a refund) from your wallet. When packages are available, their prices already include this fee. For example, if a package costs 50,000 SAR, that price covers the processing fee. If you have 50,000 SAR in your wallet and want to withdraw or get a refund, you'll receive slightly less due to the processing fee. So, if you asked for a full refund of 50,000 SAR, you'd get 49,250 SAR after the fee deduction.

Q: Do I have time to make the payment once the packages are released for purchase?

If you don't have sufficient funds in your eWallet to purchase your chosen package for the desired number of people, you won't be able to confirm your booking. Full payment must be made at the time of booking using your eWallet; there's no option to pay later, such as in 48 hours or 7 days. While you may be able to top up your wallet after packages are released, doing so could delay your booking process and potentially cause you to miss out on securing your preferred package. We strongly recommend ensuring you have enough money in your eWallet before packages are released to secure your spot for Hajj.

Q: If payment is initially made via bank transfer, can one later switch to card payment or vice versa?

Yes.

Q: How does one activate the e-wallet, and is a specific minimum amount required?

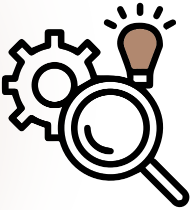
The e-wallet can be activated through a credit card or bank transfer payment. Testing its functionality by sending a small amount, such as 10SAR, is recommended to ensure it works smoothly. After confirming its functionality, you can top up gradually as needed.

Q: Can multiple people pay into the eWallet, and can different payment methods be used?

Multiple people can pay, and mixed payment methods are allowed.

Q: What if I need a refund?

Improved refund processes require bank details during registration to streamline the return process.



GENERAL

Q: Will a lottery system be in operation this year?

There will be no lottery system in operation. Bookings will be accepted on a first-come, first-served basis. Each country is allocated a dedicated quota, and once the first phase concludes, any remaining quota from other countries will be made available in a pooled system for others to purchase.
When the purchasing phase begins, those who secure a package first will confirm their place for Hajj. Once the quota for a specific country is filled, sales for that country will stop. Unfilled quotas from other countries will be opened to all during the next phase. The ministry is expected to announce the timeline for this process.

Q: When will my visa be approved?

Nusuk has introduced a feature where individuals can check their visa eligibility before transferring money or attempting to book a package. This feature informs users whether they are eligible or banned before booking. The details of how this feature will operate remain unclear, as Nusuk is still finalising the implementation.

Q: How will the visa be issued, and will I have to go to the Saudi Embassy to receive it?

An eVisa will be issued, eliminating the need for an embassy visit unless complications arise. Unlike previous independent Hajj arrangements, where booking did not guarantee a visa, the pre-verification process reduces concerns about visa issuance. While it is rare, if someone faces passport submission requirements at the Embassy, guides can assist, ensuring a smooth process.

Q: Can I use my Umrah visa or Tourist visa for Hajj?

No, users wishing to perform Hajj must obtain Hajj visas in advance. It cannot performed on a tourist visa or any other visa. Ensure compliance with visa terms and conditions for Hajj, as the pilgrimage requires a dedicated Hajj visa obtained through the Nusuk platform. Overstaying may result in fines, imprisonment, or deportation, with potential bans on future entries to Saudi Arabia. Working on a Hajj visa is prohibited, and travel is restricted to Jeddah, Makkah, and Madinah. Be mindful of the Islamic calendar for visa expiration dates and adhere strictly to regulations to ensure a smooth pilgrimage experience.

Q: Can a woman come to perform Hajj without a mahram?

Yes, a mahram is not a mandatory requirement from Nusuk. However, you may wish to consult your Imam/Scholar for further guidance on this issue.

Q: When will the prices be known?

Package prices will only be available once released on the Nusuk platform. A slight increase in prices is expected. Al-Bait Guests are keen to keep the packages as affordable as possible.
A range of factors contribute to the overall pricing. For instance, booking a double room on a non-shifting Majr Al-Kabsh package in Mina will be more expensive than opting for a quad room on a shifting package in the Standard camp. Similarly, the length of a package may affect the price. A range of packages will be available to cater to various budgets. Further price information will be provided once the packages are accessible on the Nusuk platform.

Q: During Hajj, how will we travel from Mina to Makkah?

During the days in Mina, you make a single trip to Makkah on the day of Eid. Typically, the journey involves a combination of walking and using a coach. The return from Makkah to Mina is exclusively by coach. However, delays are expected due to the vast number of people moving between Makkah and Mina.

Q: Which hotels are recommended for the less abled?

Both Hilton Conrad and Hilton Suites are close to the Haram and are highly recommended for wheelchair users and older pilgrims. On the other hand, the Hilton Convention, while not advisable for wheelchair users, is slightly closer to the Haram than the Hilton DoubleTree (HDT), although the difference is marginal. A shuttle service is available, but the distance is easily manageable for those capable of walking. Kiswah Towers is about a 20-minute walk from Haram, so it would not suit anyone with mobility issues.

Q: What are we required to carry to Mina?

When heading to Mina, pack a limited set of essentials in a backpack. This typically includes essential medication, a change of clothing, wet wipes, a charger/power bank, your Qur'an, and any reading material you bring for Hajj. Consider taking unscented toiletries if necessary. The day before your departure to Mina, you will receive specific guidance on what to take. Remember that the space you will occupy in Mina is designated for you and your bag; ensure that you carry only the essentials for a comfortable stay.

Q: What sort of bag should we take with us to Mina?

A light backpack will be sufficient.

Q: Should we bring a padded mat to Mina?

No, the mattress will be comfortable enough.

Q: Do I need a mat for Muzdalifah?

A light mat will be provided.

Q: Will there be charging points in Mina?

Yes, and having a dependable power bank with you is highly recommended.

Q: Can we be with others on the same package in the Mina tents?

Yes, you will be together in Mina, accommodated in large tents. It is important to note that men and women will be in separate tents. This arrangement applies if you have booked the same camp as the others, i.e. Majr Al-Kabsh or Standard.

Q: What language will the lectures be in Mina?

The primary language used in the lectures will be English. However, guides will be available who can communicate in other languages to accommodate the pilgrims' diverse linguistic backgrounds.

Q: Do we bring a backpack when performing Hajj & Umrah?

Yes, a light backpack to carry your water, phone, shoes, etc.

Q: Do I need travel insurance?

It is strongly recommended that you explore and compare different policies and benefits before choosing. The selection of a specific company or policy is left to the discretion of the individuals. Consulting with their local scholar is advised for those uncertain about their choices.

Q: Will the packages be ATOL-protected? (Applies to UK Pilgrims only)

Payment made for packages will not be ATOL-protected. Therefore, it may be prudent to arrange suitable travel insurance. Please note that payments made by debit/credit cards may include some level of protection. Please check with your card issuer for further information.

Further Information

Q: Who is the guide?

He is the person authorised to support and guide the pilgrims during the Hajj journey.

Q: How do I practice the rituals of Hajj?

There will be regular webinars to help you to prepare for the Hajj travel. You will have experienced guides and knowledgeable scholars with you throughout the journey, ready to offer guidance whenever needed.

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