

## 14-Days Hajj Services Agreement – Hajj 1447H (2026)

This Hajj Services Agreement is issued by **Pakland Travels Pvt. Ltd.** for pilgrims enrolled in the 14-Days Hajj Package for Hajj 1447H (2026).

By signing this agreement, the pilgrim (“Haji/Hajjah”) confirms acceptance of all terms and conditions mentioned herein and acknowledges that Hajj involves physical exertion, long walking distances, crowd management measures, and extreme weather conditions as governed by the Kingdom of Saudi Arabia (KSA).

The pilgrim further confirms the ability to walk approximately 32–37 kilometers during the core Hajj days in hot weather. If assistance is required, the pilgrim must arrange an attendant and wheelchair at their own cost.

Before execution of this agreement, a detailed pre-Hajj booking and operational presentation was conveyed through the official Hajj Guide. The same information is documented below for ease of reference and transparency.

### 1. Travel & Immigration Responsibilities

- Package cost per person with economy class return Air ticket for Hujjaj who travel from Pakistan back Pakistan through Saudi Airlines during Hajj from Pakistan.
- All pilgrims must report to the airport 3–4 hours prior to scheduled departure.
- Pilgrims are individually responsible for:
  - Airline check-in, Immigration clearance, Customs formalities
- **Overseas pilgrims are solely responsible for:**
  - Airline ticket purchase, Compliance with airline rules, Immigration and travel arrangements at both departure and arrival points

### 2. Airline Seating

Aircraft seating is allocated strictly as per the airline’s policy at the time of boarding. Pakland Travels has no authority over seat assignment.

### 3. Logistics (Transportation & Transfers)

- All official ground transfers (Jeddah Airport – Makkah – Madinah – Madinah Airport & Mashair during 5 Hajj days) will be provided through Saudi Government / Saudi Syndicate (NAQABA) buses.
- Group movements during Hajj days will be conducted using air-conditioned buses seat by seat arranged under the Saudi system.
- Pilgrims opting for private transport or Haramain train (e.g., Jeddah–Makkah, Makkah–Madinah, Madinah–Jeddah/Airport) shall bear the additional cost themselves.
- Overseas pilgrims arriving directly in Saudi Arabia may:
  - Option 1: Use shared bus services to Aziziya, which may involve long waiting time without pay any extra cost because cost is covered while issuance of visa.

- Option 2: Book their own Haramain train during morning operating hours only (night train service is not available), or Can be arrange Private Transport through us by paying additional / extra charges.
- A one-way shuttle service from Aziziya to Haram will operate on 5th, 6th, and 7th Zilhajj.
  - Drop-off facility will be at the nearest possible point, as permitted by Saudi traffic regulations.
  - Return from Haram must be managed by pilgrims themselves via taxi / cab or waiting for the shuttle (waiting time may extend to 2–3 hours during peak periods).

#### 4. Makkah (Aziziya) Accommodation & Meals

- **Accommodation:**  
Pilgrims will stay at Aziziya Executive Building (Cent Hotel Aziziya), located approximately 6–8 km from Haram, from 4th to 14th Zilhajj (10 nights) 20 May 2026 - 31 May 2026. Rooms will be allocated on a gender basis, accommodating up to four persons per room (Double/Triple/Quad) as per the selected Hajj package.
- **Meals:** Full board meals three times will be provided in Aziziya, including buffet breakfast, lunch, and dinner (3 meals daily), served through mobile catering using disposable crockery. Meal will be served within the specific timings.
- **Transportation Advisory:** From 4th to 14th Zilhajj, transportation to Haram will remain heavily congested, and pilgrims should expect delays due to Saudi traffic control measures.

#### 5. Hajj Days & Mashair Arrangements

- **Hajj Period:**  
Hajj rituals will take place from 8th to 12th Zilhajj (expected 25–29 May 2026).
- **Maktab & Camp Allocation:**  
Pilgrims will be accommodated under Maktab Category “A” (Zone 1 – Mina), arranged by Tawafa Company (Al Bait Guests) in accordance with Saudi Hajj regulations (Taleemat).
- **Transfer to Mina:**  
Transfer from Aziziya to Mina will be by bus on 8th Zilhajj, approximately at 6:00 AM, subject to Saudi movement planning.
- **Mina Accommodation:**  
Air-conditioned tents with gypsum walls, Separate sections for men and women, Sofa-cum-beds, pillows, and basic amenities provided, approx. 32 pilgrims in a tent. Additional private washrooms are subject to KIDANA / TAWAFA and MOH KSA policy
- **Transfer to Arafat:**  
Movement from Mina to Arafat will take place on the night of 8th/9th Zilhajj by bus, around midnight.
- **Arafat Accommodation:**  
Pilgrims will stay in air-conditioned marquee tents, divided into male and female sections, accommodating approximately 150-200 pilgrims per section.
- **Meals During Hajj Days:**
  - Mina: Breakfast, lunch, and dinner
  - Arafat: Breakfast and lunch
  - Mudalfa: only Dry item box will be provided for dinner.

- Meals will be served in shared dining areas using disposable crockery
- **Muzdalifa Stay:**  
On the night of 9th/10th Zilhajj, pilgrims will stay in the open area of Muzdalifa. Movement from Muzdalifa to Mina on 10th Zilhajj will be by walk or bus, depending on prevailing conditions.
- **Transportation During Hajj Days:**  
Seat-by-seat private transport will be provided during official Hajj movements, subject to Saudi traffic and security controls.

## 6. Walking & Physical Requirements

- During the core Hajj days (10th–12th Zilhajj), pilgrims may be required to walk long distances, particularly in Mina and Aziziya, including movements for Tawaf-e-Ziarah.
- Due to transport and crowd-control restrictions imposed by Saudi authorities, walking may extend up to approximately 37 km over three days. (Including Tawaf e Ziarah)
- Tawaf-e-Ziarah:  
Pilgrims will perform Tawaf-e-Ziarah in organized groups, traveling from Mina to Haram by bus or on foot, depending on prevailing conditions.
- These walking requirements and movement arrangements are beyond the control of the tour operator, and pilgrims are advised to assess their physical fitness before confirming participation.

## 7. Wheelchair & Assistance Policy

- Availability of wheelchair handlers is strictly subject to approval by Saudi authorities.
- Wheelchair handler charges are not included in the Hajj package and must be paid separately by the pilgrim.
- Wheelchair handlers are available only in Makkah during Hajj days and are not available in Madinah.
- As per KSA regulations, wheelchair handlers are not permitted to enter the Haram.
- Pilgrims must arrange and bring their own wheelchairs.
- Haram wheelchair or golf cart services may be availed inside the Haram at an additional cost, subject to availability and Saudi regulations.

## 8. Return to Aziziya

Return from Mina to Aziziya will be by walk on 12th Zilhajj as per Saudi movement planning.

## 9. Madinah (Markaziya) Accommodation & Meals

- **Accommodation:**  
Pilgrims will stay for 03 nights at Emaar Royal Hotel, a 4-Star Saudi Standard hotel, located in Markaziya, approximately 200 meters from Masjid-e-Nabwi (near Bab-un-Nisa).
- **Stay Period:**  
From 14th to 17th Zilhajj (31 May 2026 to 3 June 2026), with checkout immediately after Zuhr.
- **Meals:**  
Half Board meals will be provided, served at the hotel's designated dining area.

- **Room Sharing:**  
Rooms will be allocated on a gender basis, accommodating up to four persons per room (Double/Triple/Quad) as per the selected Hajj package.

### 13. Ziaraat

Ziaraat in Madinah for half day (8 to 1159 am, on 15 or 16 ZillHajj) will be conducted via air-conditioned buses in accordance with Saudi regulations. However, ziārat in Makkah cannot be performed, as it is a restricted time for Ziaraat in Makkah between 4 – 14 Dhul-Hijjah as Ziaraat.

### 14. Hajj Vaccination Requirements

- Overseas pilgrims shall arrange their mandatory (Meningitis) vaccinations independently, in accordance with the instructions of the respective authorities in their country of residence.
- Pilgrims traveling from Pakistan will be vaccinated through the concerned Directorate of the Ministry of Religious Affairs (MoRA). Mandatory vaccinations include Meningitis, Influenza, and Polio drops.
- A valid vaccination certificate must be carried by the pilgrim during travel, as it is required for Hajj-related immigration and health checks.

### 15. Qurbani Information

- Qurbani is not included in the Hajj package. This year, as per new regulations (previously communicated to the group), Qurbani can be performed only through the Nusuk Masar platform. No third-party vendors or slaughterhouses are allowed as per Saudi Taleemat.
- Pilgrims can perform Qurbani via ADAHI Project by paying SAR 720 per animal per pilgrim directly in Saudi Arabia. Pakland Travels will purchase your Qurbani coupons against your consent via the Nusuk Masar platform. The execution of Qurbani will be communicated 2–3 hours after Rami-e-Jamraat, following ADAHI Project instructions and system procedures.

### 16. Booking, Payments & Cancellations

- **Booking Confirmation:** Final booking will be confirmed only upon full payment as per instructions from the Ministry of Religious Affairs (MoRA).
- **Non-Refundable Payments:** All payments are non-refundable once the application form has been submitted to MoRA.
- **Cancellation Policy:**
  - Any cancellation is subject to timing, visa processing, and availability of new Hajj applicants.
  - Room type and gender-based arrangements may affect adjustments.
  - In some cases, outgoing applicants' bookings can be adjusted with their family members only if compatible by gender and availability.
  - Refund or adjustment of amounts will be updated from time to time based on the above conditions.
  - The company will not be in a position to assume responsibility for any unforeseen circumstances beyond its reasonable control, including natural disasters,

- epidemics or pandemics, or war situations. Furthermore, as per the MOHU system, once all payments have been duly submitted and the Hajj visa has been issued, all amounts shall be strictly non-refundable under any circumstances.
- In the event of any unforeseen circumstances, any additional taxes or charges imposed by authorities in Pakistan, the Kingdom of Saudi Arabia, or by airlines shall be borne by the passenger.

## 17. Regulatory Compliance

This Hajj package is operated under:

- Pakland Travels Pvt. Ltd. (License #3137/L), A Constituent of Al Aleem Munazzam Pvt. Ltd. (0401/K), Approved by Ministry of Religious Affairs, Government of Pakistan
- All pilgrims must strictly comply with: Saudi Hajj regulations, & Government of Pakistan & KSA policies

## 18. Weather Advisory

Expected temperature during Hajj 2026 may range between 45°C – 50°C. Pilgrims must take appropriate precautions.

## Special Notes

1. Room allotment is managed by the hotel, and allocation of rooms on the same floor or adjacent rooms cannot be guaranteed.
2. Please note that couples will be accommodated in gender-based shared rooms. It is our social responsibility to respect and care for fellow companions at all times. Male participants should not enter ladies' rooms and the same applies to females entering male rooms.
3. Please note that hotel rooms are based on standard double-bed occupancy. For triple or quad arrangements, an additional 3rd or 4th bed is placed in the same room; therefore, room sizes may be relatively compact.
4. Date Adjustments: Hotel bookings are based on the Gregorian calendar. Any changes due to moon sighting will be managed accordingly.
5. It is important to note that once rooms have been allocated by hotel, whether on a family basis or shared among members, any changes, transfers, or reallocation of rooms or occupants will not be possible.
6. Official Formalities: All procedures will be completed in accordance with approvals from the Ministry of Religious Affairs.
7. Orientation & Training: A pre-Hajj orientation and training session will be conducted by a religious scholar for pilgrims from Pakistan. Overseas pilgrims will receive online training.
8. Meals During Hajj Days: Meals will be provided only in Mina and Arafat, as per the planned schedule.
9. Air Conditioning: Air coolers and air conditioners in Mina and Arafat tents are operated by the Saudi Hajj authorities. Company is not responsible for any service limitations.
10. Luggage Responsibility: Pilgrims are requested to manage their own luggage during travel. Company is not responsible for loss of luggage or valuables.
11. Accommodation Policy: Unfortunately, we cannot accommodate friends or relatives from other groups, visit visas, or government schemes during your stay in Makkah, Madinah, Aziziya, Mina, or Arafat.
12. Damages: Pilgrims will be responsible for any damages caused during their stay in all places.
13. Elevator Wait Times: Due to the large number of pilgrims, waiting times for elevators may occur. We kindly request your patience and cooperation.

### Final Declaration

The entire Hajj operation is subject to final authorization, policies, availability, and directives of the Governments of Pakistan and Saudi Arabia. Any additional taxes or charges imposed by KSA shall be payable by the pilgrim.

### Acknowledgment

I confirm that I have read, understood, and accepted all terms and conditions (Page 1 to 6) of this Hajj Services Agreement.

Package Cost Per Person				
Makkah (Cent Aziziya) & Emaar Royal Hotel in Madinah Markaziya				
Room Type	With Ticket From Pakistan	Select Package	Without Ticket For Overseas	Select Package
<b>Quad For Families</b> (Four in a room in Aziziya & in Madinah)	PKR <b>2,479,500</b> USD 8,700		PKR <b>2,137,500</b> USD 7,500	
<b>Triple</b> (Three in a room in Aziziya & in Madinah)	PKR <b>2,636,250</b> USD 9,250		PKR <b>2,294,250</b> USD 8,050	
<b>Double</b> (Two in a room in Aziziya & in Madinah)	PKR <b>2,935,500</b> USD 10,300		PKR <b>2,593,500</b> USD 9,100	
<b>Quad For Sharing Couples / Singles</b> Gender Based Sharing (Four in a room in Aziziya & in Madinah)	PKR <b>2,479,500</b> USD 8,700		PKR <b>2,137,500</b> USD 7,500	

Applicant Name		
Application #		
Passport #		
Amount Received	PKR	
Applicant Signature		
Company Stamp & Signature		