On travelling to Saudi Arabia

Check the FCO’S

HAJJ ADVICE

Prepare before you go
Visit www.gov.uk/foreign-travel-advice/saudi-arabia to read the FCO travel advice for Saudi Arabia and subscribe to email or text alerts to stay up to date.

- Travel with an ATOL registered (www.atol.org.uk) licensed Hajj tour operator to avoid difficulties or being victim to fraud. Note their contact details in the UK.
- Get comprehensive travel insurance and ensure it covers all aspects of your journey.
- Check the health requirements and take precautionary steps as necessary, such as vaccinations; for information visit www.travelhealthpro.org.uk/hajj-and-umrah. If you require medication check that you have adequate quantities for the duration of your trip.
- Check your passport and visas are valid — do you need a visa, or to renew an existing one?
- Take photocopies of your passport and travel documents. Take one with you and, and leave copies with family and friends, along with your itinerary and contact details. Or store a copy online using a secure storage site.
- Pack suitable footwear as you may have to walk long distances, and make sure you have all the necessary clothing and items as advised by your Hajj tour operator. Ensure that you keep yourself hydrated.
- Ensure licensed transport is booked by your operator or order a licensed taxi. There are also regular flights between Jeddah and Medina
- For further information on Hajj preparation please visit the Ministry of Hajj’s website https://eservices.haj.gov.sa/eservices3/pages/TravelAgency/searchExternalAgents.xhtml?dswid=8591

How the FCO can help during the Hajj
The Foreign and Commonwealth Office (FCO) understands how important the Hajj is to all those who attend and we have been providing help to British nationals performing Hajj for a number of years. We hope you have a trouble-free Hajj but we can help if you and your family get into difficulty.

How we can help:
✓ Issuing replacement emergency travel documents if you lose your passport
✓ Providing help and advice if you have suffered assault, are a victim of other crimes, or are ill or in hospital
✓ Providing information about transferring funds
✓ Providing help following the death of a British national
✓ Providing details of local lawyers, interpreters, doctors and funeral directors
✓ Making special arrangements in cases of terrorism, civil unrest or natural disaster

But we cannot:
✗ Become involved in disputes between you and your tour operator, for example about your accommodation or any luggage which may be lost
✗ Rearrange your travel bookings
✗ Pay any bills or give you any money from public funds
✗ Give you legal advice or translate formal documents
✗ Investigate crimes, get you out of prison, or interfere in civil or criminal court proceedings
✗ Carry out searches for missing people

Useful contact information
In Saudi Arabia
British consulate-General, Jeddah
Tel: 012 622 5550
Fax: 012 622 6249
British Embassy Emergency Contact
Tel: +966 5010 04268
Ministry of Hajj (Makkah)
Tel: 012 557 1714
Outside KSA: +966 92002814
Email address: hajcc@haj.gov.sa
Ministry of Hajj Contact Centre
(Only inside KSA)
Tel: 8004304444
British Pilgrims Guide Office (Makkah)
Tel: +966 12 542 7003
Saudi Arabia Directory Enquiries
Tel: 905
Saudi Arabia - Emergency Operation Centre
Tel: 911

Country Codes:
UK: 00 44 (+ Number)
Saudi: 00966 (+ Number)

Wishing you a peaceful pilgrimage and trouble free

April 2019, for updated version please see www.gov.uk/foreign-travel-advice/saudi-arabia/pilgrimage