



بن محفوظ

شركة عبدالله علي عبدالله بن محفوظ وشركاه

لخدمات حجاج الداخل

— امريح رقم: 10055 —

# Pilgrim journey 1447 AH (Services Directory)





حياكم الله  
Hayyakum Allah

## Introduction

- All praise is due to Allah, and peace and blessings be upon the noblest of Allah's creation, our Prophet Muhammad, and upon his family and all his companions.
- We would like to express our sincere appreciation for your valued trust in choosing Abdullah Ali Abdullah Bin Mahfouz & Partners Company to assist you in performing the sacred duty of Hajj. We pray to Allah to make your pilgrimage an accepted Hajj and your efforts greatly rewarded.

### Dear Pilgrim:

- Abdullah Ali Abdullah Bin Mahfouz & Partners Company for Domestic Pilgrims Services places the service of the Guests of Allah as its highest priorities. The company dedicates all its material and human resources to serving them and provides numerous distinguished services each year for pilgrims ensuring comfort and peace of mind for the Guests of Allah.
- Below, we are pleased to present an overview of the services provided by the company.





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## Permit

### Printing the Hajj Permit:

You can print your Hajj permit through the Ministry of Interior portal – Absher (My Services → Ministry of Hajj → Print Hajj Permit)

<https://www.absher.sa>

## Gathering Times and Locations

### -Gathering Time and Location - Jeddah:

The gathering will take place on 07 / 12 / 1447 AH (Dhul-Hijjah) according to the official moon sighting. Pilgrim dispatching will begin from 4:00 PM until 12:00 Am (midnight). The first dispatching trips will be heading to the Grand Mosque (Al-Haram).

- **Location:** Samaya Celebration Hall – Al-Rawabi District – west of the Haramain Highway

- **Coordinates:** <https://maps.app.goo.gl/SCjNbDE4USPew5tY9>

### - Gathering Time and Location - Taif:

The gathering will take place on 07 / 12 / 1447 AH (Dhul-Hijjah) according to the official moon sighting. Pilgrim dispatching will begin at 8:00 AM (Taif time). Please note that all dispatching trips from Taif will be heading to the Grand Mosque (Al-Haram), and there will be no direct pilgrim dispatching trips from Taif to the camp.

**Location:** Atlas Hall for Events and Celebrations – Al-Hawiyah, Sultanah District, next to Al-Obeikan Plan – Taif

- **Coordinates:** <https://maps.app.goo.gl/upzFXJHeWqraDmq19>

The Beneficiary Experience Team will be present at the assembly point to welcome you, distribute your cards, verify procedures, and provide the necessary guidance to ensure a smooth and well-organized start to your journey.



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## Transportation and Pilgrim Dispatching

- Transportation from the gathering points in Jeddah or Taif is provided via air-conditioned buses.
- Each bus is accompanied by a dedicated movement supervisor (guide and dispatching supervisor) who is knowledgeable about the routes.
- Transportation within the Holy Sites (Mina – Arafat – Muzdalifah) is provided by train.
- Train departure times within the Holy Sites are subject to the official pilgrim dispatch schedules set by the Ministry of Hajj and Umrah for each company, and you will be informed of the specific times assigned to us as soon as they are received.
- Pilgrims are dispatched to and from the Jamarat in groups according to the dispatching schedules approved by the Ministry of Hajj and Umrah.

## Program Package

Hospitality Program 1 (Developed Tents)

## Accommodation in Mina Holy Site Camp

### Accommodation

Accommodation is provided in developed tents of varying capacities, arranged in separate sections for men and women, and equipped with Freon air conditioning. Each pilgrim is provided with a dedicated bed, a bedsheet, pillow, and blanket, in addition to loudspeakers inside the halls and individual lighting for each pilgrim.

### Catering Services

#### Breakfast Buffet:

includes 4 main dishes, 6 side dishes, 2 types of fruit, and 4 types of beverages.

#### Lunch and Dinner Buffet:

includes 6 appetizers, 4 main dishes, 3 dessert varieties, 2 types of fruit, and 4 types of beverages.

#### Beverages and Light Snacks:

beverages and hospitality are available around the clock, including cold bottled drinking water (individual bottles), cold juices, tea, and coffee, with the option to replace tea or coffee with any other hot beverage.

A light snack is also available around the clock, consisting of 6 assorted food items, including fruits, desserts, and packaged foods.

## Accommodation in Mina Holy Site Camp

### General Services

- **On-site medical support services are available.**
- **Complimentary barber services are provided for pilgrims on Eid Day for hair trimming.**
- **Dedicated restroom facilities are available for men, women, and pilgrims with special needs.**
- **Shoe storage facilities are provided.**
- **Shaded pedestrian pathways are available.**
- **Air-cooling systems are provided for guest comfort.**
- **Surveillance systems are in place to enhance safety and security.**
- **Security personnel are available on-site.**
- **A customer service office is available to support pilgrims' needs.**
- **Hospitality buffets are provided.**
- **Designated prayer areas are available.**
- **Pilgrim welcome gifts are provided.**

### Location

The camp is located in the Mular Al-Kabsh area.

**Location link:** <https://maps.app.goo.gl/NV8JsL2FUdX855Yc6>

## Accommodation in Arafat Holy Site Camp

### Accommodation

Accommodation is provided in independent European-style fire-resistant tents, arranged in separate sections for men and women. The tents are fully prepared, well-lit, and equipped with Freon air conditioning. Each pilgrim is provided with a sofa bed, along with a bedsheet, pillow, and blanket. The tents are also equipped with internal loudspeakers.

### Catering Services

#### Breakfast Buffet:

includes 4 main dishes, 6 side dishes, 2 types of fruit, and 4 types of beverages.

#### Lunch and Dinner Buffet:

includes 6 appetizers, 4 main dishes, 3 dessert varieties, 2 types of fruit, and 4 types of beverages.

#### Beverages and Light Snacks:

beverages and hospitality are available around the clock, including cold bottled drinking water (individual bottles), cold juices, tea, and coffee, with the option to replace tea or coffee with any other hot beverage.

A light snack is also served around the clock, consisting of 6 assorted food items, including fruits, desserts, and packaged foods.



حَيَّاكُمْ اللَّهُ  
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## Accommodation in Arafat Holy Site Camp

### General Services

- On-site medical support services are available.
- Dedicated restroom facilities are available for men, women, and pilgrims with special needs.
- Shoe storage facilities are provided.
- Shaded pedestrian pathways are available.
- Air-cooling systems are provided for guest comfort.
- Misting fans are available for cooling.
- Security personnel are available on-site.
- A customer service office is available to support pilgrims' needs.
- Hospitality buffets are provided.
- Designated prayer areas are available.
- Pilgrim welcome gifts are provided.

### Location

The camp is located near Train Station (3).

Location link: <https://maps.app.goo.gl/habiNE55FT38dZUt8>

## Accommodation in Muzdalifah Holy Site Camp

### Accommodation

A designated and prepared area is provided for pilgrims to stay overnight in Muzdalifah, with a sofa bed, bedsheet, pillow, and blanket provided for each pilgrim.

### Catering Services

A dry dinner meal is provided for each pilgrim which includes a sandwich or croissant, two packaged food items, a fruit, juice, and a bottle of water. Cold water and packaged juices are also provided around the clock.

### General Services

An integrated support team will accompany you in Muzdalifah, including a doctor, nurse, medical care services, customer service representatives, and field supervisors, to follow up on your needs and provide support throughout the journey.

### Location

Location link: <https://maps.app.goo.gl/fYs5qMmmQpY4Yf8cA>

## Enrichment and Awareness Programs

### Awareness and Education Team

- A licensed preacher from the Ministry of Islamic Affairs will provide religious guidance and counseling.
- Hajj-themed cultural competitions with valuable prizes will be organized for pilgrims.
- Scientific and educational lectures will be delivered to enrich pilgrims' knowledge and awareness.
- Awareness and enrichment programs will be provided to enhance the overall pilgrimage experience.

### Guest Experience Team

*We are honored to accompany you throughout your journey and remain committed to providing continuous care and support to ensure a safe, comfortable, and enriching pilgrimage experience.*

- A dedicated support team will accompany you throughout the journey to attend to your needs.
- A range of initiatives will be implemented to promote comfort and enrich the spiritual journey.
- Distinguished hospitality services and diverse recreational activities will be provided.
- Continuous support and assistance will be available at every stage of the pilgrimage.
- Welcome and hospitality gifts have been thoughtfully prepared for you.
- We pray that Allah grants you an accepted Hajj and forgives your sins.

# HAJJ GIFTS

كريم يدا HAND CREAM	مطهر يدا HAND SANITIZER	مواظب الجسم BODY LOTION	جيل الاستحمام SHOWER GEL	شامبو للشعر SHAMPOO
معجون أسنان TOOTH PASTE	فرشاة أسنان TOOTH BRUSH	صابون معطر SCENTED SOAP	صابون غير معطر UNSCENTED SOAP	واقي الشمس SUNSCREEN
قطن نظيف COTTON PAD	قطن آذان COTTON BUDS	مبرد أظفار NAIL FILE	كريم إزالة SHAVING CREAM	مجموعة إزالة SHAVING KIT
كيت خياطة SEWING KIT	مناشفة TOWEL	لينة الاستحمام SHOWER LOOSEN	مشط COMB	بهد أسنان TOOTHBRUSH
مناشف مبللة WET WIPES	مقص الأظفار NAIL CLIPPER	مطع حذاء SHOE SHINE	غطاء رأس SHOWER CAP	
مرايا MIRROR	كمامة وجه FACE MASK	أكياس بلاستيكية PLASTIC BAG	أكياس نظافة SANITARY BAG	



Personal care kit



Sun umbrella



Prayer mat

Tasbeeh Ring



Shoulder bag



3-piece comfort set



Black backpack



Personal shoes



Hand sanitizer



Bag of pebbles for stoning



Napkin



Towel

## Departure Program

- **Departure from Mina:** The departure from the Mina camp will be on 13 / 12 / 1447 AH, according to the schedule set by the Ministry of Hajj and Umrah and the approved security plan.
- On the day of departure, pilgrims will move from Mina to Makkah (The Grand Mosque) to perform Tawaf Al-Ifadah and Tawaf Al-Wada, and then proceed to the same gathering points used on the day of initial pilgrim dispatching.

## Luggage Instructions

- The maximum dimensions for luggage are 20 × 50 × 60 cm, so that it can be stored under the bed inside the camp, as there is no space for luggage exceeding these dimensions.



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## Hajj Rules and Conditions

- Remember that Hajj is a form of spiritual struggle (Jihad) with no shortcuts, as our Prophet Muhammad ﷺ said. Bin Mahfouz Company does not promise a pilgrimage without exertion, but it promises to make the journey as manageable as possible. Hajj with us is not a tourist or leisure trip, but a journey of worship, patience, and cooperation, where we act as one family, work with a spirit, and practice selflessness and endurance for any challenges encountered during the rituals.
- Maintain calmness and quiet inside the camp and during transportation, and dedicate yourself to remembrance of Allah and worship.
- It is recommended to bring chargers for your electronic devices.
- Smoking is strictly prohibited inside the camp. All pilgrims must adhere to company rules and demonstrate good manners and proper Islamic behavior.
- The company is not responsible for private vehicles at the gathering points.
- No one without an official Hajj permit or registration through the Ministry of Hajj and Umrah portal is allowed to enter the camp.
- Although a health supplies kit is provided, it is recommended to bring personal hygiene items and medications, such as a toothbrush, soap, towel, etc.
- Buffet meal times are scheduled and posted in the dining hall. Light meals and hot and cold beverages are available around the clock.
- Every pilgrim must carry their identification card at all times. Entry to the camp is not allowed without it.
- The company is not responsible for lost or misplaced personal belongings.
- The company is not responsible for a pilgrim leaving the camp for any reason, and no unscheduled transportation can be requested.
- For any concerns or observations, please contact us through the company numbers listed at the bottom of the first and last page.

**We ask Allah the Almighty to accept your Hajj, return you safely to your families and  
and grant you acceptance.**



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