



نُسُكُ حَجِّ
Nusuk Hajj

Nusuk Hajj Platform

User Manual

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Initiative Overview

Ministry of Hajj and Umrah along with its strategic partners from all concerned entities has worked to improve and enrich the pilgrims' experience throughout their Hajj journey by developing the Nusuk Hajj Platform, allowing pilgrims to book the Hajj package that suits their needs and includes housing, catering, flight tickets, transportations, tour guides and applying easily for the Hajj visa.

Pilgrim's Journey on Nusuk Hajj

1 Creating a profile
and adding
companions.

2 Subscribing to the
newsletter to receive
the latest updates.

3 Verification of
profile information.

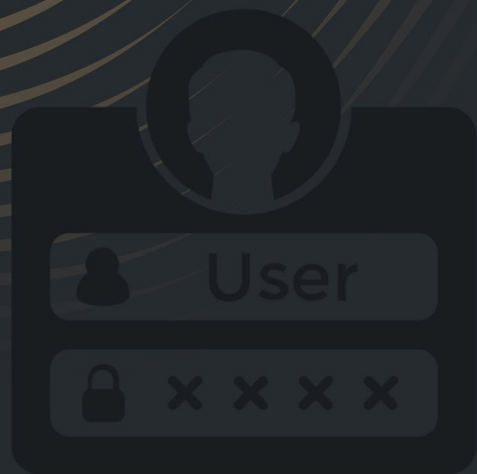
4 Browsing and
choosing the
preferred
Hajj package.

8 Hajj journey
begins.

7 Reviewing journey
details, including
visa, flight details,
tour guide...etc.

6 Issuance of
Hajj visa.

5 Completing
payment.



Create a New Account & Login

Create New Account

To Create New Account in Nusuk Hajj :

1. Go To Login Page.
2. Then Click On Create Account.
3. Wait Until Redirect To Create New Account Page.
4. Enter Required Information.
5. Read Terms Of Use Then Accept It.
6. After Entering All Data Click On Register Button.
7. Enter OTP That Sent To Your Email.

Verify OTP Code

One time password has been sent to your email

Verify Code *

Verify Re-Send OTP In (54)

Nusuk Hajj

1 Sign in EN

I'm not a robot CAPTCHA

Login

2 Create Account

3

Registration

Nationality * Country of Residence *

Please Select... Please Select...

First Name (English) * First Name (English) Other/G.Father Name (English) Last Name (English) *

The English name must match the passport

First Name (Arabic) Second/Father Name (Arabic) Other/G.Father Name (Arabic) Last Name (Arabic)

Date of Birth * Gender * Mobile Number * Email *

Please Select... +966 51 234 5678

Password * Confirm Password *

5 I agree to the Terms and Conditions

I acknowledge that my registration on the platform does not mean that I will be accepted into Hajj, and I know that reservations will be opened later

I would like to register for the newsletter to follow up on the platform's news and when reservations are made available

6 Register

Nusuk Hajj 201

Contact Us

Login

To Start Using The Platform It Requires You To Have A Registered Account So We Can Serve You In Best Way

To Login To Your Personal Account :

1. Click On Sign in.
2. Will Redirect You To Enter Required Information Page.
3. Enter Login Information (Email - Password).
4. Enter Login Button.
5. Enter OTP That Sent To Your Email.

Home Health Requirements **1** Sign in EN

Log in to the platform **2**

Email *
example@example.com **3**

Password *
.....

[Forgot your password?](#)

I'm not a robot reCAPTCHA Privacy - Terms

Login **4**

[Register Now](#)

1 One time password has been sent to your email

Verify Code * **5**

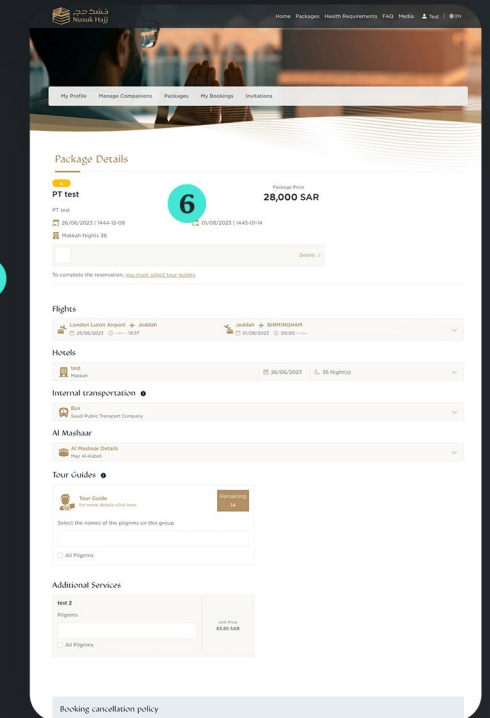
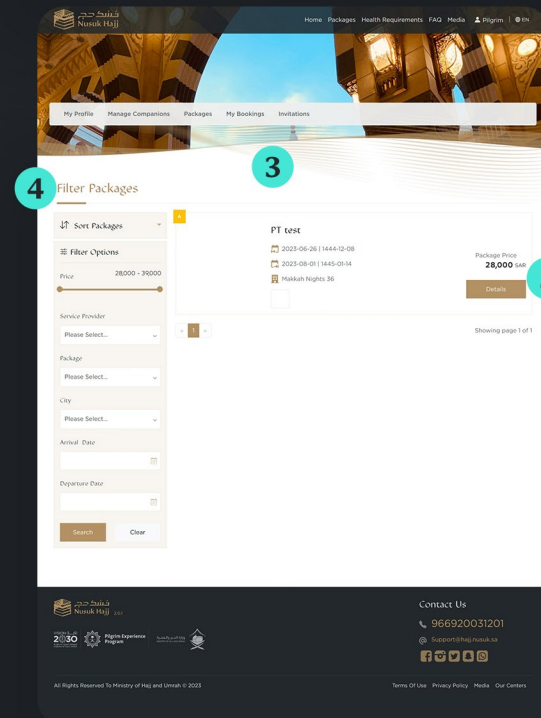
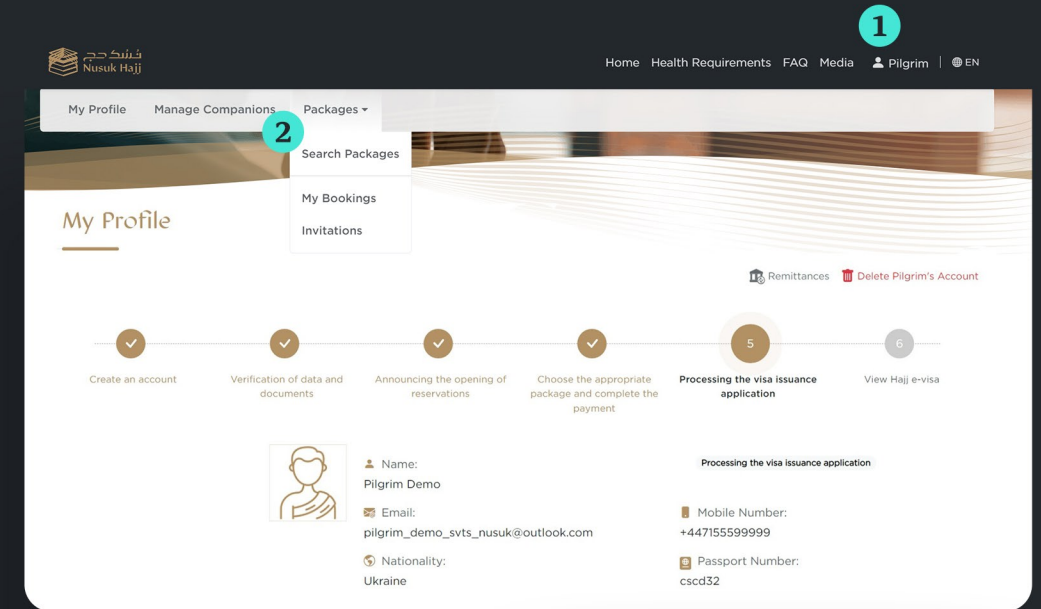
Verify Re-Send OTP In (54)



How to Buy A Package

Package Search :

1. Log in to the platform.
2. Click on “Packages”, then “Search Packages”.
3. A list of packages will be displayed.
4. You can filter by (Service Provider - Package Name - Tour Guide Name - Residency Place - Arrival Date - Departure Date).
5. Then choose a specific package and click “Details”.
6. You can browse all package details.



Package Details :

1. Browse Flights Details.
2. Browse Hotels Details.
3. Browse Internal Transportation Details.

Flights

London Luton Airport → Jeddah 25/06/2023 19:37 **1** Jeddah → BIRMINGHAM 01/08/2023 00:00 3,000.0 SAR

Arriving to perform Hajj

25/06/2023
ASTAR AIR CARGO INC.
3847

London Luton Airport → Jeddah
Direct
19:37

Departure after the end of the Hajj

01/08/2023
INTERNATIONAL BUSINESS AIR
1212

Jeddah → BIRMINGHAM
Direct
00:00

Details

London Luton Airport 25/06/2023 19:37
ASTAR AIR CARGO INC. 3847
Jeddah 25/06/2023 19:37
Duration ---

Entry Port
Prince Mohammad International Airport

Jeddah 01/08/2023 00:00
INTERNATIONAL BUSINESS AIR 1212
BIRMINGHAM 01/08/2023 ---
Duration ---

Departure Port
Prince Mohammad International Airport


Internal transportation

Bus Transportation Company **3**

Transportation Company
Transportation

Make	Year	Path
Bus	2022	Jeddah - Singular Center - Makkah - Mashaer (Round trip) - Makkah - Jeddah

Photos



Hotels


test Makkah **2** 26/06/2023 36 Night(s)

test 26/06/2023 12:00 AM 36 3 01/08/2023 12:00 AM

1

Breakfast Meal Meals are not available	Lunch Meal Meals are not available	Dinner meal Meals are not available
---	---------------------------------------	--


Photos




Package Details :

4. Browse Al Mashaar Details.

Al Mashaar

 **Al Mashaar Details** 4
Majr Al-Kabsh

Mina Muzdalifa Arafah

 **Meals**

Breakfast buffet
Buffet breakfast, contains (6) main courses, (12) side dish, (4) fruit types, (4) types of drinks

Lunch & Dinner Buffet
Lunch and dinner buffet, containing (10) appetizers, (5) main dishes, (3) desserts, (4) types of fruit, (4) types of drinks

Served all time round


- Juice, healthy mineral water, tea, coffee
- A snack that contains (6) varieties of the following types of food: fruits, sweets, and processed foods, served all time round

Tour Guides :

1. Choose a tour guide for the main pilgrim and his or her companion.
2. Select an extra service offered by the service provider, such as a wheelchair for one of your companions. It is not a mandatory step.
3. Read the cancellation policy carefully.
4. Agree to the terms and conditions, payment cancellation, and refund policy to be able to book the package.
5. Confirm Booking.

*The tour guide is the person authorized to provide support and guidance services to the group of pilgrims during the entire Hajj journey.

1 Tour Guides

 **Tour Guide 1**
for more details click here

Remaining
159

Select the names of the pilgrims on this group

All Pilgrims

2 Additional Services

test 2

Pilgrims

All Pilgrims

Unit Price
83.85 SAR

3 Booking cancellation policy

From 04/04/2023 To 07/04/2023	50.0% Deduction Percent
From 08/04/2023 To 12/04/2023	70.0% Deduction Percent
From 13/04/2023 To 18/04/2023	90.0% Deduction Percent
From 19/04/2023 To 25/06/2023	100.0% Deduction Percent

Alert: There are non-refundable collection fees when canceling a package reservation.

4 I declare that I have read and agree to all the terms and conditions contained in the Payment, Cancellation and Refund Policy

Book Package

5 Are you sure to book the package?

No Yes

Payment :

1. Review Payment Summary.
2. Review Package - Pilgrims & Tour Guide Details.
3. Review Invoice Summary.
4. Fill Billing Address.
5. Choose Payment Method.

1 Payment Summary

Package 1

2023-06-25 | 1444-12-07 2023-07-25 | 1445-01-07

Pilgrims

Tour Guide 1

Pilgrim

Billing Address

First Name Last Name

Country State

Austria

City Postal Code

Street Address line 1

Street Address line 2

Street Address line 3


Embassy


Please Select...


Invoice Summary

Package	
Hajj Package	
1 × 28,000	28,000 SAR
Flight	
1 × 3,000	3,000 SAR
Visa Fee	
1 × 300.00	300.00 SAR
Total	26,350 SAR
VAT (15%)	4,695 SAR
Total (including VAT)	31,300 SAR

Payment Methods

Credit 

Bank transfer 

Cash 

Complete payment

2 Package 1

2023-06-25 | 1444-12-07 2023-07-25 | 1445-01-07

Pilgrims

Tour Guide 1

Pilgrim

4 Billing Address

First Name Last Name

Country State

Austria

City Postal Code

Street Address line 1

Street Address line 2

Street Address line 3


Embassy


Please Select...


3 Invoice Summary

Package	
Hajj Package	
1 × 28,000	28,000 SAR
Flight	
Flight	
1 × 3,000	3,000 SAR
Visa Fee	
1 × 300.00	300.00 SAR
Total	26,350 SAR
VAT (15%)	4,695 SAR
Total (including VAT)	31,300 SAR

5 Payment Methods

Credit 

Bank transfer 

Cash 

Complete payment

Payment : Credit Card

1. Booking Details When Paying by Credit Card.

Total Amount :
31,300 SAR

VISA

Card Number Expiry Date

Card holder CVV

نوسك حج
Nusuk Hajj

Home Packages Health Requirements FAQ Media Test EN

My Profile Manage Companions Packages My Bookings Invitations

1 Booking Details

Invoice No: NH23-0000011 [Send invoice to email](#)

Date: 2023-04-05 Time: 22:46

PT test

📅 2023-06-26 | 1444-12-08 📅 2023-08-01 | 1445-01-14

Embassy London
[view package details](#)

#	Item	Unit Price (SAR)	VAT (15%) (SAR)	Quantity	Total Amount(SAR)
1	Flight	3,000.00	0.00	1	3,000.00
2	Hajj Package	28,000	1,893.15	1	28,000
3	Additional Service-1	72.91	10.94	1	83.85
4	Visa Fee	300.00	0.00	1	300.00
				Subtotal	
				VAT (15%)	
				Grand Total	31,300

Payment Information:
Payment made using credit card ending with - 1111

Booking cancellation policy



From 04/04/2023 To 07/04/2023	50.0% Deduction Percent
From 08/04/2023 To 12/04/2023	70.0% Deduction Percent
From 13/04/2023 To 18/04/2023	90.0% Deduction Percent
From 19/04/2023 To 25/06/2023	100.0% Deduction Percent

نوسك حج
Nusuk Hajj 201

Contact Us
+ 96630071001


Payment : Bank Transfer


1. Booking Details When Paying by Bank Transfer.


 Bank transfer 


Notice! You must quickly transfer the amount before the "2023-03-19 - 21:03 GMT" to ensure that your reservation is confirmed on the platform, as bank transfers take several working days. If the amount is received after the due date, your reservation will be automatically cancelled .

Alert ! You cannot share your IBAN number (your own on the platform) with anyone else, in order to avoid losing the payment process.

 GULF INTERNATIONAL BANK (GIB)

 IBAN :
XXXXXXXXXXXXXXXXXXXXXXXXXXXX

 Swift Code :
XXXXXXXXXX

 Nusuk Hajj Home Health Requirements FAQ Media Pilgrim EN

[My Profile](#) [Manage Companions](#) [Packages](#)

1 Booking Details


Package 1
📅 2023-06-25 | 1444-12-07 📅 2023-07-25 | 1445-01-07
Embassy Vienna
[view package details](#)


#	Item	Unit Price (SAR)	VAT (15%) (SAR)	Quantity	Total Amount(SAR)
1	Flight	3,000.00	0.00	1	3,000.00
2	Hajj Package	28,000	1,893.15	1	28,000
3	Additional Service-I	72.91	10.94	1	83.85
4	Visa Fee	300.00	0.00	1	300.00
Subtotal					
VAT (15%)					
Grand Total					31,300


Payment Information:

Notice! You must quickly transfer the amount before the "2023-03-19 - 21:22 GMT" to ensure that your reservation is confirmed on the platform, as bank transfers take several working days. If the amount is received after the due date, your reservation will be automatically cancelled .

Alert ! You cannot share your IBAN number (your own on the platform) with anyone else, in order to avoid losing the payment process.

 GULF INTERNATIONAL BANK (GIB)

 IBAN :
XXXXXXXXXXXXXXXXXXXX

 Swift Code :
XXXXX

Booking cancellation policy
From 23/02/2023 To 23/11/2023
20.0% Deduction Percent

Payment :

Cash

1. Booking Details When Paying by Cash

Cash

Alert ! You must pay the amount in cash before the date "2023-03-19 - 21:03 GMT", in the event that the amount is received after the due date, your reservation will be automatically cancelled.

Alert ! Make sure to receive an email to complete the payment process before leaving the center.

Alert ! After you pay the amount, be sure to receive a payment receipt from the collection officer and keep the receipt.

Alert ! The main applicant must go our center and must bring his/her passport

Please Choose a center to pay in:

Main City

- Center 1
- 0096656888077
- Full Address from 8am to 4pm

North

- Center 2
- 00966565586000
- Main Street 9am to 5pm

You can pay in one of our centers around the world ..
[find our centers](#)

Nusuk Hajj

Home Health Requirements FAQ Media Pilgrim EN

My Profile Manage Companions Packages

Booking Details

Package 1

2023-06-25 | 1444-12-07 2023-07-25 | 1445-01-07

Embassy Vienna

view package details

#	Item	Unit Price (SAR)	VAT (15%) (SAR)	Quantity	Total Amount(SAR)
1	Flight	3,000.00	0.00	1	3,000.00
2	Haji Package	28,000	1,893.15	1	28,000
3	Additional Service-1	72.91	10.94	1	83.85
4	Visa Fee	300.00	0.00	1	300.00
Subtotal					
VAT (15%)					
Grand Total					31,300

Payment Information:

Alert ! You must pay the amount in cash before the date "2023-03-13 - 10:48 GMT", in the event that the amount is received after the due date, your reservation will be automatically cancelled.

Alert ! Make sure to receive an email to complete the payment process before leaving the center.

Alert ! After you pay the amount, be sure to receive a payment receipt from the collection officer and keep the receipt.

Alert ! The main applicant must go our center and must bring his/her passport

Main City

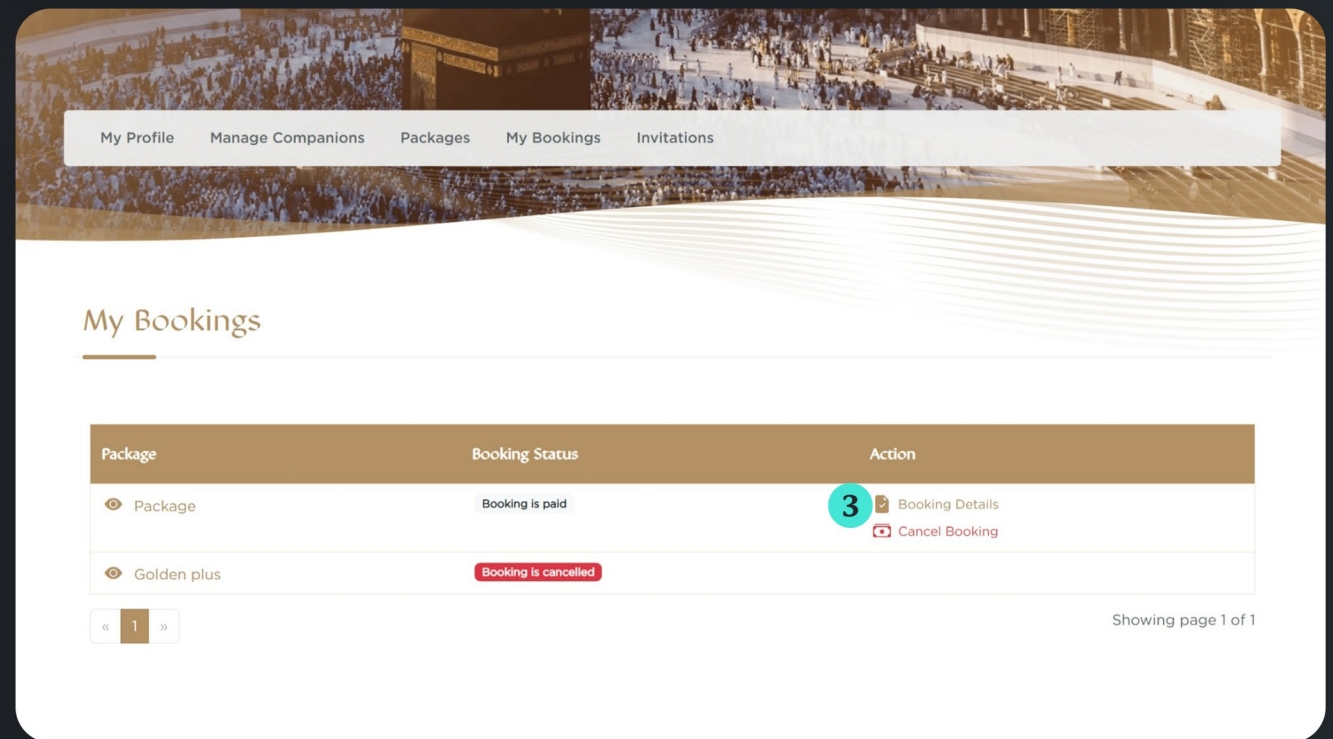
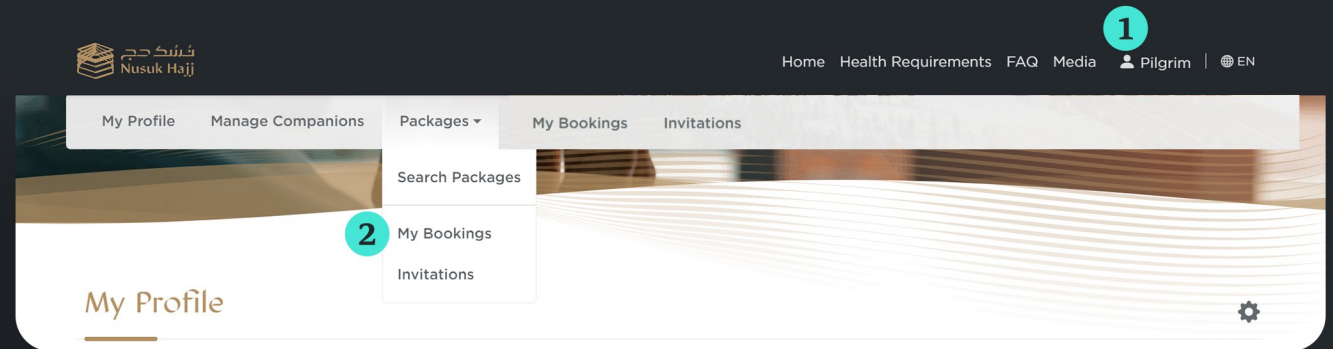
- Center 1
- 00966565586077
- Full Address from 8am to 4pm

Booking cancellation policy

From 23/02/2023 To 23/11/2023
20.0% Deduction Percent

Browsing My Bookings

1. Log in to the platform.
2. Click on Packages, then My Bookings.
3. Click on booking details for more details.





Terms Of Use & Privacy Policy

Terms Of Use & Privacy Policy

You Can Read Terms Of Use & Privacy Policy Before Registering In The Platform.



Pilgrim Experience Program

وزارة الحج والعمرة
MINISTRY OF HAJJ AND UMRAH



Contact Us

☎ 966920031201

@ Support@hajj.nusuk.sa



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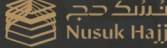






Complete & Edit Pilgrim Information

Complete Pilgrim Profile

After Registration You Have To Complete Your Profile By Entering Required Information So That You Can Use Platform Services.

 **نُسُك حَجَّج**
Nusuk Hajj

Home Packages Health Requirements FAQ Media  Test |  EN

My Profile Manage Companions Packages My Bookings Invitations

Complete Pilgrim's Information

Passport Details

Passport Type * Passport Number * Date of Issuance * Expiry Date *

The passport must be valid for at least 6 months after the arrival to the Kingdom

Issue Place * Birth Place *

Residence ID Information

Do you have a residence ID? * Yes No

Attachments

Passport * PNG, JPG (MAX. 800x400px and 2 MB). Please take a picture of the main page of the passport.

Personal Photo * (PNG, JPG) - Only 200x200px 18kb. Personal Photo background must be white and in decent clothes

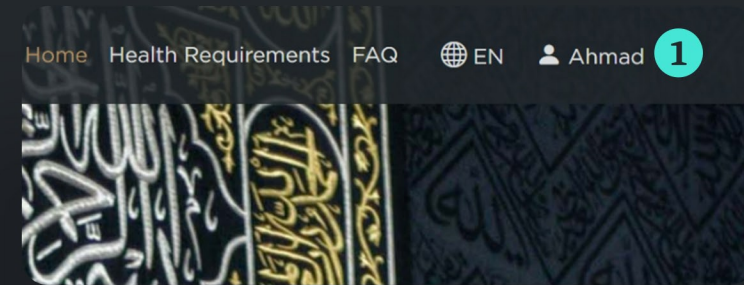
Residence ID or proof of residence * PNG, JPG (MAX. 800x400px and 2 MB). If you don't have the residence Id, please attach any other evidence. ex (Housing or work contract)

Edit Pilgrim Information

You Can Edit Your Information
By Login To Your Profile

To Edit Your Information :

1. Enter Your Profile.
2. Edit Your Information.
3. Click Save Button.
4. The Platform Will Update Your Information.



Edit Applicant

Personal Information

Nationality * Country of Residence *

First Name (English) * Second/Father Name (English) Other/G.Father Name (English) Last Name (English) *

The English name must match the passport

First Name (Arabic) Second/Father Name (Arabic) Other/G.Father Name (Arabic) Last Name (Arabic)

2

Date of Birth * Birth Place * Gender *

Contact Information

Mobile Number * Email *

Passport Details

Passport Type * Passport Number * Date of Issuance * Expiry Date *

The passport must be valid for at least 6 months after the arrival to the Kingdom

Issue Place *

Residence ID Information

Do you have a residence ID? * Yes No

Attachments

Passport

Personal Photo

Residence ID or proof of residence

Passport: PNG, JPG (MAX. 800x400px and 2 MB). Please take a picture of the main page of the passport.

Personal Photo: (PNG, JPG) - Only 200x200px 18kb. Personal Photo background must be white and in decent clothes

Residence ID: PNG, JPG (MAX. 800x400px and 2 MB). If you don't have the residence id, please attach any other evidence. ex (Housing or work contract)

3



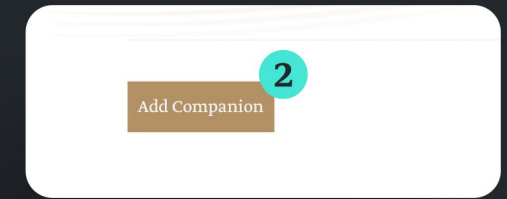
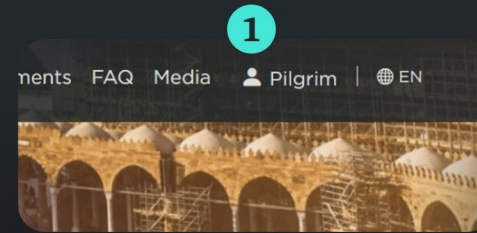
Pilgrim Companion Management

Add Pilgrim Companion

You can add a companion to perform Hajj with you

To Add companion :

1. Login To Your Profile.
2. Click On Add Companion.
3. Enter Required Information.
4. Click Save.
5. The Companion Will Be Added.



3 Add Companion

Personal Information

Nationality * Country of Residence *

The journey starts from the country of residence
The companion country of residence must be same as country of the main pilgrim

First Name (English) * Second/Father Name (English) Other/G.Father Name (English) Last Name (English) *

The English name must match the passport

First Name (Arabic) Second/Father Name (Arabic) Other/G.Father Name (Arabic) Last Name (Arabic)

Date of Birth * Birth Place * Gender * Relative/Relation *

Contact Information

Mobile Number * Email *

Passport Details

Passport Type * Passport Number * Date of Issuance * Expiry Date *

The passport must be valid for at least 6 months after the arrival to the Kingdom

Issue Place *

Attachments

Passport * Personal Photo *

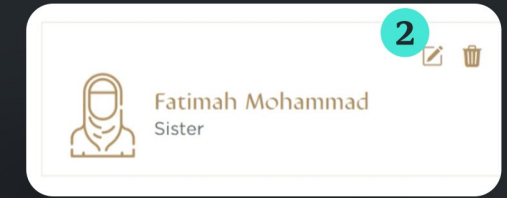
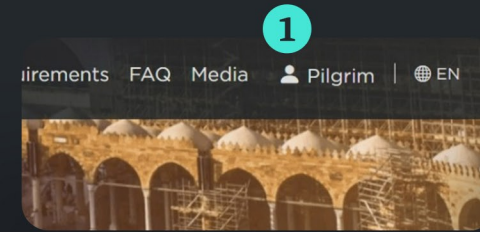
(PNG, JPG (MAX. 800x400px and 2 MB). Please take a picture of the main page of the passport.) (PNG, JPG) - Only 200x200px 18kb. Personal Photo background must be white and in decent clothes.

4

Edit Companion Information

To Edit Your Companion Information :

1. Login To Your Profile.
2. Click On Edit Companion Information.
3. Edit Information.
4. Click Save.
5. Companion Information Will Be Updated In The Platform.



Edit Companion information

3 Personal Information

Nationality * Country of Residence *

The journey starts from the country of residence

First Name (English) * Second Name (English) Third Name (English) Last Name (English) *

The English name must match the passport

First Name (Arabic) * Second Name (Arabic) Third Name (Arabic) Last Name (Arabic) *

Date of Birth * Birth Place * Gender * Relative/Relation *

Contact Information

Phone Number * Email *

Passport Details

Passport Type * Passport Number * Date of Issuance * Expiry Date *

The passport must be valid for at least 6 months prior the arrival to the Kingdom

Issue Place *

Attachments

Passport Personal Photo Residency

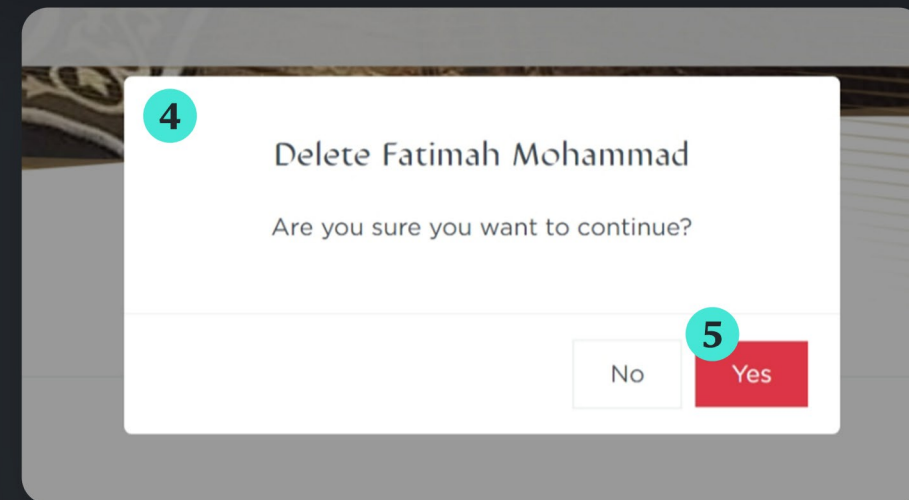
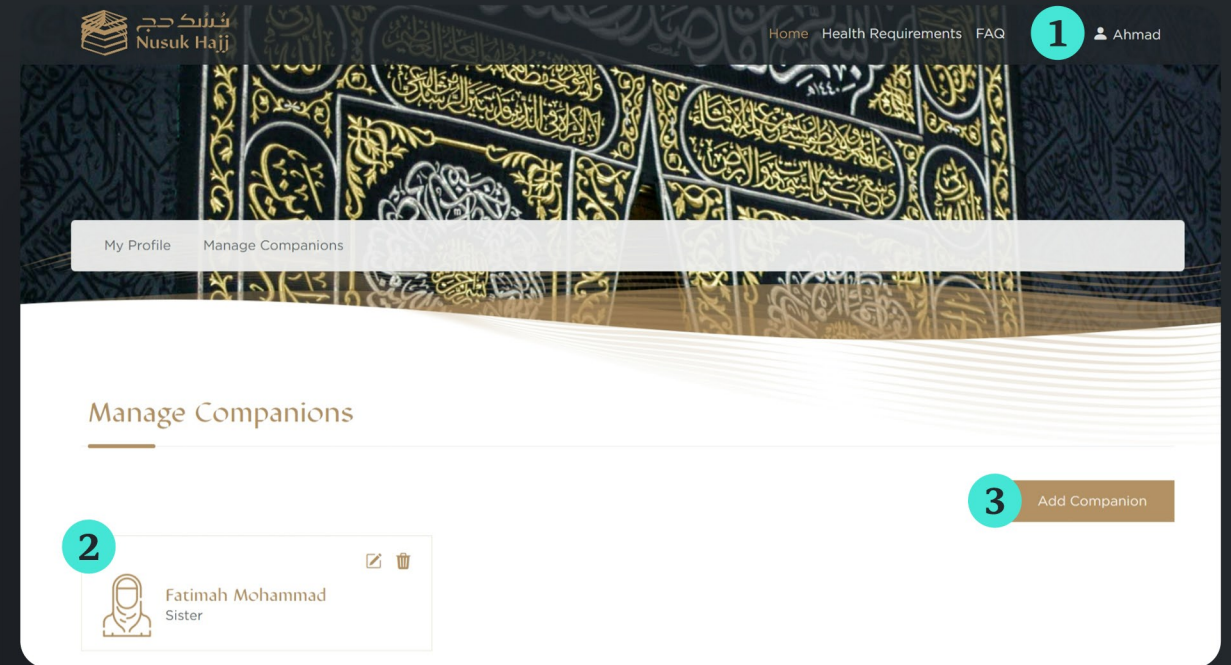
If you don't have the residency id, please attach any other evidence

Back Save **4**

Delete Companion From Companions List

You Can Delete Companion From Your List :

1. Enter Your Profile.
2. Choose Companion To be Deleted.
3. Click On Delete Button.
4. Confirmation Message Will Be Displayed.
5. Click Confirm.
6. Companion Will Be Deleted From Your List.



Display All Companions

You Can Display All Your Companions By Login To Your Account And Then Click On Companions Management.

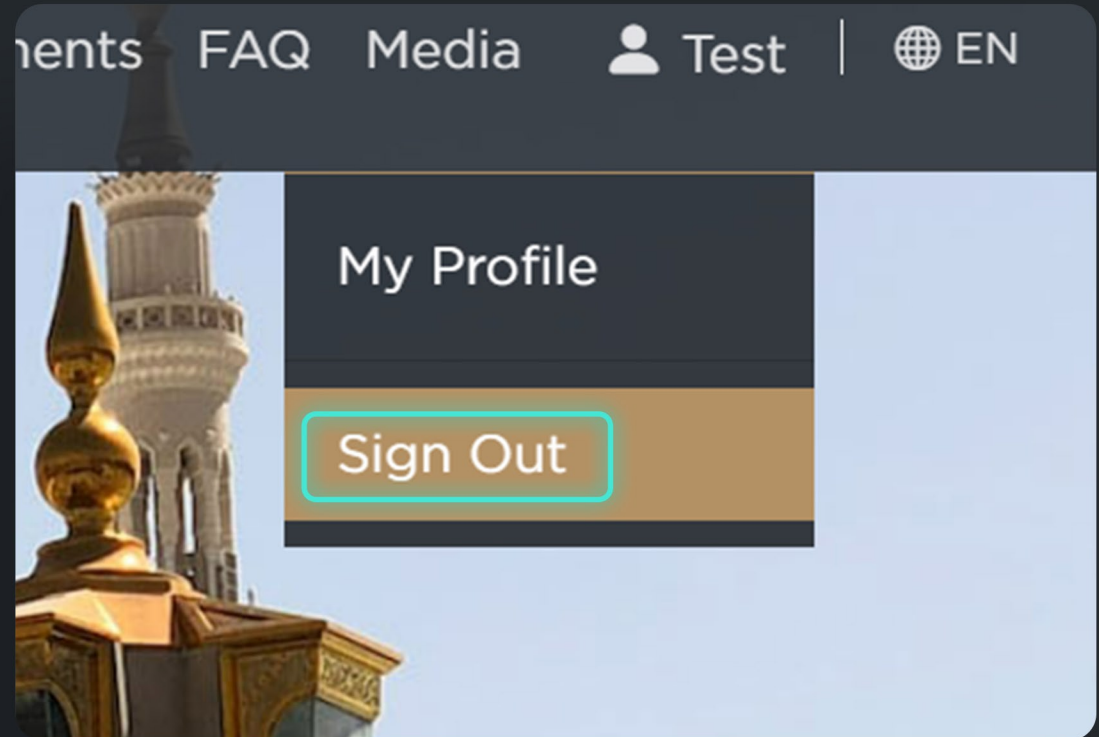
The screenshot displays the 'Manage Companions' page on the Nusuk Hajj website. At the top, the Nusuk Hajj logo is visible on the left, and navigation links for Home, Packages, Health Requirements, FAQ, Media, Pilgrim, and EN are on the right. Below the header, a navigation bar contains 'My Profile', 'Manage Companions' (highlighted), 'Packages', 'My Bookings', and 'Invitations'. The main content area features the title 'Manage Companions' and an icon representing three people. Below the icon, the text reads 'NO Companions for this Account', and a button labeled 'Add Companion' is positioned at the bottom. The footer includes the Nusuk Hajj 2.0 logo, the Vision 2030 logo, the Pilgrim Experience Program logo, and the Ministry of Hajj and Umrah logo. Contact information is provided as 'Contact Us' with the phone number 966920031201 and email Support@hajj.nusuk.sa, along with social media icons for Facebook, Instagram, Twitter, Snapchat, and WhatsApp. The footer also contains the text 'All Rights Reserved To Ministry of Hajj and Umrah © 2023' and links for 'Terms Of Use', 'Privacy Policy', 'Media', and 'Our Centers'.

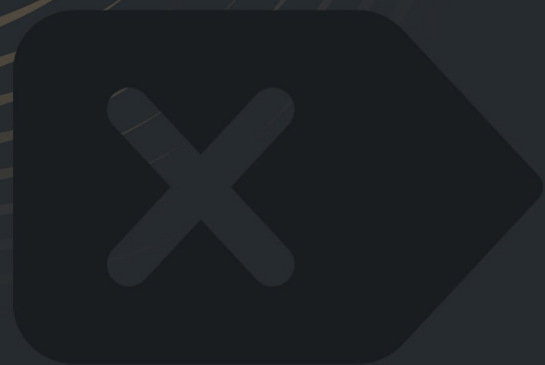


Logout

Logout

You Can Logout From The Platform
By Clicking on Logout Button.

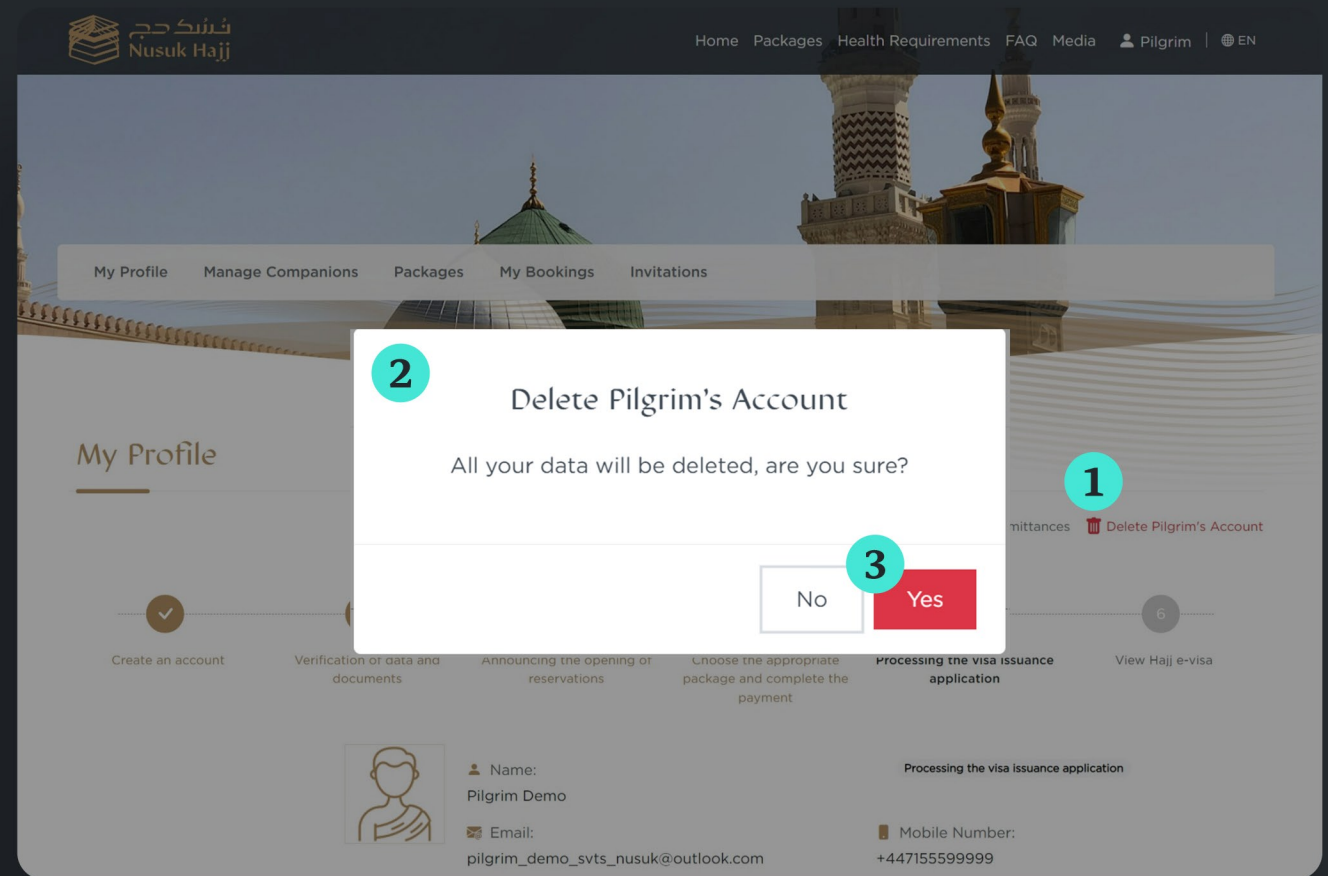




Delete Your Account

Delete Account

1. You Can Delete Your Account Permanently By Click On Delete Account From The System.
2. Confirmation Message Will Be Displayed.
3. You Can Confirm Or Cancel.
4. If You Confirm Your Account Will Be Deleted And You Should Register Again To Login To The Platform.

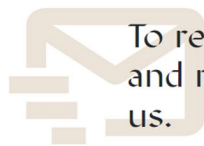




**Register In Newsletter And
Follow The Latest News**

Register In The Newsletter

You Can View When the Reservation Appointments starts
By Register Your Email And We Will Notify You With
Latest News.



To receive updates on platform news
and reservation dates, register with
us.

Sign up for the
newsletter

Follow Latest News

You Can Follow Latest News On Social Media Channels
(Twitter - Facebook - Snap Chat - Instagram - YouTube).



Contact Us

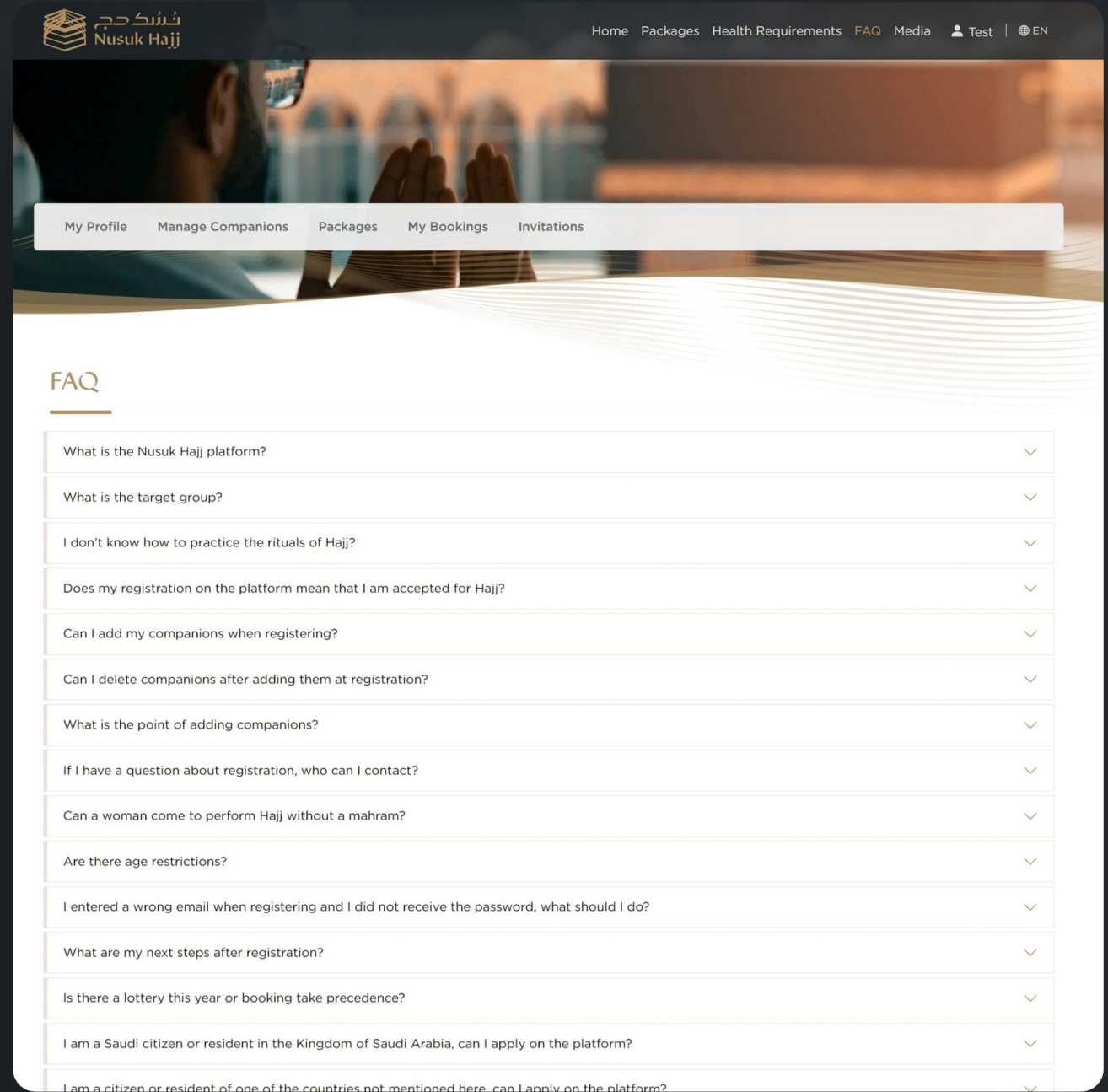
966920031201

@ Support@hajj.nusuk.sa



Do You Have Any Questions?

You Can View Frequently Asking Questions In The Platform.



Contact Us

You Can Contact Us Through Email
If You Have Any Issue Or Questions.



Pilgrim Experience
Program

وزارة الحج والعمرة
MINISTRY OF HAJJ AND UMRAH



Contact Us

@ Support@hajj.nusuk.sa



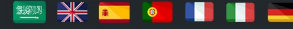
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Communication Channels

(24/7 Support in 7 Different Languages)



<https://hajj.nusuk.sa>

 Call Center


+966 920031201

 WhatsApp

+966 50 235 9759

 Email

Support@hajj.nusuk.sa

 Social Media

Hajj_Nusuk

Over 200 Service Centers :



Support



Awareness



Cash-Collection Points



نُسُوك حَجَّج
Nusuk Hajj

Thank you