



The Presidency

**NATIONAL HAJJ COMMISSION OF NIGERIA
(NAHCON)**

GUIDELINES

FOR

**2020 HAJJ APPLICATION & OPERATIONS;
AND CONDITIONS FOR HAJJ LICENSE FOR
TRAVEL AGENCIES
(October, 2019)**

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NATIONAL HAJJ COMMISSION OF NIGERIA (NAHCON)

HAOG G-002
Hajj Application & Operations Guidelines

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1.0 PREAMBLE

- 1.1 The National Hajj Commission of Nigeria (NAHCON), hereby issues the following Guidelines to all the prospective applicants and duly licensed Travel Agencies so as to guide and set standards in the conduct and provision of **Hajj** Services to Nigerian pilgrims.
- 1.2 That all entities engaged in organizing and coordinating the movement of persons from Nigeria to Saudi Arabia to perform **Hajj** and those providing accommodation, transportation and other services related to the performance of **Hajj** to pilgrims in Saudi Arabia shall register with the Commission and obtain a License before engaging in the business.

2.0 Requirements for Hajj License Application

2.1 Application for Hajj License:

All interested Travel Agencies must fulfill/possess the following:

Pre-Licensing Requirement

- 2.1.1 Valid Incorporation/Registration with the Corporate Affairs Commission (CAC) with a minimum share capital of **N30,000,000.00** (thirty million naira);
- 2.1.2 Submission of Certified True Copies of the Company's Memorandum and Article of Association, the Object, composition of the Directors and Shareholders of the company must be in conformity with the extant provisions of the Saudi Rules and Regulations on Hajj;
- 2.1.3 Submission of Certified True Copies of forms CAC 2 & CAC 7;
- 2.1.4 Valid IATA accreditation;
- 2.1.5 Valid Air Travel Organisers License (ATOL) (for those intending to operate chartered flights);

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- 2.1.6 Current Company Tax Clearance Certificate;
- 2.1.7 Evidence of VAT Registration;
- 2.1.8 Submission of an evidence of satisfactory Umrah operations for the previous three consecutive years.
- 2.1.9 Submission of the most recent Audited Accounts of the Company;
- 2.1.10 A sworn affidavit that none of the Shareholders or Directors of the Company has ever been convicted for any criminal offence including fraud or financial impropriety;
- 2.1.11 A sworn affidavit indicating that all documents submitted are genuine and verifiable;
- 2.1.12 Curriculum-Vitae of Agency Manager, Operations Manager, Finance Manager and Ticketing and Reservation Manager, stating their qualifications and experiences in handling Hajj activities;
- 2.1.13 Scanned and Certified True Copies of 2.1.1 – 2.1.7 above are required. All original documents must be made available for sighting when required;
- 2.1.14 Payment of the sum of **200,000.00** (two hundred thousand Naira) or other amount as may be prescribed by the Commission, in Bank Draft, being the non-refundable application processing fee;
- 2.1.15 Payment of Security Refundable Deposit of **5,000,000.00** (five million Naira) or any other amount the Commission so prescribed as collateral on submission of the application form, in accordance with Section 16-Sub-Section 4 of the NAHCON (Establishment) Act, 2006;
- 2.1.16 The Security Refundable Deposit shall be refunded after successful



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operation and final reconciliation with Account Department of the Commission.

2.1.17 Application for form shall be made through online and submitted along with the following:

- a) Certificate of Occupancy/Tenancy Agreement evidenced by receipt of rent payment of the applicant's registered address.
- b) Four passport-size photographs of each of the Directors (authenticated by a Notary Public).
- c) Bank reference letter indicating the company's financial capability and reliability.

2.2.0 Post-Licensing Requirement

2.2.1 Payment of the sum of **N500,000.00** (five hundred thousand Naira) or other amount as may be prescribed by the Commission, as licensing fee after approval, but precedent to issuance of the license;

2.2.2 Submission of a Performance Bond to the tune of N25,000 (twenty five thousand naira) per pilgrim from a reputable Bank as may be prescribed by the Commission from time to time in line with the provision of Section 16(5) of NAHCON (Establishment) Act, 2006;

2.2.3 Submission of an authentic partnership agreement with a Saudi licensed Establishment as endorsed by the Commission;

2.2.4 Submission of the propose Hajj package (category, fees and fares) for the Commission's consideration and approval.

2.2.5 Any change of Shareholders, Directors or address of the Tour Operator, IATA should be appropriately notified and should be registered with the Commission within 14 days after registration with the Corporate Affairs Commission (CAC) and upon approval by IATA;

2.3.0 Renewal for Hajj License Application:

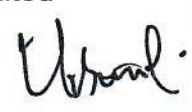


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All applications for renewal of Hajj License must be made online supported by the following:

- 2.3.1 Valid IATA accreditation;
- 2.3.2 Valid Air Travel Organizers' License (ATOL) (for those intending to operate chartered flights)
- 2.3.3 Current Company Tax Clearance Certificate;
- 2.3.4 VAT Registration and evidence of remittances for the immediate past three (3) years (where applicable);
- 2.3.5 Submission of an authentic partnership agreement with a Saudi licensed Establishment as endorsed by the Commission;
- 2.3.6 Submission of the most recent Audited Accounts of the Company;
- 2.3.7 Payment of the sum of **200,000.00** (Two Hundred Thousand Naira) or other amount as may be prescribed by the Commission, in Bank Draft, being the non-refundable application processing fee;
- 2.3.8 Payment of the sum of **500,000.00** (Five Hundred Thousand Naira) or other amount as may be prescribed by the Commission as renewal fee;
- 2.3.9 Payment of Security Refundable Deposit of **5,000,000.00** (five million Naira) or any other amount as may be prescribed by the Commission as collateral on submission of the application form, in accordance with Section 16 Sub-Section 4 of the NAHCON (Establishment) Act, 2006;
- 2.3.10 The Security Refundable Deposit shall be refunded after successful operation and final reconciliation with Account's Department of the Commission.
- 2.3.11 Completed form shall be submitted online along with the updated



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copies of the following:

- a) Certificate of Occupancy/Tenancy Agreement evidenced by receipt of rent payment of the applicant's registered address.
- b) Bank reference letter indicating the company's financial capability and reliability.
- c) Proposed packages.
- d) Four passport-size photographs of each of the Directors (authenticated by a Notary Public).

2.3.12 A sworn affidavit that none of the Shareholders or Directors of the Travel Agency has been convicted for any criminal offence including fraud or financial impropriety;

2.3.13 A sworn affidavit indicating that all documents submitted are genuine and verifiable;

2.3.14 Any change of Shareholders, Directors or registered address of the Travel Agency, IATA should be appropriately notified and should be registered with the Commission within 14 days after registration with the Corporate Affairs Commission (CAC) and upon approval by IATA.

3.0 PROCEDURE OF APPLICATION:

Applicants shall:

- i) Obtain and duly fill Hajj application form online from the Commission's website. www.nigeriahajjcom.gov.ng
- ii) Complete and submit the form online within the prescribed period stated in the form.

4.0 PURPOSE OF HAJJ LICENSE

Hajj License issued by the Commission is for the purposes of:



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- i) Organizing and conducting pilgrimage services for Nigerian intending pilgrim(s) wishing to perform Hajj.
- ii) Serving as a legal instrument with all the rights and privileges of engagement with service providers in Nigeria or Saudi Arabia for Hajj purposes.
- iii) License issued is valid for the year's Hajj season, or such other period as may be prescribed by the Commission.

5.0 CONDITIONS FOR LICENSE:

The following conditions are attached to each license. Any violation of these conditions shall attract penalties or lead to suspension/withdrawal or revocation of the license and possible prosecution.

- 5.1 License issued under this guideline is for the year's Hajj season services only, or such other period as may be prescribed by the Commission unless suspended, withdrawn or revoked.
- 5.2 The License issued is exclusive to the Travel Agency which shall not be assigned, part with any interest in it, grant or delegate any of the rights conferred by it.
- 5.3 The obligations and restrictions imposed by this Hajj License are in addition to and not in substitution for the obligations and restrictions imposed or implied by law.
- 5.4 License must be displayed in a prominent place at the operational Head Office of the Tour Operators' registered office.

6.0 CONDITIONS FOR WITHDRAWAL, SUSPENSION OR REVOCATION OF HAJJ LICENSE:

- 6.1 The Commission may order for the withdrawal, revocation and or suspension of a license where it appears to the Commission after due enquiry that –



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- (a) The Travel Agency is being operated in a dubious and fraudulent manner;
- (b) The Travel Agency had ceased to be a member of the professional body to which it was affiliated to, such as IATA or other statutory professional bodies mandated to be affiliated with;
- (c) The authority/owner(s) has/have failed, refused or ignored to comply with the directives issued by the Commission under these guidelines;
- (d) The Commission is satisfied that the operation of the Travel Agency may constitute a danger to the pilgrims who may use the services of the Travel Agency;
- (e) The Travel Agency has ceased or modified its operations in a manner that is inconsistent with the license as specified;
- (f) The owner(s) of the Travel Agency is/are convicted of a crime which in the opinion of the Commission is of such a nature as to render the Travel Agency not a fit and proper entity to operate Hajj services;
- (g) The owner(s) of the Travel Agency is/are declared bankrupt;
- (h) If the Travel Agency is ordered by a competent Court of law/Nigeria/Saudi Arabia Authority to stop or suspend its operation;
- (i) If the Commission discovers any false declaration; and
- (j) The business of the Travel Agency is wholly or partly discontinued for a period of thirty days and above.

6.2 The Commission may by notice in writing require the authority/owner(s) of the Travel Agency to remedy the defect within such period as may be

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specified in the notice and on failure to remedy the defect to the satisfaction of the Commission within the specified period, the Commission may withdraw, revoke or suspend the license issued in respect of such Travel Agency.

- 6.3 Where a license is revoked or suspended under these Guidelines, the Commission shall by registered post, courier service, e-mail or any other appropriate manner inform the authority/owner(s) of the Travel Agency of the revocation or suspension which shall take effect immediately.
- 6.4 When a license is revoked or suspended under these Guidelines, no person or body shall operate the Travel Agency for Hajj services to which the revocation or suspension order applies.

7.0 MINIMUM STANDARDS FOR HAJJ SERVICES:

For the purposes of this guideline, the following are basic requirements for Hajj Services which all Travel Agency should comply with and those other additional services that may be negotiated and contracted with their clients:

- 7.1.1 Screening and ensuring that the intending pilgrim(s) is/are eligible to undertake the pilgrimage (Hajj).
- 7.1.2 Verification and confirmation of ownership and validity of pilgrims' travel documents.
- 7.1.3 Must ensure that the intending Pilgrims particulars are fully documented and NAHCON's format of Pilgrims Guarantor's Form is dully filled for each intending pilgrim.
- 7.1.4 The duly filled guarantor's form shall be kept for record purposes
- 7.1.5 Securing of the appropriate Hajj visa for the pilgrim(s).

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- 7.1.6 Accommodation arrangements throughout the agreed duration of the pilgrims' valid stay in Saudi Arabia. The proposed pilgrims' accommodation shall be presented to the Commission for inspection and certification. on or before 31st March, 2020.
- 7.1.7 Arrangements for the pilgrims' inter-city transportation.
- 7.1.8 Organize enlightenment programmes on Hajj rites, rules and regulations governing the trip and other general advice.
- 7.1.9 Issuance of receipts for all payments made by intending pilgrim(s) in respect of services rendered or to be rendered.
- 7.1.10 Organize the reception and orderly departure of pilgrims at the designated departure airport(s) in Nigeria and in Saudi Arabia.
- 7.1.11 Provision of detailed information about itinerary, accommodation and class of travel in a manner that can be clearly understood by the pilgrim.
- 7.1.12 Keep copies of pilgrims' passport, contract, ticket, and passport photograph.
- 7.1.13 Formally report anything that happens to the pilgrim in terms of serious sickness, accident, death, arrest or other occurrence that might affect his travel plan, to either the Commission, Saudi Ministry of Hajj or the Saudi Police.
- 7.1.14 Maintain a constant contact with their pilgrims and keep channels of communication open at all times.
- 7.1.15 Process, in the event of death, the pilgrim(s)' death certificate and document the burial arrangements.
- 7.1.16 Report any unresolved dispute with their clients for mediation, arbitration or appropriate action as the Commission may deem fit.



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8.0 ELIGIBILITY OF THE INTENDING PILGRIM:

All intending Hajj pilgrim(s) must fulfill the following requirements:

- 8.1 Must be a Muslim;
- 8.2 Must be a Nigerian with valid Nigerian travel documents and or a Foreigner with valid resident permit must have a known identity and a guarantor;
- 8.3 Must be an adult, sane, healthy, medically and physically fit as certified by a qualified medical Doctor to undertake the journey and conscious of the obligatory rites to be observed in Hajj rites;
- 8.4 Female intending pilgrim who has not reached the exemption age by the Saudi rule must be accompanied by a lawful guardian (*mahram*);
- 8.5 The said lawful guardian (*mahram*) should be properly introduced to the pilgrim(s) before departure to the Kingdom (i.e both the guardian and the guard)
- 8.6 Must provide a valid declaration and proper documentation of his/her particulars;
- 8.7 Must provide a valid declaration and proper documentation of his/her particulars and reliable and verifiable guarantor;
- 8.8 Must be of good moral standing and must not have previous criminal record in the Kingdom of Saudi Arabia.

9.0 REGISTRATION OF INTENDING PILGRIMS:

- 9.1 All Travel Agencies should download the unified pilgrim's registration form through the commission's website (website. www.nigeriahajjcom.gov.ng) and upload same.

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10.0 CHARTER FLIGHTS:

All Travel Agencies would arrange flights (schedule or charter) for their intending pilgrim(s) and where flight is chartered, the company shall:

- 10.1 Possess a valid ATOL license.
- 10.2 Produce and submit a binding contract agreement with its carrier which shall be attested to by the Commission.
- 10.3 Submit to the Commission, a comprehensive flight schedule indicating departure and arrival points, dates and times of departure.
- 10.4 Make adequate arrangements for feeding and accommodating pilgrims in the event of flight delays, cancellation or change.
- 10.5 Non licensed Travel Agency shall NOT be allowed to operate charter flight.
- 10.6 Commission would not be responsible to charter flight for any Travel Agency.
- 10.7 Travel Agencies shall not be allowed to combine their pilgrims with State Welfare Boards flights unless with the express written permission of the Commission.
- 10.8 Travel Agencies should confirm the return tickets of their pilgrims before moving them to the airport.

11.0 PILGRIMS' STAY IN SAUDI ARABIA:

11.1 All Travel Agencies shall provide the following for pilgrims in Saudi Arabia:

- a. Comfortable accommodation as approved by the Commission at Makkah, Madina, and Tents at Muna and Arafat.
- b. Transportation on all hajj routes;
- c. Standard meals;
- d. Welfare and environmental sanitation;
- e. Regular enlightenment and education;
- f. Routine visitation

11.2 Travel Agencies shall not be allowed to operate clinic(s) except with the approval of the Commission.

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12.0 SAUDI PARTNERS:

All Commission's Hajj Licensed Travel Agency shall:

12.1 Patronize only validly authorized partners/agents in Saudi Arabia as approved by the Saudi Ministry of Hajj.

12.2 Provide the Commission with an evidence of a valid license of their Saudi partners/agents.

12.3 Provide the Commission with full details including contact addresses and phone numbers of their partners/agents..

12.1 ADHOC STAFF

- i) All Hajj Licensed Travel Agencies on Grade A and B are to employ :-
 - a. Minimum of two Nigerians based in Saudi Arabia of proven integrity and unquestionable character with relevant legal documentations,
 - b. Or Two Saudi nationals of proven integrity and unquestionable character with relevant legal documentations,
 - c. Or Deploy minimum of 2 operational staff in advance.
- ii) While those on Grade C and D are to enlist a minimum of One staff with conditions as in XIX a.b.c above.
- iii) Any of the a.b.c.d above is to be employed for the current Hajj Season for the co-ordination reception and accommodation, Mashaeer outing and departure of their Pilgrims out of the Kingdom. Details of the employees must be deposited with the Commission.

13.0 ACCOMMODATION IN SAUDI ARABIA:

Accommodation(s) sourced by Travel Agencies for pilgrims must:

13.1 Be duly licensed/approved by Saudi Authorities as pilgrims' accommodation and were in accordance with the Commission's standard.

13.2 Must meet ALL the standard requirements of the Saudi Ministry of Hajj which



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include but not limited to:

- a). Provision of functional elevator in buildings with three or more storey;
- b). Have functional air conditioning system;
- c). Have functional internet facility;
- d). Have functional fire extinguishing system;
- e). Should be accessible by bus;
- f). Should have basic pilgrims' accommodation amenities like refrigerators, water dispensers, wardrobes, window blinds, waste bins, television sets, intercom, etc.;
- g). Should provide facilities for aged pilgrims or physically challenged persons.

13.3 Travel Agencies must ensure that their pilgrims adhere to the check-in and check-out dates, and report any erring pilgrim to the Commission for appropriate disciplinary measure(s).

13.4 Ensure that pilgrims are adequately informed more especially about the location, type and pairing or grouping arrangements of their accommodation prior to their departure from Nigeria.

14.0 HAJJ REMITANCE:

a) All Travel Agencies must make all stipulated remittances to the Commission on or before 30th April, 2020. And where they fail to adhere to the time, they shall be responsible to make remittance through other sources.

b) All monies due to the Commission shall be paid through the Travel Agencies' Bank Account(s). Payment from individual account shall not

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be accommodated and be referred to the relevant Government Agencies for appropriate actions.

c) The Commission shall not be responsible to complete any outstanding payment to service providers on behalf of the Travel Agencies.

15.0 COMPLAINTS:

Where a pilgrim, Travel Agency or an Airline has a complaint against any party pursuant to this guideline, such complainant shall forward his complaint(s) in writing and:

15.1 Address such complaints to the Chairman/CEO of NAHCON.

15.2 Provide, along with the complaint or claim adequate supporting evidence(s).

16.0 REPORTS:

All Hajj licensed Travel Agencies/entities shall:

16.1 Submit Performance Status Report (PSR) Form and other Forms that may be issued for the purpose of analysis in respect of Hajj activities was duly completed and forwarded to the Commission within the stipulated time.

16.2 Submit routing report and updates on the wellbeing of their pilgrims till the end of operation.

16.3 Ensure that the MD/CEO's of the Travel Agencies attend all meetings summoned by the Commission either here in Nigeria or in the Kingdom of Saudi Arabia.

16.4 At the end of the Hajj season/session, submit a comprehensive report of its activities to the Commission not later than 30 days from the

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conclusion of the season/session. The report shall include the details of all pilgrims that performed Hajj under the Operator.

17.0 MISCELLANEOUS PROVISIONS:

- 17.1 Travel Agencies shall strictly comply with all applicable Nigerian and Saudi guidelines on Hajj activities, and should NOTE that multiple Directorship/Shareholding of multiple Travel Agencies will not be entertained by the Commission;
- 17.2 The Commission reserves the right to amend the above Guidelines or introduce new ones from time to time;
- 17.3 The Commission further reserves the right to on reasonable suspicion as it deems fit withdraw, suspend, revoked any license issued, and may refuse to issue license to any applicant as provided under section 16(3) of NAHCON (Establishment) Act, 2006.
- 17.4 The Commission shall publish names of successful Travel Agencies together with the blacklisted Travel Agencies at least twice in a year.
- 17.5 Hajj service providers and Airlines are hereby warned not to transact business on any Hajj related matters with any unlicensed Travel Agency.



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18.0 RELEASE OF PILGRIMS:

- 18.1 Release of pilgrims from Makkah to either Madinah/Jeddah shall be on request by the Travel Agency after having satisfied all the conditions for the release.
- 18.2 The destination of the release must be complied with, and the released pilgrims should be accompanied to the airport by a reliable escort(s).
- 18.3 The escort(s) must report and handover the released pilgrims to the Commission's desk officer(s) that are stationed at the departure airport, who would in turn ensure that the released pilgrims had exited the Kingdom.
- 18.4 The desk officer should take appropriate records of the release and ensure that the pilgrims had departed before transmitting the details thereof to the Commission.
- 18.5 No Travel Agency's representatives would be allowed to exit the Kingdom until all their pilgrims are evacuated.
- 18.6 The representative shall apply for final clearance from the commission along with detail of pilgrims' exit (Name, Passport number, Flight Number and Date of exit).
- 18.7 It shall be the responsibility of Travel Agency to return the pilgrims safely and collect their luggage. Where there is a case of missing luggage, the Travel Agency shall liaise with the Airline to facilitate the release.

19.0 PENALTIES AND SANCTION:

- 19.1 **Abscondment:** Where pilgrim(s) abscond in the Kingdom of Saudi Arabia, the Travel Agency shall attract a fine of **N1,000,000** (One Million Naira) for each abscondee in addition to forfeiture of



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(N5,000,000) Five Million Naira security deposit.

- 19.1 Any Travel Agency that has pilgrim who have violated the Saudi Arabia immigration laws by refusing to leave/exit the Kingdom after the successful *Hajj/Umrah* and could not render account for the pilgrim shall be sanction accordingly in addition to the 18.1
- 19.2 While the guarantor of the pilgrim(s) shall be prosecuted for aiding human trafficking.
- 19.3 Serious breach of any fundamental term(s) of contract with the pilgrim(s), fraudulent activities, or committing offences shall attract penalties of (N1,000,000) One Million Naira.
- 19.4 While the Travel Agency's operating licenses (*Hajj* and *Umrah*) shall be suspended, and the Travel Agency would be blacklisted, and prosecuted.
- 19.5 The penalty so applied will be published and brought to the notice and attention of the relevant Authorities and other stakeholders.

20.0 Note:

- 20.1 The Commission may refuse to issue license without assigning any reason thereon, in line with the provisions of Section 16 (3) of NAHCON's Act, 2006.
- 20.2 The Commission may also deny license:
 - a) To any Travel Agency whose activities are construed to be misleading, aided or abetted the abscondee (over stayer) or contrary to public interest.
 - b) From Travel agencies who bear semblance or related to those with pending matters (including investigation and prosecution) with the Commission, Saudi authority and other government agencies;
 - c) From any Travel Agency who violate extant rules, regulations, and guidelines as issued by the Commission.

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INTERPRETATION:

"Adult"	-	Any person who is 18 years of age and above
"ATOL"		Air Travel Organizers License
"Security Deposit"		Money/Guarantee deposited with the Commission as specified by Section 16 (4) of the NAHCON Act.
"Charter Flight"		Any flight operating between Nigeria and Saudi Arabia for the purposes of Hajj.
"Commission"	-	The National Hajj Commission of Nigeria
"IATA"	-	International Air Transport Association
"License"	-	The legal instrument issued by the Commission based on specific terms and conditions to a corporate entity for a specified period and for the purpose of Hajj.
"Passport"	-	The official travel document issued by the Nigerian Immigrations Service to Nigerians.
"Permit"	-	A Legal instrument issued by the Commission to a corporate entity under a licensed Travel Agency based on specific terms, conditions and period for limited Hajj services.
"Pilgrim"		A duly registered and certified applicant who is declared eligible to perform Hajj.
"SMPWB/A/C"	-	State Muslim Pilgrims' Welfare Board/ Agency/ Commission
"Stakeholders"	-	Any corporate body, person or group of persons involved in the management of Hajj.
"Sub Agent"		A corporate entity registered and licensed by the Commission to conduct limited services relating to Hajj

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- under a licensed Travel Agency.
- "Tour Operators" - Travel Agencies Licensed by the Commission to organize Hajj for the current year.
- "Hajj" - The pilgrimage to Makkah, KSA by Muslims for the purpose of performing Hajj.
- "VAT" Value Added Tax
- "Visa" Permission to enter the Kingdom of Saudi Arabia granted by the Saudi Embassy or Consulate.

NOTE:

These guidelines provide for Hajj Application and Operations requirements and may be reviewed by the Commission from time to time as the need arises. Non compliance with any provision of this guideline shall attract sanction in line with the extant provisions provided under the Hajj & Umrah (Registration, Licensing and Operations) Regulations, in addition to other penalties as the Commission may deem fit.

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