

## DOCUMENTS REQUIRED

### Passport:

- **Valid for minimum of 6 months from return travel date**
- At least **Four (4)** consecutive blank pages to stamp visa.
- Permanent residents must have resided in Australia/New Zealand for **no less than Three (3) years**.

### Visa Application form:

Completed Embassy of Saudi Arabia visa application form. (Please use **BLOCK LETTERS**) in completing the form with **Six (6)** passport size photos.

### Medical Certificate:

Certificate from a doctor stating that pilgrim is in good health, free from contagious disease, **FIT TO TRAVEL** and have valid immunization for **MENINGITIS (ACYW 135)**.

### Booking/Registration Form

Completed Ourworld Travel Hajj Package Registration form.

### Certified Documents

- Reference letter/certificate from a recognized Islamic Society or Centre certifying that you are a Muslim.
- Copy of Marriage Certificate or any Certificate identifying the relationship for women and **must be duly certified by a Justice of the Peace (JP)**.
- Copy of Birth Certificates for Brothers/Sisters traveling identifying relationship as per parents names and **must be duly certified by a Justice of the Peace (JP)**.
- Copy of Birth Certificate as proof of age must accompany all children's applications below 18 years old and **must be duly certified by a Justice of the Peace (JP)**.

Airline Ticket :- Original and confirmed

### Mehram:

- Women, widows and aged persons traveling without Mehram and wishing to perform Hajj with a group, must be at least 45 years of age.
- Women under 45 must be accompanied by Mehram and provide appropriate identification to show relationship with their Mehram and Certificate from any recognized Islamic Society/Centre confirming the above and **must be duly certified by a Justice of the Peace (JP)**.
- A Mehram must be at least 15 years of age.

### Other requirement (Mandatory):

PREPAID self-addressed Courier Bag or Australian Express post Platinum envelope (**Maximum Weight of no less than 500g, Maximum Thickness 20mm**) for us to return your Passport and other documents in relation to your travel. **Alternative arrangements of returning your documents can be made at your own expense.**

## PROCESSING OF APPLICATION

Ourworld Travel is an IATA certified agent who has entered into contract arrangements with Saudi Arabian authorised providers, licensed to provide accommodation, transportation and other services to pilgrims entering into Saudi Arabia for Umrah and Hajj.

All documents will be checked by Ourworld Travel to ensure that all the requirements are complied with. We will forward and deliver to the Embassy of Saudi Arabia in Canberra for assessment and processing of visa. Please ensure you have enclosed all documentation required to avoid delays.

### Visa Processing:

- Processing normally starts One (1) month prior to departure date, unless otherwise advised by the Embassy.
- We are responsible for the handling of your visa application. As such, please do not contact the Embassy about your visa application.
- When your documents are returned to us from the Embassy, they will be returned to you in the same manner as how you sent them to us (alternative arrangements are possible).

## PROGRESS OF APPLICATION

Ourworld Travel will follow-up with the Embassy on your behalf.

In the event of any or further documentation is needed in the course of visa processing, we will advise you accordingly. **As such, contact telephone numbers are mandatory in your visa application and Ourworld Travel registration form.**

As we have a large volume of pilgrims and documents to process, **please assist and cooperate with us by keeping your contact to URGENT MATTERS ONLY** until processing is completed and documents are returned to you accordingly.

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### Conditions of Tickets by Airlines:

- Tickets are issued 30 days prior to departure to be sent to embassy with your application
- Name correction will incur AUD150 fee.
- Date change by revalidation after ticketing AUD150 fee
- Ticket reissue fee AUD150
- Cancellation penalty is AUD550 including GST on fully unutilized tickets after issuance. NIL refund on partially used tickets.
- Passengers who are no-show for a flight will be considered as cancelling after departure and NIL refund will apply.
- Individual returns permitted from Dubai only. Seats are subject to availability at time of booking. No guarantee on confirmation of seats at group fare level on high demand flights.
- One stopover in Dubai on the inbound journey only.
- Additional stopover Singapore inbound only at AUD100
- Group fares are applicable for accrual of Frequent Flyer miles.

## **Ourworld Travel**

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