

- 1) A committee is formed within the Ministry of Haj to look into any violations committed by Hajj travel agents and suggest the appropriate penalties according to the current regulations.
- 2) The offending travel agent is informed by one of the following methods:
  - (a) by the Ministry of Foreign Affairs through the Kingdom's Embassies abroad.
  - (b) by the relevant Tiwafa Establishment at the travel agent's mailing address or email
- 3) The travel agents can submit an appeal to the Ministry of Hajj (General Administration for External Pilgrims Affairs) within a period of no more than 30 days from the date on which a letter, setting out the proposed penalties, is issued by the Ministry to either the Embassy or the Tiwafa Establishment. The appeal must be supported with all the justifications and documents that may support his viewpoint regarding the reported violations. Any appeal or request received without justifications or clear documents will not be looked into.
- 4) A higher committee is formed within the Ministry of Hajj to look into the travel agent's appeal, study the supporting documents. This higher committee will either confirm or lift the penalties decided by the first committee.
- 5) A final report is prepared and presented to His Excellency the Minister of Hajj. The report includes any final penalties which it is suggested should be imposed on the offending travel agents. After the approval of the report by the Minister of Hajj, penalties become final and cannot be changed.
- 6) The offending travel agents are informed of the final penalties (if any) that have been finally determined by any of communication mentioned in item (2) above.

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