



INFORMATION AND RESOURCES FOR 2016 HAJJ TRAVELERS

1. **Make sure you have international health insurance and medical evacuation insurance.** See www.travel.state.gov for a list of international health insurance providers.
2. **Enroll in the Smart Traveler Enrollment Program (STEP)** for free to receive important information and updates in an emergency. This also helps the U.S. Mission in Saudi Arabia contact and locate travelers if necessary. Enroll at www.step.state.gov.
3. **Read up on the following resources before leaving:**
 - a. Country Information for American citizens traveling to Saudi Arabia: <https://travel.state.gov/content/passports/en/country/saudi-arabia.html>
 - b. U.S. Department of State's travel warning for Saudi Arabia: <https://travel.state.gov/content/passports/en/alertswarnings/saudi-arabia-travel-warning.html>
 - c. Consulate Jeddah's Hajj Fact Sheet: <https://sa.usembassy.gov/u-s-citizen-services/hajj-information/>, which can be downloaded to your mobile device for easy access.
4. **Know what to expect from U.S. Customs and Border Protection and the Transportation Security Administration:**
 - a. Feel free to wear whatever clothing you desire, but note that bulky or loose clothing may require additional screening.
 - b. Gifts should remain unwrapped in case security officials need to inspect these items.
 - c. Consult the FDA's fact sheet on returning to the U.S. with prescription medication. http://www.pharmacy.ca.gov/publications/foreign_countries.pdf
 - d. Consult the U.S. Customs and Border Protection website to learn what you should declare upon returning to the U.S. <https://www.cbp.gov/travel/us-citizens/know-before-you-go/declare>. This includes amounts of any currency totaling over \$10,000, which must be declared on this form: https://www.fincen.gov/forms/files/fin105_cmir.pdf. Families traveling together should declare their currency if their *collective* amount exceeds \$10,000.
 - e. If traveling with more than 3oz. of *Zamzam* water, pack it in your checked luggage.
 - f. If you have questions, you can call TSA Cares at 1-855-787-2227. You can also call 72 hours ahead of travel to request a Passenger Support Specialist to assist you through the airport screening process.
 - g. Travelers who experience discrimination during the screening process should feel free to contact TSA: <https://www.tsa.gov/contact/contact-forms> or email the Department of Homeland Security's Civil Rights and Civil Liberties Division: crc compliance@hq.dhs.gov.



5. Be aware of the following resources during Hajj:

- a. During the holiday, the U.S. embassy and consulates will be closed, however, there will be staff answering emergency calls.
U.S. Embassy Riyadh: (966) (11) 488-3800
U.S. Consulate General Jeddah: (966) (12) 667-0080
- b. U.S. callers can phone this **State Department hotline** during Hajj: 1-888-407-4747
- c. Family members seeking information about lost pilgrims can phone the Saudi Arabian government's **Lost Pilgrims hotline:** 012-530-8813
- d. Follow [@KSA_ACS](#) on twitter, and check the [U.S. Mission in Saudi Arabia](#), and [U.S. Consular Affairs](#) Facebook pages for updates and information.
- e. The U.S. Mission in Saudi Arabia is starting a WhatsApp group for Hajj Wardens and Tour Operators. If any of the groups have staff coming to Hajj that would like to join, please send their cell phone numbers (JeddahACS@state.gov) and they will be added to the Whatsapp group.

6. Know your rights in the sky:

- a. It is against Federal law for airlines to discriminate against passengers on the basis of their race, color, national origin, religion, sex or ancestry. This would include airline personnel (e.g. pilots, flight attendants, gate agents or check-in counter personnel) or their contractors treating someone differently based solely on their appearance or mode of dress that is associated with a particular national origin or religion.
- b. The U.S. Department of Transportation (DOT) has the responsibility to investigate complaints alleging discriminatory treatment by airline personnel.
- c. If you believe that an airline has subjected you to unlawful discrimination, you should feel free to file a complaint with DOT's Aviation Consumer Protection Division using the web form at: <https://www.transportation.gov/airconsumer/file-consumer-complaint>; or by mailing your complaint to the following address:

Office of Aviation Enforcement and Proceedings
Aviation Consumer Protection Division
1200 New Jersey Ave, SE, Washington, DC 20590
United States