



## WHO ARE WE

LEAN CONTRACTING FOR UMRAH SERVICES is one of the Saudi Umrah companies accredited by the Ministry of Hajj & Umrah under License No. 1136. It provides packages of services, including the best options for hotels, convenient transport and Umrah entry clearances for the pilgrims and visitors of both Holy Mosques seated in Makkah and Medina, not to mention reception & farewell services, together with arranging such journeys to other shrines inside the Kingdom.

## OUR VISION

Pioneering & creativity in providing services and rendering latest technologies in the course of Umrah visitors and those seeking visit of the Prophet's Mosque in Medina.

## OUR MESSAGE

Provide high standard and efficient services for Umrah visitors, enhance & develop Umrah sector, and aspire to achieve the ultimate goals of the Saudi Government's VISION 2030, through the endeavors of the Ministry of Hajj & Umrah, in order to afford all possible convenience and progress, to serve Islam and Muslims.

## OUR EXCELLENCE

- **Focus on clients' satisfaction:** Through carrying the work, that grants value over the clients' confidence and satisfaction, in the course of comprehensive understanding of their requirements & response thereof.
- **Accuracy:** our services are characterized as being accurate and interested in every single detail, through achievement of the top significant task/s for the clients.
- **Speed:** compare performance with accuracy, and try to benefit fast from success & failure cases, and adapt to intelligence, to overcome work challenges.
- **Ongoing improvement:** permanently develop procedures, regulations and products, then simplify, integrate and facilitate work procedures.

## COOPERATION

Work collectively in order to create greater value through:

- **Trust:** depend on partners, to believe in their capabilities, and to be characterized with transparency.
- **Collective work:** assume responsibility inside and outside LEAN to resolve problems, set free the hidden powers, support the partners to achieve success.
- **All are winning:** to work with mutual commitment to achieve common objective among all parties.
- **Coordination:** permanently coordinate with all parties to go along with work progress.



## OUR SERVICES

### ○ UMRAH:

#### ○ Issue Umrah Visa:

LEAN is one of the Saudi accredited companies that can issue Umrah visas for their agents worldwide.

#### ○ Offer integral programs and provisions:

LEAN is devoted to offer a variety of programs and services to all of the approved clients, starting from reception and farewell services, transport, accommodation and after-Umrah- services.

#### ○ Reception & farewell:

LEAN employs teams for reception & farewell in Saudi Arabian airports, which are licensed to receive Umrah visitors in Jeddah, Medina over 24 hours/day, and 07 seven days/week, all over Umrah Season.

#### ○ After/Umrah Trips:

After-Umrah-Trips are tourist travels in which Umrah visitors are engaged after performing Umrah rituals, to visit tourist and historical sites, through tourist journeys and tours, to be held by LEAN for its clients.

### ○ HOTELS:

Luxurious residence and special services at hotels in Holy Makkah and Medina. With our special services, we fully comprehend your convenience means, your requirements of residence services which are accustomed by the GUESTS OF ALRAHMAN (pilgrims) by convenience and enjoyment, through providing multiservice options, including hotels in Holy Makkah and Medina, starting from Economic Class, 3-STAR, ending in 5-STAR hotels, securing the best services by teamwork for all clients of ours worldwide. Whenever your orders are received, our teamwork would instantly be ready to fully meet your reservation orders over 24/7 hrs/week.

### ○ TRANSPORT:

We are devoted to provide transport services of every type, through our dealing with transport companies, approved by the Saudi Ministry of Transportation, and the General Association of Vehicles, and through providing all ordinary and special transport services, using our special transport team, to meet the reservation orders as perfectly as required on 24/7 hrs/week-basis.



## ○ VISA ISSUANCE:

We can issue Umrah visas to our approved clients worldwide, and arrange for all requirements of every relevant matter that touches full itinerary of the visitors of the two Holy Mosques in Holy Makkah and Medina.

## OUR AGENTS

LEAN has agents all over the world, who provide the highest levels of services to the visitors of both Holy Mosques in Makkah and Medina, and finalize all necessary measures for any visitor for the purpose of travel; finalize and complete all documentation for the travel to perform Umrah rituals. Such programs imply tranquility and peaceful mind. This helps the Umrah visitors spontaneously enjoy their worshipping practice instead of engaging themselves in arrangements of everything related to instructions and conditions of Umrah.

### \* SERVICES PROVIDED TO LEAN'S AGENTS FOR UMRAH VISITORS' SERVICES

- A teamwork comprising a group of especially experienced personnel in religious tourism and Umrah services, who have spent not less than (20) twenty years in serving Umrah visitors, pilgrims, and were engaged in other various tourist fields.
- A regular & accredited company by Saudi Hajj Ministry in the field of serving Umrah visitors and pilgrims.
- LEANs management & special teamwork help all Umrah visitors and pilgrims under any circumstances.
- Transparency of dealing with all agents worldwide.
- Provide all types of services to Umrah visitors and pilgrims.
- Competitive and special prices for all types of services.
- Easy dealing.
- We are available on 24/7 hrs/week-basis.

### \* REQUIREMENTS FOR BEING (ACCREDITED FOREIGN AGENT) OF LEAN

- The foreign company shall have legal capacity, and shall be recognized in the foreign country.
- The foreign agent shall have a license necessary for performing the activities of tourism, travel and organizing Umrah and Hajj journeys, and the license shall have been issued by the competent authority in the country to have contract with, as detailed below:
  - A valid commercial registration (showing the activity).
  - A declaration by the Ministry of Endowment or any other competent authority in the foreign country.
  - A copy of the passport of the agency's owner, or the general manager, or anyone who is authorized to sign on contracts.
  - Your data as a foreign agent (address, telephones/fax, e-mail, mobile no.). Please load the form for completion.
- The company shall have a license from IATA, and the membership shall be valid over the contracting year.



- o Sign a contract agreement for providing Umrah services with LEAN, comprising four counterparts; to be sent to the agent after having met the said requirements.
- o Provide a bank guarantee in the name of LEAN, in a sum of minimum (SAR200,000) two hundred thousand Saudi Riyals, to secure good performance, and to comply with the requirements of the Saudi Ministry of Hajj & Umrah.
- o Certify all of the foreign agent's documents by the competent authorities in the foreign country. If the documents were in a language other than Arabic, they shall be translated into Arabic by an accredited translator, and certified by the ministry of foreign affairs in that foreign country of the tourist agent, then by the Saudi Arabian embassy in the country of the agent.
  
- o Deliver LEAN all of the said documents, including the bank guarantee SWIFT via a courier in the foreign country.
- o LEAN may contact the bank from which the SWIFT letter is issued by the foreign agent, to issue the local bank guarantee.
  
- o All documents sent by the foreign agent, and then received in Saudi Arabia shall be certified by the Saudi Arabian Ministry of Foreign Affairs inside the Kingdom, then the transaction shall be submitted to the Saudi Ministry of Hajj and Umrah after being raised by the automated system of Umrah (مخاع).
  
- o LEAN's teamwork shall pursue activation of the contract agreement at the Saudi Arabian Ministry of Hajj and Umrah, after having obtained the approval, and activation of the agent by the said Ministry. Thereafter, a counterpart of the contract agreement shall be sent to the foreign agent and another one to LEAN.

**\* MECHANISM OF WORK AFTER ACTIVATION OF THE FOREIGN AGENCY CONTRACT**

- o The foreign agent shall call on the Saudi Arabian embassy in its country to obtain, under the contract conditions & terms, the user's name and the password at the Saudi Arabian Ministry of Foreign Affairs.
- o LEAN's teamwork shall create the user's name and password for the foreign agent on the automated system of Umrah (مخاع), in order to submit the Umrah visitors' names after choosing the programs provided by LEAN.
- o The foreign agent shall continuously communicate with the team of the sales & marketing, and shall provide the team with all Umrah programs' orders, including room reservation, transport, or any other services required in advance, in order to open files for them, before commencing marketing process in the foreign country.
- o After submission of the Umrah visitors' names via the automated system of Umrah (مخاع), the same process shall be done and sent to LEAN for review, and issuance of the invoice payable by the foreign agent during the contractual period.
- o After payment of the invoice, the automated system of Umrah (مخاع) will issue a special reference number for each Umrah visitor within the group sent via that system.



- o The foreign agent shall introduce the reference number into the site of the ministry of foreign affairs of each Umrah visitor, and raise the photograph of each Umrah visitor, connect it with the reference number, and print the barcode.
- o The foreign agent shall call on the Saudi Arabian consulate general or embassy in its country, in order to deliver the original passport, together with any special papers, showing the relationship of each Umrah visitor with the other, i.e. (MAHAREM), seeking issuance of entry clearance on every passport.
- o Thereafter, the foreign agent shall confirm, with the sales teamwork, the flight, and the final status of the reservation related to accommodation in Holy Makkah and Medina.
- o Thereafter, the foreign agent shall provide the operations team with the arrival & departure data, including entry points, flights data, so that our teamwork may pursue arrival of the Umrah visitors, and serve them as required by their contractual programs over the period of their residence inside the Kingdom via e-mail.
  
- o LEAN shall let the foreign agent know the regulations and laws it has to comply with, and later to let the Umrah visitors comply with the same as well.

## **PACKAGES AND OFFERS**

LEAN for Umrah Visitors' Services is self-obligated to quote the best reasonable prices for Umrah programs. Whatever your choice of any proposed program of ours, we shall offer you the best and most luxurious hotels and transport means, in terms of the number of residence days, whether in Holy Makkah, Medina or in Jeddah.

LEAN has a number of alternative programs to serve all categories of our agents worldwide:

<b>Economic Program</b>	<b>Residence Type</b>	<b>2-STARs</b>
<b>Silver Program</b>	<b>Residence Type</b>	<b>3-STARs</b>
<b>Golden Program</b>	<b>Residence Type</b>	<b>4-STARs</b>
<b>Platinum Program</b>	<b>Residence Type</b>	<b>5-STARs</b>

Moreover, LEAN may provide special programs depending on the clients of the foreign agent, according to their needs, as regards the budget, service type and the elected hotel class.