



From: Hainan Airlines

Sent: Tuesday, August 25, 2026

Subject: Important: Umrah Passengers Traveling to Saudi Arabia – Return/Onward Ticket Requirement

Dear Partners,

According to the requirements of the **Saudi General Authority of Civil Aviation (GACA)**, airlines and their agents are required to verify that passengers traveling to the Kingdom of Saudi Arabia for **Umrah purposes** hold a valid and confirmed **return or onward air ticket** before being accepted for transportation to Saudi Arabia.

The return/onward ticket must meet the following requirements:

- It must be **valid and confirmed**;
- It must be a **confirmed return or onward air ticket**; and
- It must be **non-refundable and non-cancellable**.

The purpose of this requirement is to ensure that Umrah passengers have a confirmed arrangement to depart Saudi Arabia and do not remain in the Kingdom beyond the permitted period.

Please ensure that the above requirements are strictly verified for all applicable passengers prior to travel. We also kindly ask you to communicate this requirement to your relevant frontline sales staff and OTA sales channels and ensure that the required checks are properly implemented.

Please note that if a passenger fails to depart Saudi Arabia as required, the relevant airline and the ticket issue agent may be held responsible for the consequences arising from such failure.

Thank you for your cooperation and support in ensuring compliance with the above requirement.

Best regards,

US Sales team, Hainan Airline US Office