

# Zain

GROUP INTERNATIONAL

YOUR ONE-STOP SOLUTIONS

ENGLISH



## Saudi

Welcome  
to Arabia

**Zain Group**, established over five decades ago is a well-known global service provider based in the Kingdom of Saudi Arabia with multifaceted businesses in aviation and non-aviation. Globally trusted as a leading ground operator providing a full range of Hajj & Umrah services. We take pride in our Saudi heritage and want to showcase our Arabian hospitality to all our guests. We are ready to delivering the top-notch services in line with your aspirations.



# 1.0 HAJJ & UMRAH SERVICES

## Well-verse in Hajj & Umrah Management and Charter Operations.

Zain Group, being the leader and a one-stop shop of Islamic tourism industry in the Kingdom of Saudi Arabia for over five decades providing end-to-end travel arrangements. We facilitate thousands of guests worldwide with flight reservations, hotel bookings, visa processing and transportation arrangements along with complete deals for Hajj & Umrah including mass catering, aircraft charter, hospitality and tour operations. As we are authorized from the Hajj & Umrah Ministry, we can also arrange Umrah visa upon your request in shortest time span. We are best known as one of the most trusted Hajj & Umrah Service provider in the Kingdom due to our continuous efforts to provide our customers the most budget-friendly, affordable and luxury Umrah Hajj & Umrah deals.

- Hajj & Umrah Operations | Passenger, Baggage and Cargo
- Hajj & Umrah Packages | B2B
- Umrah Semi DIY Program | B2C
- Inflight and On-ground Mass Catering
- Travel and Tours
- Global network for Aircraft 'Wet Lease' (ACMI) or 'Dry Lease' for Hajj & Umrah

Our extensive experience in the field of Hajj & Umrah services allow us to offer a huge variety of best tailored made Umrah packages, specially designed Hajj deals and other Islamic tours. Affiliated with hundreds of 3-Star, 4-Star & 5-Star hotels in both Holy cities, we can arrange the most affordable accommodation in hotels closest to vicinity of Haram, with seamless booking experience for agents from across the globe.

We are able to take care of specific needs of every pilgrim. We are focused and dedicated to conduct a deep research about needs, demands and preferences of pilgrims coming from different cities of the world. This allows us to design a wide range Hajj & Umrah packages with effective service plan making the Zain Group - the top choice for religious travel to and from within Saudi Arabia.



Zain Group office, Jeddah King Road Tower



Zain Group office, Makkah Al Sharif Time Tower

Our expert and dedicated agents with IATA certification and especial trainings are dexterous enough to handle all the administrative and managerial tasks to let you free from all worldly worries during your spiritual journey of Hajj & Umrah. We provide the highest standards of customer service and care, inspired by Arabian hospitality. We look forward to partnering with you in creating unforgettable pilgrimage and travel experiences.

## 1.1 Hotel Accommodation

We provide the most preferred accommodation ranging from 3 to 5-Star hotels within a walking distance to the Holy Mosques in Makkah and Madinah or as per your preference. During your stint in the Kingdom of Saudi Arabia; our friendly staff will be ready to serve you at all points and locations in ensuring your pilgrimage staycation is comfortable and safe.

## 1.2 Ground Transportation

We provide various types of regular and luxury transportation that includes private luxury cars, coaches, luxurious buses and Haramain Train in Makkah and Madinah or as per your own preference.





## 1.3 Catering Services

### Certified Central Commercial Kitchen located in Makkah.



**Zain Group** provides tailored catering solutions for Hajj & Umrah pilgrims in Makkah and Madinah, meeting diverse dietary needs with authentic flavours. Experience our personalized service and delicious cuisines that enhance your spiritual journey. We cater for:

- Mass catering production and services for Hajj & Umrah pilgrims, tourists, VIPs, etc.
- Various type of events and occasions - indoor and outdoor (parties, banquets)
- Groups, corporates, governments and VIPs
- Customize menu in accordance to guest preference/ nationality.

- Well-known and highly sought for Hajj & Umrah and event caterer
- State-of-the-art facilities and equipment's
- Highly experienced, skilled & multi-national chefs and F&B personnel's in multiple types of cuisines
- Trusted by numerous Hajj & Umrah Pilgrimage Boards, umrah pilgrimage organizer, travel-tour agents, etc. locally and abroad
- Numerous accolades and appreciation received from the government of the Kingdom of Saudi Arabia and various Hajj & Umrah Boards and Travel Organizers in the Middle East, Africa, South East Asia, etc.
- Compliance to hygiene and food safety standard
- Comprehensive Standard Operating Procedures
- HACCP and OSS Quality certified kitchen, facility and personnel.



Saudi and Yemeni cuisine



Chicken breasted and Shawarma food



Nigerian and Sudanese food



Egyptian and Oriental food



Takyah Station Sandwiches and International Cuisine





## 1.4 Airport Operations, Cargo and Baggage Handling Services

### Overall Airport coordination services for passenger, baggage and cargo.

We specialize in airport operations (passenger handling), cargo and baggage handling services exclusively for Hajj & Umrah operators and passengers. Our dedicated team manages the logistics of your baggage and cargo with the utmost care, facilitating seamless transport from the point of arrival and departure. We emphasize on reliability and timely delivery with utmost care on safety and security; ultimately supporting the guest journey every step of the way.

- Airport and passenger related operations
- Hajj & Umrah Baggage | Bulk Handling
- Provides cargo handling services, point-to-point and baggage processing (city check-in) hotel-airport v.v during Hajj & Umrah season.
- Excess and Unaccompanied Baggage
- General Cargo, Express, Courier, Mail
- Customs, Insurance, transport-delivery
- Packaging and Storage

You can expect a hassle-free processes, value for money and a peace of mind.



## 2.0 TRAVEL & TOURISM | HOSPITALITY

### Travel Solutions | One-Stop Center for tourism products-services.

Our subsidiary, MATARATI Holidays, offers exceptional inbound and outbound tour packages to our valued clients. Explore the famous landmarks of Saudi Arabia, from the majestic Kaaba in Makkah to the historical sites of Madinah and beyond. Our meticulously crafted itineraries ensure a memorable experience, combining cultural immersion with comfort and convenience. Trust MATARATI Holidays to provide unparalleled travel experiences that celebrate the beauty and heritage of the Kingdom.



- Travel & Tourism
- Ticketing, Inbound and Outbound.
- HOTAC arrangement
- Holiday | Tour packages
- Issuance of Visa and Travel Insurance
- Transportation, Car Rental
- Meet, Greet & Assist
- Education | Student studying abroad
- Medical Assistance - MEDIVAC
- Meetings, Incentives, Conferences & Exhibitions (MICE)



## 1.5 Visa Services

We specialize in issuing various type of Visa according to guest needs.

- Umrah Visa | Saudi eVisa
- Business Visa
- Temporary work visas for Hajj & Umrah services
- Hajj Visa (in coordination with the Ministry of Hajj & Umrah, Kingdom of Saudi Arabia).

Our dedicated support team will guide you through every step of the visa application process be it for individuals, families, and large groups. This one-stop Visa service unit will ensure a quick and hassle-free issuance of Visa directly from our office premise. You can experience a seamless journey and peace of mind!





### 3.0 PRIVATE AVIATION | AIRCRAFT & EXECUTIVE JET CHARTER

#### Commercial and Customized Aviation Services provided to the Executive Jets clients and VIPs.

We offer our exclusive charter flight services, featuring both, commercial planes and private executive jets, designed to meet the needs of our valued clients. With a commitment to safety, comfort, and efficiency, we ensure a seamless travel experience tailored to your schedule. Our experienced team is committed to providing personalized support, making every journey memorable and exceptional from take-off to landing. You can count on us for your charter flight needs to further elevate your travel experience.



- Private Executive aircraft charter
- 'Dry' and 'Wet Lease' (ACMI) Services
- Aircraft Sourcing/ Leasing, Inspection & Evaluation
- Access to global fleet
- Aircraft Management
- Regulatory-Licensing approval/ compliance
- Operations coordination
- 'Turnkey' Solution
- Aviation Services emphasizing on safety, comfort and convenience.

We work with numerous aircraft and operators globally. We can offer a wide variety of small, narrow and widebody commercial aircrafts to handle any group size and routing. We also cater for demands during Hajj & Umrah season.

	Standard Narrow Body		Standard Wide Body
Aircraft Type	B737-200/300/400/500 B737-MAX 8/ MAX 9 A220-100/300	A318/ A319 A320/ A320neo A321/ A321neo	A330-200/300/300neo B777-200/300 B747-200
Capacity	100 to 200 passengers		250 to 400 passengers
Range	Up to 4 hours		Up to 10 hours



Aircraft Charter | Leasing



Hajj & Umrah  
Narrow-body | Wide-body  
Executive Jet



Group Charters | VIPs

### 4.0 GENERAL SALES & SERVICES AGENT (GSSA) | AIRLINE REPRESENTATION

#### Supports Foreign Airlines to establish footprint in the Kingdom of Saudi Arabia.

All foreign air carriers operating into the Kingdom of Saudi Arabia for Umrah, Hajj or Leisure market, be it on schedule or non-schedule (charter) operations are required to appoint a local bona fide aviation support base company; General Sales & Services Agent (GSSA or Airline Representation Agent) to represent the carrier in the Kingdom.

The GSSA is a mandatory requirement by the General Authority of Civil Aviation (GACA), Saudi Arabia. It is a joint responsibility of the carrier and the GSSA to ensure smooth operation of the carrier's services in the Kingdom.

The GSSA will assist to set a solid foot print in the Kingdom on behalf of the carrier. The mandated representative will represent the carrier in all aspect of authorities' requirements, compliance and operations.

Airlines handled includes:

- Tunisair
- Air Senegal
- Niger Airways
- Max Air



#### There are five areas that we can represents the carrier as GSSA:

- (i) Regulatory Application & compliance | Dealing with all third-party service providers
- (ii) Airline General Sales Agent (GSA) | Sales & Marketing
- (iii) Airline Representation (GSSA) | Sales, Marketing & Services
- (iv) Regulatory Compliance & Hajj Operations
- (v) Issuance of various types of Visa to Saudi Arabia.

- Scheduled or charter flight operations for Passenger or Cargo operations.
- Airline Representation:
  - Ground Support
  - Ground Arrangement
  - Airport Handling
- Regulatory compliance & Licensing approval – (GACA), Airport Authorities, etc.
- Airlines' local sales
- Marketing and Promotional Strategies



# 5. 0 REAL ESTATE DEVELOPMENT AND INTERIOR DESIGNS

**Zain Group** diverse business segments encompasses of real estate development, leasing and consultancy in Interior Design (ID) firm with a vast majority of clients from landowner, homeowner, property developer, investor, hotel chain, F&B entrepreneur, etc.

Our subsidiary company; **ZACO** were involved in contract bidding and services in construction of various types of buildings and properties (residential, commercial, F&B outlets, etc.) right from environmental studies, acquire, entitle design, build, permission, and operate facilities.



شركة أوج الماسية المحدودة  
ZACO - Zircon Apex Company Ltd.

- Property Development and Construction
- Property Leasing
- Exterior and Interior Designs (ID)
- Project Planning and Budgeting
- Project Consultancy

We navigate all phases of developments projects to deliver custom solutions for both complex and straightforward challenges.

# 6.0 TRADING AND BUSINESS CONSULTING

**General Trading, Manufacturing, Agriculture, etc. and Business Advisory | Aviation and non-aviation.**

We offers comprehensive consultancy and support services to clients seeking expert guidance and assistance in various aspects of the industry. With our wealth of experience and industry knowledge, we provide tailored consultancy solutions to meet the specific needs of airlines, aircraft operators, aviation businesses, and general industry stakeholders (agriculture – farming, plantation, aquaculture, manufacturing, logistic, retail, wholesale, etc.).

From regulatory compliance and safety management to fleet optimization and strategic planning, our team of seasoned professionals offers invaluable insights and recommendations to help clients navigate the complexities of the aviation landscape successfully.

- Strategy, Planning and Management
- Market research and development
- Feasibility and Business Case Studies
- Program and Project Management
- Start-up, M&A, Joint Ventures, Partnership
- Project Finance, Cost optimization
- Ancillary Revenue
- Operational Excellence





## 7.0 RESTAURANT-CAFÉ MANAGEMENT & OPERATIONS

Over five decades of catering and restaurant-café management and operations. We are well-known and highly sought for as reliable catering services provider for Hajj & Umrah and events.

- Operated chains of restaurants and cafes in Jeddah ad Makkah
- Catering services - outdoor parties and banquets, and related subsistence
- Highly experienced, skilled & multi-national chefs and F&B personnel's in multiple types of cuisines
- HACPP and OSS Quality certified kitchen, facility and personnel



### Debonairs Pizza Restaurant

Master Franchisee in the Kingdom of Saudi Arabia (over 900 branches around the world). Offer a distinguished range of pizza.



دوبار تیکا  
ROYAL TIKKA

### Royal Tikka Restaurant

Specializes in Indian cuisine



### Café Zash

Dine-in Café & Restaurant

Offer a wide range of refreshing international F&B and deserts including Japanese deserts



With a wealth of experience, deep understanding and business know-how in addition to customer champion; we can serve as your reliable business partner. Our philosophy is to provide innovation and creativity and maintain a consistent quality of services to our customers. We will continue with our initiatives in promoting aviation, airlines, travel and tourism in line with the Kingdom's Vision 2030. We offer end to end solutions to our clients and continuously strive to expand our core portfolio in capitalizing the evolution of Saudi Arabia market as well as performing our part in bringing transformation. In pursuit of quality, we prioritize understanding our client's vision and mission and assist to realize it by leveraging our capability – our vast in-market knowledge, experience and connections, in each portfolio that we represented. We are ready to delivering the best possible services in line with your aspirations.

## Get in touch with us

### Request a quote!

Connect with us for a comprehensive Hajj & Umrah services and aviation solutions tailored to your needs. Whether you're seeking expert advice, planning, or assistance, our team is here to help.

### Your journey starts with us!

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