Women Not Done Yet
Umrah FAQs

reach our to rubiena@womennotdoneyet.com
if your question has not been answered

The Experience

1. What is included in the package?

Accommodation, transportation between destinations, curated ziyarat experiences, a pre-travel information session, packing guidance and opportunities to connect with the other women before departure. Your booking details will confirm the complete inclusions and exclusions.

2. Who is leading this Umrah experience?

Rubiena Duarte, who has personally performed Umrah and explored Makkah and Madinah. Professional travel partners manage logistics and local arrangements.

3. What makes this experience different?

Sacred Saudi is a small, thoughtfully curated experience designed by women, for women. With no more than 16 participants, the focus is on meaningful connections, personal experiences and the flexibility to make the journey your own.

4. How large is the group?

We are welcoming no more than 16 women for this Umrah experience.

5. Will it be hot in September?

Yes. Daytime temperatures can exceed 35°C. We will share practical tips to help everyone prepare for the heat.

6. How physically demanding is the trip?

Umrah involves considerable walking, including Tawaf, Sa'i and journeys between hotels, mosques and historical sites. You should be comfortable spending time on your feet, though you do not need to be particularly fit.

7. Do I have time for myself?

Absolutely. Alongside planned group experiences, the itinerary leaves room for personal worship, reflection, rest and discovering Makkah and Madinah at your own pace.

8. How much money do I need for food?

There are options at different price points, from local casual restaurants to hotel dining. The current guide estimates around 25–30 Saudi riyals for a casual or fast-food meal; budget more for other meals, drinks and personal preferences.

9. What kind of food will we eat?

Saudi Arabia offers traditional Saudi and Middle Eastern dishes alongside international restaurants and familiar options. Please tell us about dietary needs before booking.

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Getting Ready

10. What should I pack?
We will provide a woman-focused packing guide before departure.

11. How do I get a visa?
Visa requirements depend on your nationality, passport and residency status. Please check the official Saudi visa portal at visa.visitsaudi.com and confirm that your visa permits your intended Umrah travel.

12. Can I join from outside Canada?
Yes. We welcome women from different countries and have package options excluding flights for participants traveling from outside Canada.

13. Can I extend my stay before or after?
Yes. You are welcome to extend your time in Saudi Arabia. Additional accommodation, transportation and other arrangements must be organized separately.

14. Will there be a pre-travel meeting?
Yes. We will hold a virtual session to review the itinerary, packing, travel preparation, practical Umrah considerations and your questions.

15. Will there be a WhatsApp group before and during the trip?
Yes. We will create a group before departure so participants can connect, ask questions and receive updates throughout the journey.

16. Do I need a Saudi SIM card or a separate phone?
No separate phone is needed. Reliable internet is recommended for WhatsApp, maps and Nusuk. You can use roaming, a local SIM or an eSIM if your phone supports one.

17. What happens if my flight is delayed or cancelled?
Contact your airline as soon as possible. They can advise on arrival arrangements. Additional costs may depend on your booking and insurance coverage.

18. What happens if I lose my passport?
Contact the travel operator and your country's embassy or consulate immediately. Keep secure digital copies of important travel documents.

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Booking & Payments

19. How do I reserve my place?
Email rubiena@womennotdoneyet.com to reserve your place and pay your deposit of $1000.00 CAD

20. Is my deposit refundable?
No, deposits are not refundable
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21. When is the remaining balance due?
A second payment is required 15th March 2027. The final payment date is June 1, 2027.

22. Can I pay in installments?
Yes. You reserve your place with a deposit and may pay the remaining amount in installments.

23. What forms of payment are accepted?
Cash, e-transfer and wire transfer are preferred. Credit card payments incur an additional surcharge. Payments are made directly to the travel operator; confirm the surcharge and obtain an official receipt.

24. Are taxes included?
Your booking information will identify the total price, applicable taxes and fees, and any expenses not included.

25. What happens after I register?
You will receive next-step information on payments, travel documents, preparation and opportunities to connect with the group.

26. Will I receive a booking confirmation?
Yes. Once your reservation is accepted and payment processed, the travel operator will provide confirmation and relevant booking details.

27. What happens if the experience is cancelled or postponed?
Participants will be contacted as soon as possible and advised of the options available under the booking terms.

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Booking & Payments Continued

28. What if I need to cancel?
Cancellation fees or refunds depend on timing and the booking conditions. We recommend considering travel cancellation insurance.

29. Can I transfer my place to someone else?
Transfers may be possible. Please contact us before making arrangements; name-change restrictions or additional charges may apply.

30. Who do I make my travel payment to?
Travel payments go directly to the designated travel operator identified in your booking documentation

31. Is WNDY a travel company?
WNDY curates experiences for women and works with established travel operators who manage bookings, logistics and regulated travel services.

32. Who is the travel operator
The travel operator is Matchless Travels. Hosted in partnership with Women Not Done Yet. All bookings, payments and travel arrangements are handled directly by Matchless Travels.
Matchless Travels Inc. is a professional travel service provider with a track record of 45+ years in the travel industry. They operate out of 9+ locations worldwide and have roots in 3 countries.
Their agents are obsessed with travel and provide around the clock assistance to make sure you have a seamless journey from the moment you depart to when you make it back home.
They are affiliated / associated with IATA, ACTA and tico.ca (50024126-50023988)

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Traveling Together

33. I am coming alone. Will that feel awkward?
Not at all. Many women join without knowing anyone. We will create opportunities to connect before departure, and there is no expectation that everyone does everything together. Come as you are.

34. Will most women already know each other?
Not necessarily. Some may come with a friend and others independently. Meeting women whose paths might never otherwise cross is part of the experience.

35. Can I choose who to share a room with?
If you are traveling with a friend or family member, tell us when booking and we will do our best to accommodate your request.

36. Is there a single-room supplement?
A private room may be available for an additional charge, depending on hotel availability. Please request a price before booking.

37. How structured are the days?
Some activities and transport are scheduled, with other periods left open for prayer, rest, exploration and personal time.

38. Do I have to participate in every activity?
No. We respect different energy levels and priorities. Please communicate any plans that affect group arrangements.

39. How much walking should I expect?
Quite a bit. Prepare by walking regularly before departure and bringing comfortable shoes.

40. What if I am slower than everyone else?
There is no competition. Please discuss concerns with us before departure so we can explain the itinerary and explore suitable assistance.

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Traveling Together Continued

41. Are local guides licensed?
Our local drivers and guides are licensed where required.

42. How close are the hotels to the Haram?
We prioritize hotels within close walking distance of the holy mosques in Makkah and Madinah.

Safety & Accessibility

43. What if I get sick?
We can help you identify local medical assistance and coordinate with your travel insurer where needed. Suitable travel medical coverage is strongly recommended.

44. Who do I contact if there is a travel problem?
Before departure you will receive contact details for the travel operator, relevant local support and Rubiena Duarte.

45. How does WNDY approach safety?
We consider safety when selecting partners, planning experiences and communicating with participants. As with any international trip, risks cannot be eliminated entirely.

46. Do I need travel medical insurance?
We strongly recommend comprehensive travel medical insurance covering Saudi Arabia, including emergency treatment and medical evacuation. Confirm any operator requirements before departure.

47. I have mobility limitations. Can I still participate?
Possibly. Please speak with us before booking to discuss the physical demands and your needs. Wheelchair services or other assistance may be available but must be confirmed in advance.

48. Are there accessible rooms or transportation?
These may be available depending on suppliers. Please share your requirements before booking so the travel operator can confirm arrangements.

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Safety & Accessibility Continued

49. **W**ho should I tell about my needs?
Contact WNDY before booking with accessibility or other relevant requirements. Medical information should be shared securely and only when necessary.

50. Is there an age requirement?
Sacred Saudi is designed for adult women. Participants should consider the physical requirements of Umrah.

51. Is there an upper age limit?
WNDY does not set an upper age limit. Understanding the itinerary and being comfortable with its physical requirements is what matters.

Umrah & Spiritual Preparation

52. Can women perform Umrah without a mahram?
Under current Saudi travel arrangements, eligible women may travel for Umrah without a mahram. Islamic scholars differ on the religious requirements: some permit travel under appropriate conditions, while others require a mahram. We respect these views and encourage each woman to follow trusted scholarly guidance.

53. Is WNDY providing religious rulings or advice?
No. WNDY does not issue fatwas. We provide practical preparation and resources; please consult a qualified scholar for religious rulings or individual circumstances.

54. What if I have never performed Umrah before?
You are very welcome. We will share resources and practical guidance before departure so you can become familiar with the rituals.

55. Is this suitable for a new Muslim?
Absolutely. We welcome women at different stages of their journey with Islam, including recent converts. You do not need to know everything before coming.

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Umrah & Spiritual Preparation Continued

56. What if I do not know all the duas?
You do not need to memorize a long list. You can make personal supplications in a language you understand, and we will share useful resources.

57. What if I do not know how to perform Umrah?
Our pre-travel preparation will introduce ihram, Tawaf, Sa'i and completing the pilgrimage. We plan to perform Umrah together.

58. Will there be guidance before we leave?
Yes. The pre-travel session will cover practical preparations and the steps of Umrah, with time for questions.

59. Will someone guide us during Umrah?
We plan to perform Umrah together and provide guidance beforehand. The Haram can be crowded and participants may become separated, so we will explain how to proceed independently and where to reconnect.

60. What happens if I menstruate during the trip?
Menstruation may affect when certain rituals, especially Tawaf and salah, can be performed. Please seek qualified religious advice before travel about your circumstances; scholarly guidance can vary.

61. What is included in the ziyarat?
We are planning visits to sites of religious and historical significance, with opportunities to learn about Islamic history and experiences beyond typical sightseeing. The final itinerary will confirm the locations.

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Nusuk & Rawdah

62. What is the Nusuk app?
Nusuk is an official Saudi platform used for pilgrimage-related services, including Rawdah appointments and, where applicable, Umrah permits. Download it before travel and check the current requirements.

63. How do I make a Rawdah booking?
Create your Nusuk account, select the Rawdah service, choose an available women's appointment and confirm. You will need the digital permit for entry. Appointments cannot be guaranteed.

64. What if I cannot get a Rawdah booking?
Keep checking Nusuk for cancellations and last-minute appointments, including any instant booking option offered when you are near Masjid an-Nabawi. You can also ask at a Nusuk assistance office in Madinah. Women may have access to designated prayer areas near Rawdah around Fajr and Isha, subject to current arrangements and queues. These are not the same as entry into Rawdah itself.

65. Do I need a separate Umrah booking?
Yes, on the Nusuk app you will select your Umrah booking date and time.We will guide you through this.

Privacy & Community

66. How is my personal information used?
Your information helps manage bookings, communicate travel details and support participation. It will be handled in line with applicable privacy requirements and our privacy policy.

67. Will photographs or videos be taken?
Photos and videos may be taken during group activities. We will explain their intended use and invite you to share your preferences. Participants are also asked to respect one another's privacy before posting identifiable images.

68. What standards of behaviour are expected?
Respect, kindness, curiosity and consideration for others. We ask everyone to respect different backgrounds, boundaries, religious practices and privacy. Harassment and discrimination are not tolerated.

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