



UMRAH & HAJJ TRANSPORT SERVICES




AGENTS **INFORMATION** PACK

FOR TRAVEL AGENTS & TRAVEL COMPANIES

Become a Partner

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 /MuhabiyaTransport

 www.muhabiyatransport.com

ABOUT US

Muhabiya Transport: Your Trusted VIP Private Transport Service for Hajj & Umrah

Muhabiya Transport is a premier VIP private transport service company based in Saudi Arabia, dedicated to providing top-notch transportation solutions for pilgrims undertaking the sacred journeys of Hajj and Umrah. Our service areas include the holy cities of Makkah and Madinah, as well as Jeddah, Badr, and Taif, ensuring that your spiritual journey is complemented by comfort, convenience, and reliability.



Why Choose Muhabiya Transport

VIP Experience: Enjoy a luxurious travel experience with our high-quality vehicles and exceptional service.

Comprehensive Coverage: Serving key cities including Makkah, Madinah, Jeddah, Badr and Taif.

Spiritual Enrichment: Detailed sightseeing services with full spiritual guidance.

Multilingual Drivers: Our drivers speak multiple languages to cater to a diverse clientele.

Professionalism: Uniformed drivers ensuring a dignified and professional service.

OUR SERVICES

Makkah, Madinah, Jeddah, Badr & Taif

We are a transport company providing services for guests offering Hajj, Umrah or doing sightseeing of Makkah & Madinah. We have a huge fleet of luxury cars, uniformed multilingual professional drivers and 24 hours customer support for our customers.



Airport Pickup

Professional on-time airport pickup and drop off for you and your family.



Jeddah Airport



Jeddah Hotel



Makkah Sightseeing



Jeddah City Tour



Hotel Transfer

Jeddah Hotel, Makkah Hotel or Madinah Hotel Pickup and Drop Off services.



Madinah Airport



Makkah Hotel



Taif Sightseeing



Badar / Roha Well



Sightseeing

Enjoy sightseeing for Makkah, Madinah, Taif, Beer Roha in luxury vehicles.



Train Station



Madinah Hotel



Madinah Sightseeing

BENEFITS OF BECOMING A PARTNER



Are You A Travel & Tourism Company Or Agent?

You need a reliable transport solution for your Hajj & Umrah customers for **Jeddah, Makkah, Madinah.**

We would like to welcome you to become a part of Muhabiya Transport as an **esteemed partner** for providing VIP private transport services to your Umrah & Hajj Customers.

**15 YEARS OF
EXCELLENCE**

VIP SERVICES

**24 HOURS
CUSTOMER SUPPORT**

**DELIVER WHAT
WE COMMIT**



Our Centralized Portal System:

To ensure the highest standard of service, Muhabiya Transport has developed an advanced centralized portal system. This innovative system is the backbone of our operations, integrating our various departments and connecting our transport agents to create a streamlined and efficient workflow.

How It Works

-  **Transport Booking**
Travel Partners / Muhabiya Booking Staff both can enter customer details including their transport requirements in the portal.
-  **Muhabiya Transport 24/7 Help Line**
Travel Partners / Muhabiya Booking Staff both can enter customer details including their transport requirements in the portal. Helpline staff gets details from the portal and connects with the customer by sending welcome notes, sharing pickup details, make changes in the plans as per customer requirement, provide immediate assistance in case of any issues.
-  **Transport Department**
Transport department makes transport arrangements in a timely manner according to the details provided in the portal.
-  **Management**
Management gets information about daily transport requirements and the service delivery status along with costing of the service.



Invoicing

The portal helps Finance department in raising invoices as well as Travel Partners can see outstanding balances in real time.



IT Department

IT department keeps on reviewing the software, gets feedback from the Travel Partners and Muhabiya Transport staff and continuously works on improving the portal.

Benefits:

Enhanced Convenience: 24/7 Access: Travel Agents and Booking staff can book transport services at any time from anywhere.

Improved Efficiency: A single platform for booking, tracking, and managing transportation services, making operations more efficient.

Better Resource Allocation: Helps in efficiently planning and allocating vehicles based on demand, ensuring optimal utilization of resources.

Increased Transparency and Trust: Provides transparent pricing structures, enabling Transport Partners to understand the cost breakdown and avoid hidden charges. Service Reviews and Ratings: Users can provide feedback and reviews, which can help maintain high service standards.

Data Collection and Analysis: Offers insights into operational efficiency, helping in making informed decisions for future planning.

Scalability: Can easily scale to accommodate the increased demand during peak seasons like the Hajj period.

PORTAL SYSTEM

Client Management: Transport agents can access detailed profiles of their assigned clients, including special requirements and preferences. This personalized approach helps in delivering a more comfortable and satisfactory experience for our clients.

Streamlined Operations: The integration of all departments through the portal eliminates redundancies and ensures a smooth flow of information and tasks.

Improved Client Satisfaction: With access to detailed client information and real-time updates, transport agents can provide a more personalized and timely service, enhancing the overall client experience.

Travel Agents Can Enter their Bookings directly in the Portal: Having a feature in our online portal where travel agents can directly add their clients' transport bookings is crucial for enhancing operational efficiency and customer satisfaction. This streamlined process reduces errors and ensures real-time updates across our system, reinforcing our commitment to excellence in service delivery.



OUR WORKFLOW



Transport Arrangements Procedure

Transport Booking: All transport requirements, including customer names, contact numbers, pickup and drop-off locations, flight numbers, pickup times, number of passengers, number of bags, and any special instructions, are meticulously recorded in our online portal.

Welcome Note & Transport Vouchers: Once a booking is confirmed, a transport voucher is immediately forwarded to both the travel agents and the customer. The customer also receives a welcome note containing instructions on communication protocols, emergency contact information, booking confirmations, safety guidelines, feedback procedures, and their customer and booking IDs.

Reminders: Our dedicated 24/7 helpline ensures customers receive travel reminders 24 hours before their scheduled pickup. Any changes to the travel plans are promptly updated in the system.

OUR WORKFLOW

Transport Arrangements: The transport department reviews booking records to determine vehicle requirements for the next day. Vehicles are arranged the night before, and drivers are assigned duties approximately two hours before the scheduled pickup from an available pool of drivers.

Pickup: Drivers contact customers directly and provide vehicle details to ensure the customer can inform their hotel about the pickup.



Job Completion: Upon successful completion of the transport service, the portal is updated, and the booking status is changed from "confirmed" to "completed."

Invoicing: Drivers collect payments from cash customers, while invoices for credit customers are periodically issued to their respective travel agents by the Accounts Department.

OUR FLEET

HYUNDAI SONATA 23/24

 X3  X4



TOYOTA CAMRY 23/24

 X3  X4



HYUNDAI STAREX 20/19

 X7  X10



HYUNDAI STARIA 23/24

 X7  X10



GMC XL YUKON 23/24

 X7  X7




HIACE GRAND CABIN 23/24

 X11  X16





TOYOTA COASTER 23/24

 X15  X20



BUS 23/24

 X49  X49



OUR PRESTIGIOUS CLIENTS



OUR VALUABLE CLIENTS



**AROMA
TRAVELS**



**BUKHARI
GROUP**



UNIVERSAL BROTHERS



**UMRAH
INTERNATIONAL**



TREVOPEDIA



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