

Cape Town

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Town
TOURISM

Halal Tourism Basic Guidelines and Glossary

February 2018



A grayscale photograph of a lighthouse situated on a rocky, vegetated hill. The lighthouse is a cylindrical structure with a white lower half and a dark upper half, topped with a glass-enclosed lantern room. The hillside is covered in low-lying shrubs and scattered rocks. The sky is clear and light-colored.

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Halal Tourism
Basic Guidelines and Glossary

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Foreword

By 2020, approximately 26% of the world's population will be Muslim. A recent study found that Halal tourism is now one of the fastest growing sectors of the global travel industry, with visitor spending predicted to reach 220 billion US dollars in the next 3 years.

Cape Town has a rich Muslim history and heritage, with the Cape Malay Muslim's making up around a quarter of our population. Cape Town is the place for South Africa's first Muslim settlers, and is home to the oldest mosque in South Africa, dating back an impressive 200 years.

Our local heritage gives rise to a global opportunity, to increase our tourism numbers by welcoming the international Muslim traveler to our city. This also, in turn, supports the existing culture and the businesses of the Cape Town community through tourism.

In 2017, Cape Town Tourism embarked on understanding how prepared we are as a city to cater for the International Muslim traveler. In partnership with CrescentRating, the world's leading authority on Halal travel, we conducted an audit of the Cape Town industry to determine what training was needed, and got international accreditation for those up to standard. Some of our big industry players were accredited or rated.

Halal food is by far the most important service that a Muslim traveler is looking for when choosing a holiday destination. Cape Town Tourism then conducted the Chef Exchange Programme to boost awareness and skills development for local establishments on catering for International Muslim-friendly travel.

We hope that you join us on this journey, and have put together this glossary so you can build your understanding and make the adjustments to cater for this growing market.

We have also partnered with CrescentRating to be able to offer our Cape Town Industry the opportunity to gain International Halal accreditation. If you are interested, please contact us.

Cape Town Tourism will continue to invest into this important market for both the benefit of tourism and our local community.



Enver Duminy
CEO
Cape Town Tourism

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1. Introduction

The "Halal Tourism Basic Guidelines and Glossary" has been produced as part of the initiatives undertaken by Cape Town Tourism in partnership with Crescentrating to enhance the Muslim travel market knowhow amongst the Travel Stakeholders in Cape Town.

With the growth of this travel segment and Cape Town's plans to gain a greater share of this growing segment, there is a need to better understand the terms used to describe the many services, needs and practices related to Muslim travellers.

The guidelines and glossary contained in this document, publishes all the relevant terms and basic guidelines in one place. Understanding these concepts, terms and definitions will help the service providers to better navigate the segment.

The basic guidelines briefly describes the "Need to Have", "Good to Have" and "Nice to Have" features of the key services used by travelers. The glossary section includes travel-specific terminology used to define the Muslim/Halal travel market segment. It also covers some of the terms related to an overview of Islam, core values and practices as well as the terms used in the cultural context of Muslim lifestyle related to travel.

Faith is increasingly influencing the purchasing decisions of Muslim consumers. As such, a better understanding of the terms used such as Halal, wudhu etc. is needed to properly serve this segment. This document also covers some of the faith-related terms used to describe the needs and practices of Muslim travellers. In demonstrating an awareness of the specific requirements of Muslim tourists, this growing market will be assured of the proficiency of destination to cater to their needs.

The objective of this edition of the document is to provide brief overviews of the terms to help the travel industry. As such, the terms are explained in the context of the travel and tourism sector. This document is not intended to be a comprehensive explanation of Islamic terms.

Sometimes multiple words are used to refer to the same concept, as they act as synonyms or because there are varying popular spellings of the same word i.e. wudu/wudhu and Salah/Salat etc. Only the singular is stated but if the plural is also a common word then it is placed in brackets preceded with pl. to indicate "plural". In addition, an Arabic word may be used early in the document without explaining its meaning but you will find it defined later as part of the glossary.

2. Faith-based needs of Muslim Travelers

Six faith-based needs have been identified as the main areas of concern for Muslim travelers. While the majority of Muslim travelers adhere to some of these needs, the level of importance of them varies among Muslims. A segmentation of Muslim travelers, based on these needs, is presented later in the report.

Halal Food

Halal food is by far the most important service that a Muslim traveler is looking for when traveling. Acceptability of the different levels of Halal food assurance varies among Muslims. The following Table 2 illustrates the main types of “Halal” assurance provided by food outlets and their acceptability by most Muslims.

Table 2: Halal assurance acceptability

Halal Assurance	Remarks	Acceptability
Halal certified restaurants	Restaurants certified Halal by a Halal Certification Body (HCB). Most HCBs do not certify restaurants that serve alcohol, but some do.	Acceptable for all
Restaurants served by only a Halal certified kitchen	Restaurants served from a kitchen certified Halal by a HCB.	Acceptable for many
Self-assurance – claims to serve only Halal food A. Muslim-owned/managed B. Non-Muslim managed	The restaurant management/staff claim all food served in the restaurant is Halal	A. Acceptable for many B. Not acceptable for many
Self-assurance – claims to serve Halal food and non-Halal food	The restaurant management/staff claim that some food served in the restaurant is Halal	Not acceptable for many
Self-assurance – claims to serve only vegetarian or seafood	The restaurant management/staff claim that all food served is vegetarian or seafood	Acceptable for many

The acceptability also varies depending on the region the Muslim travelers are coming from. Having food outlets with proper Halal assurance that is identifiable by the visitors is the best option sought by Muslim visitors from South East Asia and Western Europe.

Alcohol Consumption

Alcohol consumption is prohibited in Islam. The Pew Research report, “The world’s Muslims: Religion Politics and Society (April, 2013) states “Most Muslims surveyed say that drinking alcohol is morally wrong. More than half in all countries surveyed hold this view, including more than nine-in-ten in Thailand (98%), Ghana (93%), Malaysia (93%), the Palestinian territories (92%), Indonesia (91%), Niger (91%) and Pakistan (91%)”

Many would not consume alcohol or handle wine bottles, beer bottles etc. Some, specially “strictly practicing Muslims” (see section below) may not dine at restaurants which serve alcohol. However, especially while travelling, most Muslims will dine at establishments where all food served is Halal, but serve alcohol as well.

Prayer Facilities

Prayer is one of the central elements of Islamic practice and worship and it is the second of the five pillars of Islam. According to the Pew Research Centre report mentioned earlier, 63 percent of Muslims perform the five daily prayers. While traveling, some of them will combine some prayers and perform them three times a day.

In order to cater to this need, the services and facilities that are frequented by Muslim travelers need to be equipped with prayer rooms ideally with separate space for both males and females. Another important consideration is the cleansing ritual referred to as Wudhu. It is performed before a Muslim performs their prayers. This requires that the prayer rooms are provided with “foot washing” facilities.

Ramadhan Services

Although Muslims are less likely to travel during the month of Ramadhan, there are still many looking to spend this time away from home, especially if this period coincides with school holidays. In addition, an increasing number of Muslims take holiday breaks during the two Muslim festivals. Destinations who wish to target this period need to be able to cater to the special needs during the month of fasting.

The main service that is required to cater to this need is the ability of the hotels at the destination to cater to Halal pre-dawn meals.

Water-Friendly Washrooms

For Muslims, water plays a key role in purity and cleanliness, both of which are core aspects of the faith. Physical cleanliness is stressed as an essential component of being a Muslim. As such, special attention is given to hygiene in the washroom.

This entails the use of water in the toilets, and it is discomforting for Muslim travelers where the setup for water use is not available. Providing such facilities has become less cumbersome now with the widespread availability of hand showers, bidets or even Japanese-style toilets. Figure 5 below illustrates different types of water-friendly toilet setups.

Common in Muslim countries as well as South and Southeast Asian countries, the hand shower is a plumbing fixture placed in a holder against a wall by the toilet.



Water-friendly washrooms

If none of the above setups are possible the other alternative is to provide “bottles” that can be placed besides the toilet. The below images are from the company “Aquabean” (<http://aquabean.com/>) who specializes in making such bottles. It is also sometimes called “Lotta”



No Non-Halal Activities

Muslims consider some activities to be ‘Haram’ or non-Halal. When it comes to traveling, they are generally centered on requiring a family-friendly environment. As such, some Muslims would prefer to avoid facilities that serve alcohol, have discotheques or is adjacent to a casino.

Recreational Facilities and Services with Privacy

A sub-segment of Muslim travelers is looking for recreational facilities that provide privacy for males and females. These include the following:

- Swimming pools and gyms that are either segregated or provide different timings for males and females.
- Beaches which provide areas for males and females to enjoy in privacy.

Segmentation of Muslim Travelers Based on Faith-based needs

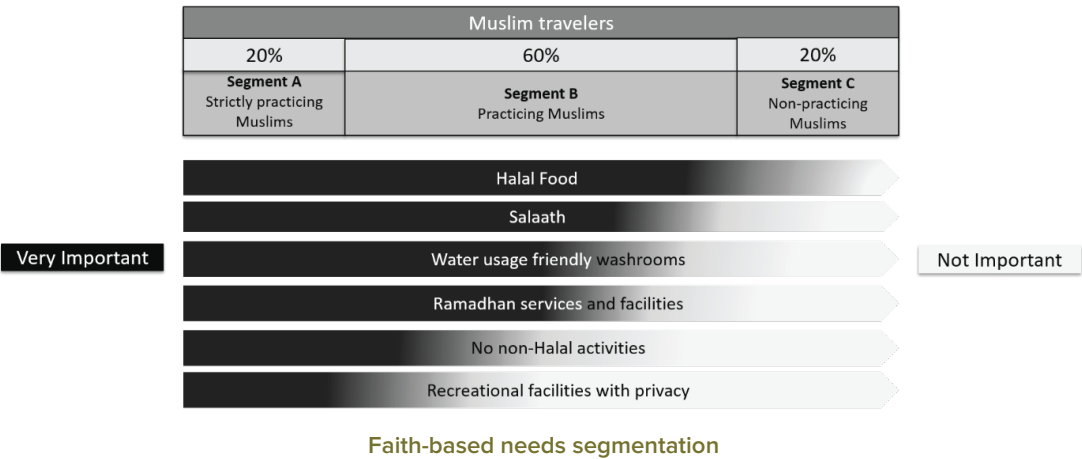
Muslim travelers are not homogeneous in their adherence to the faith-based needs discussed above. Based on a number of studies that have been conducted, Muslim travelers can be broadly categorized into three major segments. They are as follows:

Segment A – Strictly practicing Muslims. These Muslims are very strict in adherence to all the faith-based needs while traveling. On holiday, they would choose only those services, which provide a very Muslim-friendly environment. As an example, they would look for recreational facilities that provide privacy and do not have non-Halal activities. They will also look for Halal food that has been assured Halal by either a certification body or Muslim management.

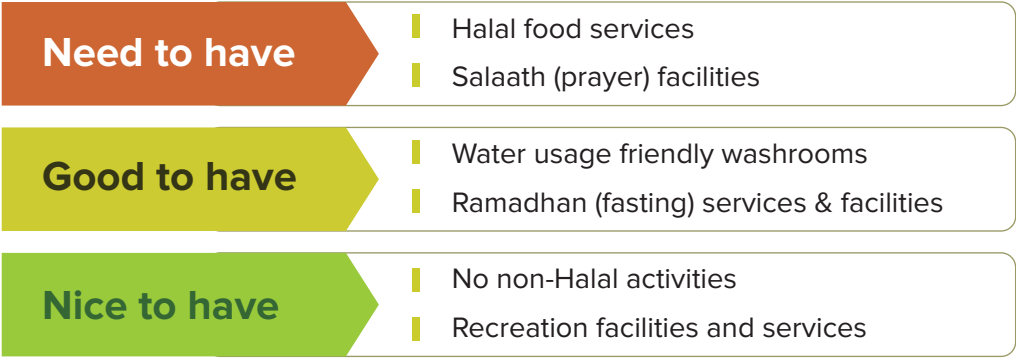
Segment B – Practicing Muslims. These Muslims would generally not compromise on their needs, but will be comfortable with alternatives. Their main concerns will be around Halal food and prayer facilities. Generally, given an option of a Muslim-friendly service and a less Muslim-friendly service, most of them will choose the more Muslim-friendly service, assuming everything else is the same.

Segment C – Non-practicing Muslims. These Muslim travelers are not considering any faith-based needs while making their travel plans. At most, they will look for food which is Halal or pork-free.

The Figure 6 below gives an approximate percentage of each segment and maps the level of importance of the faith-based needs for each of these segments.



Based on the above segmentation and mapping of the faith-based needs, in order to cater to these needs from a supply side perspective, the service providers can look at grouping these needs into “Need to have”, “Good to have” and “Nice to have” as shown in Figure 7 below.



3. Key Guidelines for Cape Town Establishments

The following section summarizes the key guidelines for Cape Town Travel establishments to be able to cater to the Muslim travel market.

Airport

Need to Have:

- Clearly identified Halal food outlets in both public and transit areas.
- Prayer rooms in public area with ablution facilities.
- Staff at the Airport information counters, trained on the Muslim traveler needs and able to answer their information requests.

Good to Have:

- Restaurants which can be rated AAA, AA, or A by Crescentrating.
- Prayer rooms in both public and transit areas with separate male and female space with ablution facilities.
- Toilets with bidets or hand showers.
- Friday prayer services in the public area prayer room.

Cruise Terminal

Need to Have:

- Clearly identified Halal food services in the public area.
- Prayer rooms in the public area with ablution facilities.
- Staff at the information counters, trained on the Muslim traveler needs and able to answer their information requests.

Good to Have:

- Restaurants which can be rated AAA, AA, or A by Crescentrating.
- Prayer rooms in the public area with separate male and female space with ablution facilities
- Toilets with bidets or hand showers.

Accommodation services (hotels, resorts, etc.)

Need to Have:

- Halal food.
- Rooms marked with the Qiblah direction.
- Ability to provide temporary prayer rooms for meetings and events held at the hotel.
- Toilets with lota (water jug or bottle).

Good to Have:

- Restaurants which can be rated AAA, AA, or A by Crescentrating.
- Toilets with bidets or hand showers.
- Ability to cater during the month of fasting (Ramadhan).
- Prayer mats available on request.

Nice to Have:

- No non-Halal activities in the hotel (no alcohol, discotheques or casino).
- Swimming pools and gyms that are either segregated or provide different timings for males and females.
- For beach resorts, areas for males and females to enjoy in privacy.

Restaurants

Need to Have:

- A restaurant which can be rated AAA, AA, or A by Crescentrating.
- Toilets with lota (water jug or bottle).

Nice to Have:

- Toilets with bidets or hand showers.
- A prayer room with ablution facilities.
- Restaurant not serving Alcohol.

Shopping districts/Shopping malls

Need to Have:

- Availability of Halal food outlets.
- Clear signage to locate Halal food and prayer rooms.
- A prayer room with ablution facilities.
- Staff at the information counters, trained on the Muslim traveler needs and able to answer their information requests.
- Toilets with lota (water jug or bottle).

Good to Have:

- A prayer room with separate male and female space with ablution facilities.
- Restaurants which can be rated AAA, AA, or A by Crescentrating.
- Toilets with bidets or hand showers.

Nice to Have:

- Family friendly recreational facilities.

Visitor Information Centers

Need to Have:

- Staff at the information counters, trained on the Muslim traveler needs and able to answer their information requests.

Good to Have:

- Muslim Visitor Guides that can be given to the visitors.

Travel agents/Tour operators

Need to Have:

- Staff trained to understand and cater to Muslim clients.
- Staff trained to look for Muslim friendly services when putting together packages. In the process of developing tour packages and operating tours for Muslim travelers, tour operators need to be aware of the preferences and unique needs of Muslim travelers. Muslim Friendly Tour packages/Halal Friendly Tour packages are tour packages that take into account some faith-based needs of the Muslim travelers.

Good to Have:

- Accredited by Crescent Rating.

Nice to Have:

- Muslim staff, tour guides.

Tour guides

Need to Have:

- Trained on faith-based needs of Muslims and other requirements.
- Understanding of Islamic etiquettes.

Good to Have:

- Understanding of Islamic history.
- Accredited by Crescent Rating.

Attractions/Theme parks

Need to Have:

- Availability of Halal food outlets.
- A prayer room with ablution facilities.
- Staff at the information counters, trained on the Muslim traveler needs and able to answer their information requests.
- Toilets with lota (water jug or bottle).

Good to Have:

- Restaurants which can be rated AAA, AA, or A by Crescentrating.
- A prayer room with separate male and female space with ablution facilities.
- Toilets with bidets or hand showers.

Conference and Event Venues

Need to Have:

- Halal food availability.
- Ability to provide temporary prayer room with wudu facilities.
- Toilets with lota (water jug or bottle).

Good to Have:

- Restaurants which can be rated AAA, AA, or A by Crescentrating.
- A prayer room with separate male and female space with ablution facilities.
- Toilets with bidets or hand showers.

Sports events

Need to Have:

- Halal food availability.
- A prayer room with ablution facilities.
- Toilets with lota (water jug or bottle)?

Good to Have:

- A prayer room with separate male and female space with ablution facilities.
- Restaurants which can be rated AAA, AA, or A by Crescentrating.
- Toilets with bidets or hand showers.

Spas & Wellness centers

Need to Have:

- Separate facilities for males and females.
- Male staff attending to male customers, and females attending to females.
- Private treatment rooms/spaces.
- Toilets with lota (water jug or bottle).

Good to Have:

- Muslim-friendly dress code for staff.
- Halal-certified products (as far as possible).
- Toilets with bidets or hand showers.

4. Basic terms

General terms

Halal



The Arabic term for permissible. In Islamic terms, it means permissible according to the rules of Islam. It is most frequently referred to in regards to food, but it includes any type of action permissible in Islam.

Each certification body has its own logo.

Haram/Non-Halal

This refers to anything considered unlawful under Islamic teachings. It is often used in conjunction with Halal, often in regards to food, but can also refer to other unlawful acts in Islam such as stealing, corruption etc.

Tayyib

The literal translation is good/clean/wholesome. It is commonly used by Muslims to refer to food, but often that of a higher quality or purity, such as organic or even simply healthy food. Thus, food can be Halal (made of permissible ingredients) but not Tayyib.

Muslim-Friendly

When it comes to Food, they can be only be classified as "Halal" or "non-Halal". Food for Muslims cannot be classified as "Halal-Friendly" or "Muslim-Friendly". As such, food in a restaurant can only be either Halal or non-Halal.

The term "Muslim-friendly" can be used for any facility or a service which takes into account the needs of Muslims. For example, an Airport which has prayer facilities and Halal food, will be a Muslim-friendly Airport. Although the term "Halal-Friendly" is sometimes used in place "Muslim-Friendly", in most cases the latter term will be more appropriate.

Islamic terms

Allah

The name in Arabic used to refer to God Almighty. Muslims believe Allah is the One True God, the Almighty, the Omnipotent, the Creator of the Universe and the Judge of Mankind.

Islam

A monotheistic religion/faith that is defined primarily by the belief in submission to the One True God alone, and in accepting Muhammad (peace be upon him) as the final prophet of God.

Muslim

Individuals who subscribe to the religion of Islam.

Shariah

The way of life prescribed by Islamic teachings. This includes a wide range of aspects such as financial and economic matters, as well as everyday matters from hygiene and manners, to charity and worship.

Five Pillars of Islam

These are the five primary religious obligations in Islam that are considered the foundations of being a Muslim. These five acts are:

Shahadah – to declare in one's heart and upon one's tongue that there is nothing worthy of worship except God, and that Muhammad (peace be upon him) is His Messenger.

Salah – the five daily obligatory prayers.

Zakah – to give 2.5% of one's excess wealth to charity every year.

Siyam – to fast the month of Ramadan.

Hajj – to perform the pilgrimage to Makkah at least once in one's lifetime, if capable.

Qur'an

A religious scripture, believed by Muslims to be the exact Spoken Word of God and the final revelation and last testament to mankind through the last prophet, Muhammad (peace be upon him). Its script is in Arabic and it is meant to serve as a guide to humanity. Its translation is now available in most languages.

Sunnah

The way of life a Muslim is to follow, based on the statements and actions of the Prophet Muhammad (peace be upon him).

Hadith

After the Qur'an, it is the second most authenticated source establishing all Islamic law and Shariah norms.

Zakat/Zakah

It is an obligatory charity or alms-tax taken from those Muslims who have sufficient wealth. It corresponds to 2.5% taken from their excess wealth and is given to the poor and needy once every year in accordance with the instructions of Islamic law.

Dua

The individual act of supplication to God Almighty. It can be done quietly or aloud, and is an encouraged act of worship.

Travel Market & Services

Halal-conscious traveller

Muslim travellers who do not wish to compromise their faith-based needs while travelling.

The level of adherence to faith based needs may vary from one traveller to another. As such, this term refers to Muslim travellers who are looking for at least some form of a faith-based need while travelling. The vast majority of Muslims will at the very least look for Halal food while travelling.

Halal travel

Muslims travellers, who do not wish to compromise their faith based needs while travelling for a purpose, which is permissible. It can also be defined as Halal conscious travellers, travelling for any purpose, which is Halal (permissible).

Halal travel is a subset of Muslim travel. However, since the vast majority of Muslims will at least have some form of a faith-based need while travelling, the majority of Muslim travel will fall into the category of Halal travel.

Halal tourism

Halal travel undertaken for tourism. Halal tourism is a subset of Halal travel.

Islamic travel

Muslims travelling mainly for religious reasons and/or to visit Islamic religious sites. Islamic travel is a subset of Halal travel.

Hajj & Umrah travel

Muslims travelling for performing Hajj or Umrah. Hajj & Umrah travel is a subset of Islamic travel. It should be noted that Hajj & Umrah travel make up most of Islamic travel.

Muslim-friendly destination/Halal-friendly destination

Destinations that provide services and facilities that cater to at least some of the faith-based needs of Muslim visitors to the destinations.

MasterCard-CrescentRating Global Muslim Travel Index (GMTI)

GMTI provides ranking and benchmarking of destinations based on the services and the facilities they provide for Muslim travellers.

Halal holidays

A leisure trip undertaken by Halal-conscious travellers.

Muslim packages/Muslim tour packages/Muslim-friendly tour packages

Halal packages/Halal tour packages/Halal-friendly tour packages

Terms generally used to refer to a tour package/itinerary, which has taken into account the needs of the Halal-conscious traveller. These include services such as providing Halal food, prayer facilities and accommodation that is better suited for Muslims. Some packages will also include visits to Islamic Heritage sites, Mosques and Muslim cultural places. The services included may vary from one package to another.

Halal Tour packages

Tour packages that ensure all aspects of the itinerary and the activities are suitable for Muslims and take into account all the key faith based needs of the Muslim travellers. Refer to the CrescentRating's Tour package rating for more information on how it rates tour packages/itineraries.

Islamic tour packages

Tour packages which include, visits to Islamic religious sites or Muslim heritage sites. They may also include a qualified guide or scholar to explain the significance and etiquettes required in the destination.

Muslim-friendly or Halal-friendly facility/service

Service or the facility has taken into account some faith based needs of Muslim travellers but not all their needs. Although **Halal-friendly facility/service** may also convey the same meaning, the term Muslim-friendly service/facility is more appropriate.

Halal service/facility

A service or a facility which caters to all the key needs of Muslim travellers.

Shariah-compliant services/facility

The service or the facility not only caters to all the key needs of the Muslim travellers, but also strictly adheres to many other Islamic requirements. This includes adhering to company governance and operations, which take into account various Islamic requirements such as halal non-interest based financing etc. In order to better benchmark the services offered by these entities, CrescentRating has developed a rating system.

See CrescentRating's rating systems to understand how it rates the "Muslim friendliness" of different facilities.

Muslim-friendly or Halal-friendly Hotel

The Hotel has taken into account some faith based needs of Muslim travellers but not all their needs. Although "Halal-friendly hotel" may also convey the same meaning, the term "Muslim-friendly hotel" is more appropriate. Some of the main features of these hotels include services such as Halal food, prayer information and facilities, prayer/qiblah directions, the ability to cater during non-standard hours in the month of fasting, water-friendly washrooms etc.

Halal Hotel

A Hotel which has taken into account all the key needs of Muslim travellers including having only Halal food & beverages in the Hotel.

Shariah-compliant Hotel

The term Shariah-compliant hotel generally refers to hotels which strictly adhere to many other requirements such as being an alcohol-free premises. They may also adhere to hotel governance and operations, which take into account various Islamic requirements such as halal non-interest based financing etc.

See CrescentRating's rating systems to understand how it rates hotels based on the different facilities and services they provide.

Muslim-friendly Airport

Airports which caters to some faith based needs of Muslim travellers such as having Halal food outlets and prayer spaces.

Muslim-friendly cruises/Halal-friendly cruises

These terms refer to cruises which provide varying degrees of services and facilities to cater to the needs of the Muslim guests. These services range from having Halal food, prayer information and facilities. Halal cruises may refer to cruises which strictly adhere to many other requirements such as being an alcohol-free and casino-free environment

Halal Cruise

A cruise which has taken into account all the key needs of Muslim travellers including having only halal food & beverages as well as not having casinos on the cruise.

The Five Daily Prayers

Salah/Salat/Salaah

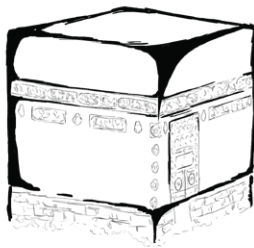
Muslim/Islamic prayers



Praying five times a day is a key obligatory requirement and is one of the five pillars of Islam. It takes the form of a physical ritual denoting submission to God and includes the recitation of praises of worship, whilst consisting of standing, bowing and prostrating, all whilst facing the direction of the Qiblah.

While travelling, some Muslims will combine some of the afternoon and evening prayers, which will mean that they will pray only three times that day. Each obligatory prayer session may last between 5-10 minutes.

Ka'aba/Ka'ba



The Mosque built by Prophet Abraham and his son Prophet Ishmael (peace be upon them) in Makkah (Mecca). It is the cube-shaped building at the centre of the Grand Mosque called Al-Masjid al-Haram – a house of God within the larger complex of the Grand Mosque. Muslims all over the world face the actual Ka'ba when they pray.

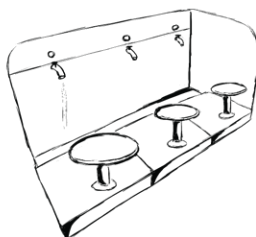
Qiblah direction

The direction in which Muslims face when performing their Salah wherever they are in the world. This is the direction leading to the Ka'ba in the Grand Mosque in Makkah in current day Saudi Arabia. Many Hotels are now placing the Qiblah direction markings in the Hotel rooms. They are generally placed on the ceiling or in the drawers in the room.

Wudhu/Wudu

Ablution or a cleansing ritual to be completed before performing Salah. It includes the washing of the hands, face, forearms, forehead, ears and feet with water.

Wudhu Facilities



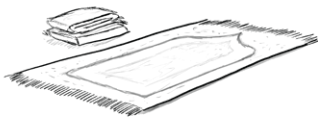
A specific area with lower than normal taps and seats which allow ease in the washing of feet, which can otherwise prove difficult in a high-up public wash-basin/sink. These are usually found in mosques and tend to accompany prayer rooms wherever they may be.

Foot washer



Some washrooms at Airports and other public places provide special low taps to make it easy to wash one's feet. As the socks are removed and the feet become wet, there are often drying options available such as a mat, paper towels and flannels.

Prayer mats



Muslims are able to perform their Salah on any clean part of the ground. However, the preference is to perform it in a quiet place dedicated for prayers. Whether praying in a place allocated for prayers or any other place, most Muslims will spread a "prayer mat" and pray on it, mainly to assure cleanliness of the prayer area. This is usually a piece of fabric specially made for the Muslim prayers. Some Hotels also provide prayer mats to their guests on request, whilst some provide them in their hotel room.

Muslim prayer rooms

A room designated for Muslims to perform their Salah. Basic features include prayer mats, wudhu facilities and a qiblah direction sign. Some may also include separate areas for males and females. Such places are usually found in airports, hotels and shopping malls etc.

Multi-Faith prayer Room/Multi-denomination prayer room

Generally found in Airports, hospitals etc. They are usually either in the transit area or in the public areas of the Airport. Some airports provide such facilities in both public and transit areas. They are intended for use by all faiths to perform prayers, meditation etc. To cater for Muslim worshippers, these rooms may also contain prayer mats, wudhu facilities, prayer timetables, copies of the Qur'an and a qiblah direction sign.

Mosque/Masjid (pl. Masaajid)



The sacred Muslim house of worship dedicated to daily prayers and other religious acts. It differs from a simple prayer room in that an Imam (prayer leader) officially conducts the five daily prayers in congregation.

Prayer/Salah times

The five obligatory daily prayers (Salah) in Islam are called Fajr (dawn), Dhuhr (afternoon), Asr (late afternoon), Maghrib (sunset), and Isha (late evening), each having specific timings according to the position of the sun throughout the day. As such, the prayer times vary depending on the time of year and location. In any given region, the local Muslim communities usually provide the information for specific timings. There are also many mobile apps, which provide prayer times for any location.

Prayer/Salah timetable

DATE	FAJR	SUNRISE	ZUHR	ASR	MAGH
01/01/16	5:44	7:08	1:10	4:34	7:1
02/01/16	5:45	7:08	1:11	4:34	7:1
03/01/16	5:45	7:08	1:11	4:35	7:1
04/01/16	5:46	7:09	1:11	4:35	7:1
05/01/16	5:46	7:09	1:12	4:36	7:1
06/01/16	5:47	7:10	1:12	4:36	7:1
07/01/16	5:47	7:10	1:13	4:36	7:1
08/01/16	5:48	7:11	1:13	4:37	7:1

A timetable, which indicates the time of Salah, usually for the upcoming month. Some hotels provide a timetable upon request for hotel guests.

In-flight Prayer times

Knowing the prayer times on-board a flight is particularly challenging due to the continually changing time zones and position of the Sun. CrescentRating's Air Travel Prayer Time Calculator, now available on the HalaTrip mobile app provides prayer times as well as the qiblah direction along the flight path for any flight.

Fajr

The first of the five obligatory daily prayers. It's time starts at the crack of dawn, and ends at sunrise. It is called the dawn prayer and consists of two units.

Dhuhr/Zuhr

The second of the five obligatory daily prayers. It's time starts at midday, when the Sun crosses the zenith, and ends a few hours later when the day starts to cool down. Thus it is called the afternoon prayer and consists of four units.

Asr

The third of the five obligatory daily prayers. It's time starts when Dhuhr ends, and it ends itself when the Sun sets on the horizon. It is thus called the late afternoon prayer and consists of four units.

Maghrib

The fourth of the five obligatory daily prayers. It starts a few minutes after sunset and lasts until evening time i.e. once it has gone dark and the twilight has disappeared. It is known as the sunset or evening prayer and consists of three units.

Isha

The fifth and final obligatory daily prayer. It starts when Maghrib ends i.e. once the night becomes dark and the twilight has disappeared, and it lasts all night until the dawn although it is preferred to be completed by midnight. It is called the late evening or night prayer and consists of four units.

Jumu'ah/Friday Prayer

The congregational prayer performed in a Mosque every Friday in place of the Dhuhr prayer. This is considered obligatory for all adult Muslim males to participate. Jumu'ah prayers consist of a sermon delivered by the Imam and then followed by the ritual prayer. The sermon and prayer may last between 30-60 minutes. This prayer is not considered obligatory for travellers.

Qasr Prayer/Travel Prayer

Some Muslims while travelling will avail themselves the permission to shorten and even combine their obligatory prayers for the sake of convenience. Thus, the Dhuhr and Asr prayers are halved and can be prayed at the same time, and the Maghrib and Isha prayers can be prayed at the same time too, effectively reducing the prayer times for that day to three occasions making it easier for someone negotiating the difficulties of travel.

Masjid/Mosque

Athan/Adhan/Azaan

The public call to Salah which is delivered from a Mosque. It is recited aloud five times a day to announce the prayer timings of the five obligatory prayers. It praises Allah – God Almighty -and requests Muslims to gather for Salah. In some mosques, specially when they are located in predominantly Muslim communities, the Athan is transmitted via a public address system.

Iqamah

The second call to Salah given after the Adhan, recited just before the start of the congregational prayer. This is performed in every single Mosque and prayer room all over the world.

Khutbah

The specific sermon delivered by the Imam before the Friday Prayers.

Imam

The authoritative person who leads the congregational Salah and teaches the masses their religion.

Muezzin

The person who gives the Adhan for Salah, often in a loud, melodious and beautiful way.

Halal Food

Halal food

Food that is permissible to eat according to the teachings of Islam. This is essentially any food that does not fall into the category of Haram (or forbidden). Although some specific teachings vary, the consensus is that food/drinks must be free of pork, alcohol/intoxicants, poisons, harmful ingredients or unhygienic elements. Any meat must be slaughtered in accordance with the methods prescribed under Islamic law known as Zabihah.

Zabihah

The Islamic method of slaughtering an animal. Muslims consider this to be the most humane and purest way to slaughter an animal for consumption.

Halal Meat

There are minor differences on which animals are considered Halal, but the general consensus is that all seafood is Halal and that herbivorous land animals are Halal provided they have been slaughtered according to Islamic rulings.

Halal Assured

This is when the owners/managers of an establishment assure the customers on their own authority that the food they serve is Halal.

Halal Certification Bodies

Many businesses around the world have seen the rising demand from Muslims for independent verification of Halal assurance of their products. Halal certification bodies perform this task of systematically verifying that products or establishments (restaurants) are in accordance with Halal requirements. Halal certification bodies are generally local bodies performing certifications within a local region/country and are sometimes regulated by government authorities.

Halal-certified

The products or establishments which have been checked by a recognised official Halal certification body and then had a certificate issued confirming its Halal status.

Halal-certified restaurants

Restaurants that are issued certificates by a Halal certification body that confirms their food as being Halal.

Halal Kitchen

A kitchen which is exclusively used for the cooking of Halal foods only. It maintains complete separation of Halal and Haram foods ensuring no cross contamination. Some Halal certification bodies will certify a kitchen within a restaurant independent from the overall restaurant.

Halal Logo



A logo that is labelled on Halal-certified products by certification authorities to confirm that a product is prepared according to Islamic standards.

Each certification body has its own logo.

Muslim Food/Muslim-Friendly Food/"No Pork No Lard"

These terms are used in some cases by restaurants to indicate that the food is suitable for Muslims to consume.

Washroom / Toilet Facilities

Hand shower



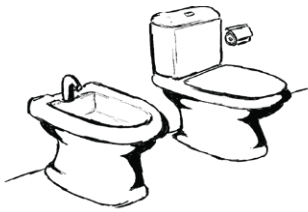
A plumbing fixture that is a small handheld shower for cleansing oneself after toilet use, usually placed in a holder against a wall near and within reach of the toilet. It is a Muslim etiquette to use water for cleaning one's private parts after using the toilet. There are a number of fittings used in toilets to cater for that need.

Lota



A jug or bottle which is found by the toilet and is used to pour water and to clean oneself after using the toilet. Muslims are encouraged to sit down when urinating so as to keep the clothing clean, which is vital for maintaining purity as one prepares for prayer afterwards.

Bidet



A low sink or plumbing fixture used for washing oneself after using the toilet. The type of bidet that resembles a small bathtub is found mainly in southern Europe.

Japanese Toilets



In Japan, most toilets include an inbuilt bidet (commonly called a washlet) that sprays water for cleansing. These are also used in other countries such as Taiwan and Korea.

Fasting/Ramadan

Ramadan/Ramadhan

Ramadan is the month of fasting for Muslims. It is the 9th month of the Islamic Calendar. The Islamic calendar is based on the lunar system, thus it has a 12 month cycle, revolving around 355 days. As this is 10 days less than the Gregorian calendar, the Islamic months, including the month of Ramadan, vary each year in comparison. Yearly, the month of Ramadan advances by 10 days compared to the Gregorian calendar.

Fasting/Saum/Siyam

Fasting during the month of Ramadan is one of the five pillars of Islam. It is a compulsory form of worship for all Muslim adults although there are exemptions for the ill and weak. Muslims do not have to fast while travelling, although most Muslim travellers nowadays opt to fast anyway due to the comfortable facilities available while travelling.

Fasting, in the Islamic sense, requires one to abstain from eating, drinking, smoking, and intimacy from dawn to dusk. While fasting, Muslims will continue with their normal day-to-day activities; however, they will also allocate additional time and effort towards other religious activities such as reciting the Qur'an, frequenting the Mosque for extra prayers, increasing their charitable work etc.

The fasting period begins at dawn and ends promptly at dusk - it is calculated very precisely based on the time of sunrise and sunset if physical observation is not possible. These times vary, depending mainly on the geographical location and the day of the year (lunar year). The time to commence fasting coincides with the time of the first of the five daily prayers a Muslim has to perform, referred to as the Fajr prayer. The conclusion of the fasting period of that day corresponds with the 4th of the five daily prayers, called Maghrib.

Suhoor

The morning meal taken before the beginning of the fasting period is called *Suhoor*. This is a very important meal for Muslims. It is best to take *Suhoor* as close as possible to the start of the fasting period.

Iftar

The name given to the meal by which Muslims break their fast, at the *Maghrib* prayer time. At the time of Iftar, dates and water are generally consumed to break the fast.

Taraweeh

During the month of *Ramadan*, most Muslims will also pray an additional congregational prayer called the Taraweeh prayer. The timing of the Taraweeh prayer is after the last of the five prayers of the day, known as the *Isha* prayer.

Dates



The fruit of the date palm tree that is very commonly grown in the Middle East. It can be eaten fresh or dried, and is commonly sold dried as it has a better shelf life. Dates are a significant part of Islamic tradition, and are usually used to break the fast with during the month of Ramadan.

Hajj & Umrah

Hajj

A religious ritual pilgrimage to Makkah that is to be performed at a specific time of the year (on the 8th to the 12th of the month of *Dhul-Hijjah* in the Islamic calendar). As one of the five pillars of Islam, it is considered obligatory upon every Muslim who is physically and financially capable, to perform it at least once in their lifetime.

Umrah

A smaller religious ritual pilgrimage to Makkah similar to *Hajj*, however it is optional and can be performed at any time during the year except during the *Hajj* days. It should be noted that *Umrah* trips make up the largest percentage of the Islamic Travel Industry, and that both *Hajj* and *Umrah* require specific visas issued by the Saudi Arabian government.

Islamic Calendar and Festivals

Islamic/Hijri Calendar (AH)

The Islamic calendar is a lunar calendar that is based on cycles of the lunar (moon) phases. The calendar starts with the date Prophet Muhammad (peace be upon him) emigrated from Makkah to Madinah, an event known as the *Hijrah* in the year 622 CE. This calendar is sometimes referred to as the Muslim calendar, Arabian calendar, *Qamari* calendar or most commonly, the Hijri calendar; denoted by the AH sign, similar to how Common Era is denoted by CE.

Eid-ul-Fitr

One of the two main religious festivals in Islam. It is a moment of great joy and celebration. The day starts with a special prayer and sermon conducted in the Mosque. It is called the Festival of *Fitr* which means to break one's fast - Muslims are not allowed to fast on this day because it marks and celebrates the end of *Ramadan*.

Eid-ul-Adha

One of the two main religious festivals in Islam. This day honours the Prophet Abraham's devotion to God in the story of the sacrifice involving his son Ishmael (peace be upon them). There is a special prayer and sermon conducted in Mosque. This festival last for four joyous days of great feasting and charity, starting on the tenth day of Dhul-Hijjah (the 12th month of the Islamic calendar).

Clothing

Awrah

The parts of the body which needs be covered. Islam provides guidelines for Muslim males and females regarding modesty in dress. They differ for males and females, depending on their age, and depending on whom they are in the company of.

Hijab



An additional cloth worn by some Muslim females to cover the head and some parts of the face.

Niqab



An additional cloth worn by some Muslim females to cover the head and some parts of the face.

Abaya/Jilbab



A loose over-dress that extends to the feet.

Thawb

A long robe worn by Muslim men, specifically in Arab countries. The top is usually tailored like a shirt, but it is ankle-length and loose.

Greetings

Assalamu alaikum

"Peace be upon you!" said when a person greets another.

Wa alaikum assalam

"Peace be upon you too!" said when a person responds to the greeting of *"Assalamu alaikum"*.

Jazakallahu khairan

"May God reward you with good!" said to thank someone in return when a person has done some good for you.

In-sha Allah

"God Willing" said when a person intends to do something.

Ma-sha Allah

"It is as God Wills!" said when appreciating something.

Alhamdulillah

"All praise and thanks are due to God" said when one hears good news or is feeling grateful.

Eid Mubarak

"A Blessed Eid to you!" a greeting offered to one another during the two Eid festivals.

CrescentRating terms

Crescent Rating

A proprietary rating system developed by CrescentRating to rate travel services on how Muslim-friendly they are.

Crescent Rated Hotel



A proprietary rating system developed by CrescentRating to rate travel services on how Muslim-friendly they are. A Crescent Rating of 4 or 5 will be suitable for Cape Town to have Muslim-Friendly Hotels.

Crescent Rated Restaurant



A restaurant with a Crescent Rating of AAA, AA, A, B or C. The rating is mainly based on how the food served is assured Halal (whether certified by a local body, self assurance etc.) and whether or not it serves alcohol. Cape Town should strive to have as many restaurants as possible with at least a Crescent Rating of 'A'.

Crescent Rated Spa & Wellness Centre



A spa or wellness centre which has been granted a Crescent Rating. Spas that have been Crescent Rated indicate that they are capable of catering to Muslims, with its rating showing the extent of its Muslim-friendly services and facilities. Various factors and criteria are taken into consideration when awarding a spa a Muslim-friendly rating.

Crescent Rated Tour Package



A tour package with a Crescent Rating of Bronze, Silver, Gold or Platinum. Its rating is based on the inclusion of Halal food services, prayer facilities, the Halal-friendliness of the accommodation, the inclusion of a Muslim community connect program, and the involvement of tour guides or drivers accredited by CrescentRating.

Crescent Rated Travel Agent



A licensed travel agent, accredited as a partner of CrescentRating, who has a thorough understanding of the needs of Muslim travellers and is able to provide tour packages which cater to the needs of Muslim travellers.

CRaHFT Reference Model

CrescentRating's proprietary reference model is used to identify individual segments in the travel services value chain. The model allows a destination to identify the gaps, thus being a precursor to strategy development. CRaHFT model can be applied to any type of tourism. (Leisure, Business, Healthcare & Education, MICE and live events). CRaHFT model analyses the services offered from the time a traveller leaves his home, to airports, food & beverages, transportation, hotels & hospitality, shopping and tourist attractions.

Crescent Rated Tour Operator

A licensed tour operator, accredited as a partner of CrescentRating, who has a thorough understanding of the needs of Muslim travellers and is able to provide tour packages which cater to the needs of Muslim travellers.

Accredited Attractions



Attractions that are accredited by CrescentRating are ranked high on the travel itineraries of Muslim travelers. The accreditation focuses on the level of services and facilities that the attraction can offer Muslim travelers – such as the availability of Halal food in the area or ease of access to prayer facilities.

Shopping Mall Accreditation



Shopping malls and theme parks with accreditation from CrescentRating convey the message that they are capable of catering to the needs of the Muslim community. Due to this, these shopping malls will be the preferred shopping option amongst Muslim shoppers.

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