



FIFA WORLD CUP
Qatar 2022

Hayya Card Overview

By Hayya Academy,
Hayya Program, SC



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Definition of Hayya Card

Summary

- The Hayya card is a Mandatory Digital Card that provides access to a range of services for spectators visiting Qatar for the FIFA World Cup 2022™.
- One Hayya Card is required per person for the duration of the tournament.

- | | |
|----------------------|-------------------------|
| 1. Card Holder Name | 6. Manage Hayya |
| 2. Card Holder Photo | 7. QR Code |
| 3. Card Status | 8. Live Ticking Clock |
| 4. Nationality | 9. Hayya Card Number |
| 5. Match Tickets | 10. QID/Passport Number |



Hayya Entry Permit



Digital / Physical / PDF Hayya Card



Hayya Platforms



Hayya Portal
(Browser – Hayya.qatar2022.qa)



Hayya App
(iOS & Android)



Hayya Requirements

Qatar Citizens/Residents



GCC/International



Hayya Core Benefits

Entry to
Qatar

Access to
Stadiums

Free Metro
& public
bus service

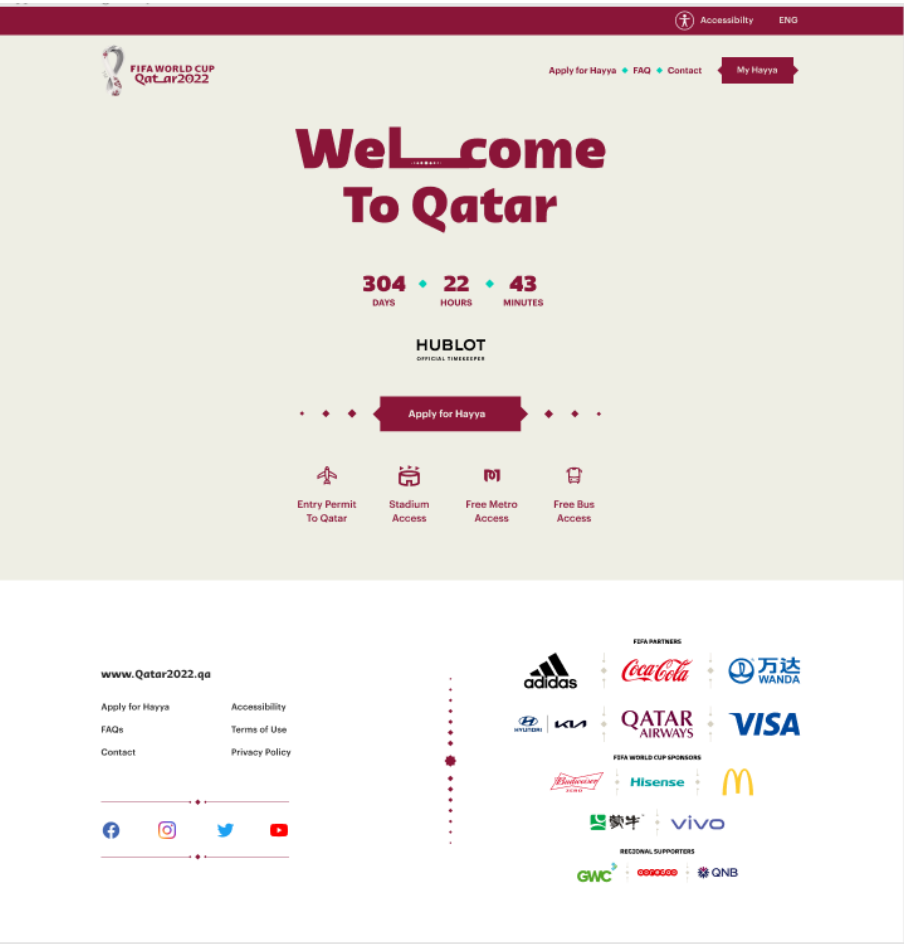
Fan
Experience
Services

Hayya App

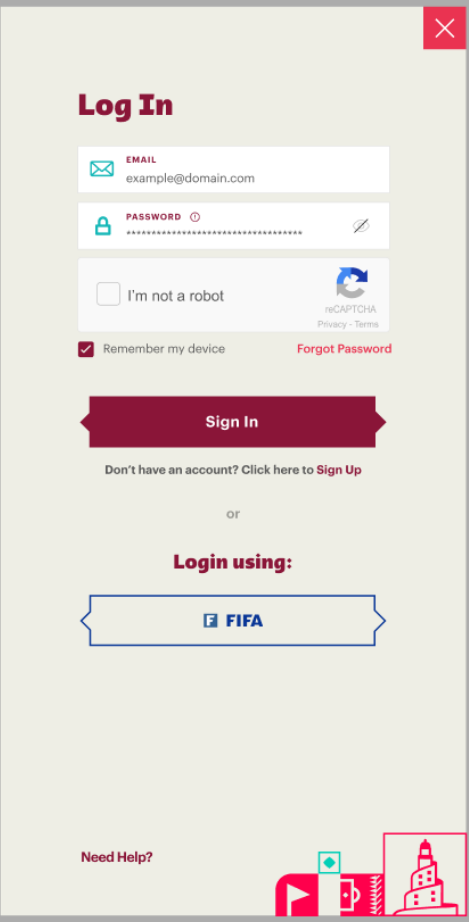


Hayya Registration Process

Overview of Hayya Portal (Single Sign On - SSO)



Home



Sign In



Qatar Citizen/Resident



1

Ticket Details

Match Ticket Type *
Match Ticket Holder

Ticket Application Number *
Enter the Ticket Application Number

Validate my Ticket ✓

2

Application Information



Browse Photo

Instructions to upload Profile Photo and Document

Data extracted automatically from fan's QID Number and Date of Birth

QID Number *
Enter the QID Number

Date of Birth *
Enter the Date of Birth

Phone Number *
Enter Phone Number

Review & Submit

Save & Exit



International/GCC National

1

Ticket Details

Match Ticket Type*
Match Ticket Holder



Ticket Application Number*
Enter the Ticket Application Number

Validate my Ticket ✓

2

Application Information



Browse Photo

Instructions to upload Profile Photo and Document

Data extracted automatically and fan can edit with Photo compared to passport

Browse Passport-Front *



Save

Passport Number *

Enter the Passport Number

Date of Birth *

Enter the Date of Birth



Expiry Date *

Expiry Date



Gender *

Gender



Nationality *

Select the Country



Passport Issuing Country *

Select the Country



Passport Type *

Select Passport Type



First Latin Name *

Given Name

Second Latin Name

Middle Name / Father's Name

Third Latin Name

Grandfather's Name

Fourth Latin Name

Great Grandfather's Name

Last Latin Name *

Last Name

Emergency Contact Name *

Emergency Contact Name



Emergency Tel. *

Enter Phone Number

Review & Submit

Save & Exit

Criteria for Uploading Personal Photo



Personal Photo Standard Requirements

- The photo should not be blurred.
- The photo background should be clear.
- The eyes should not be closed.
- The hairstyle should not cover the eyes.



Size

- Your face must take up 70% to 80% of the photo.
- The size of the photo should not be more than 2 MB.
- Only JPEG or JPG images must be used.

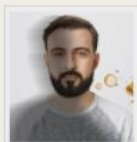


Image Quality

Your photo must:

- Be in color.
- Be taken against a plain white or light grey background.
- Have sharp focus and be correctly exposed.



The MRZ code should be clearly visible



Upload the document in full color



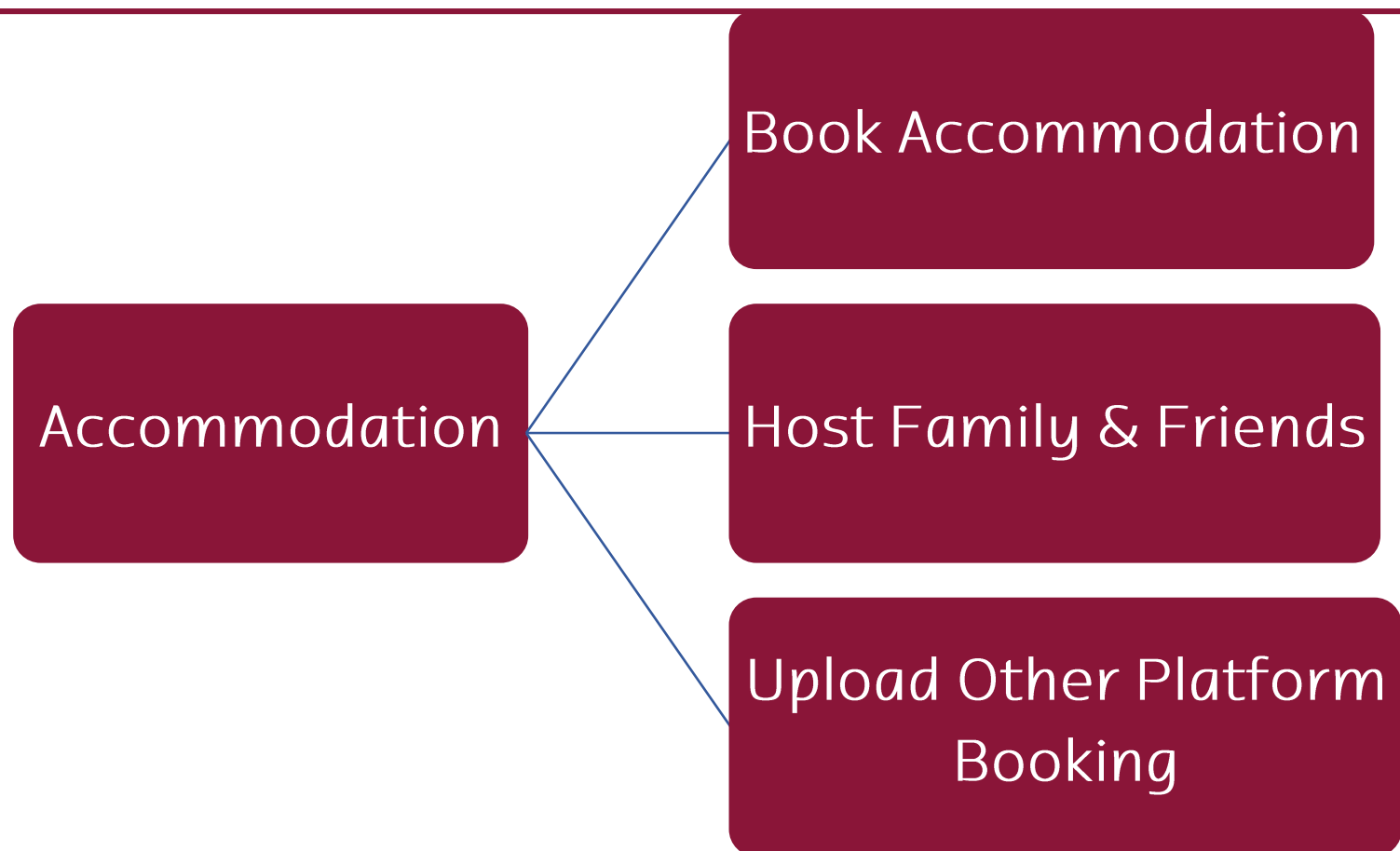


Accommodation

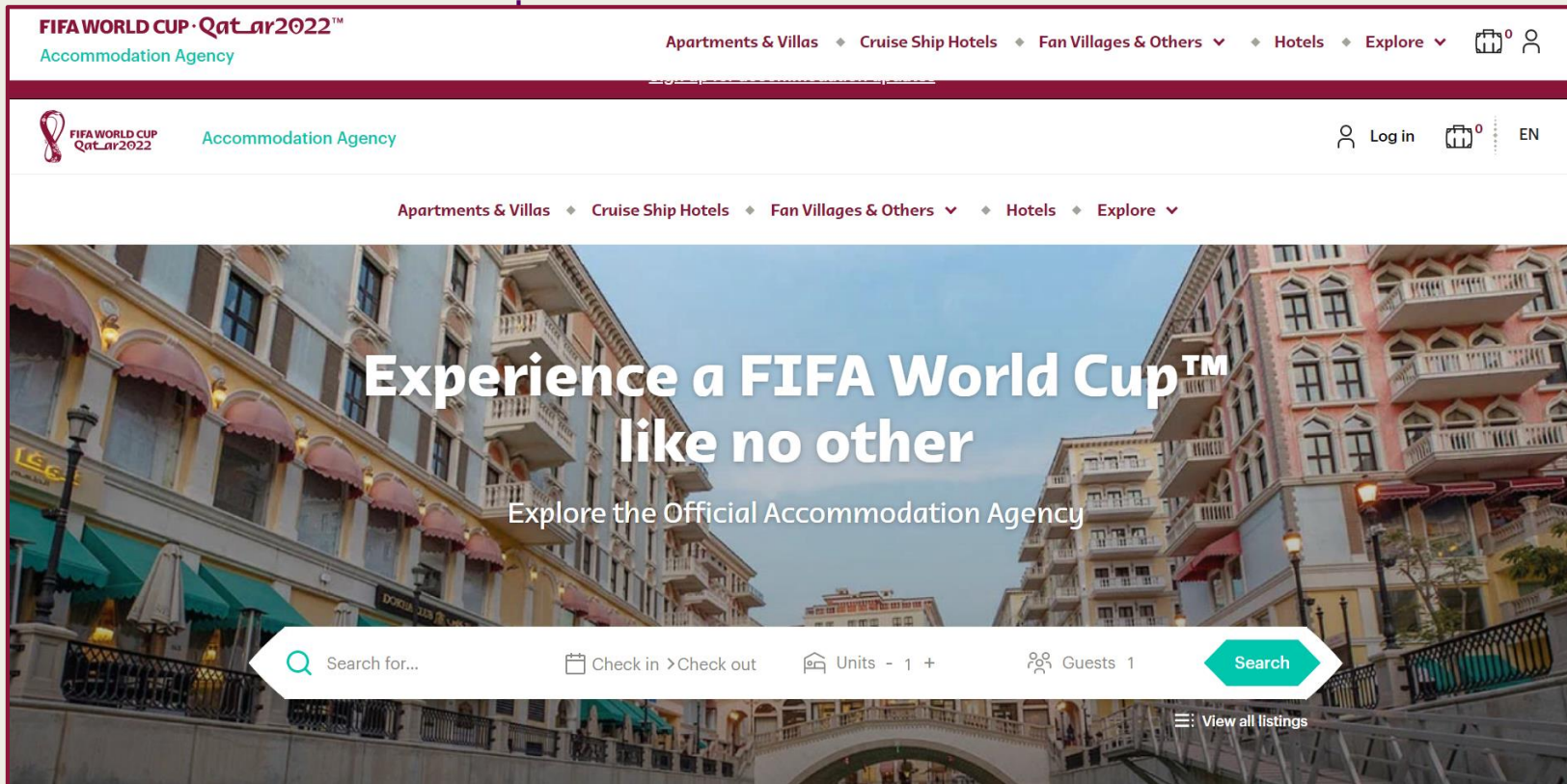
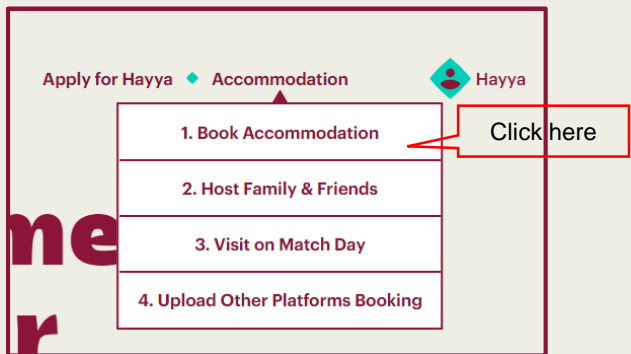


Accommodation Types

- International Fans can choose any one of the Accommodation options available for the approval of Hayya Card.



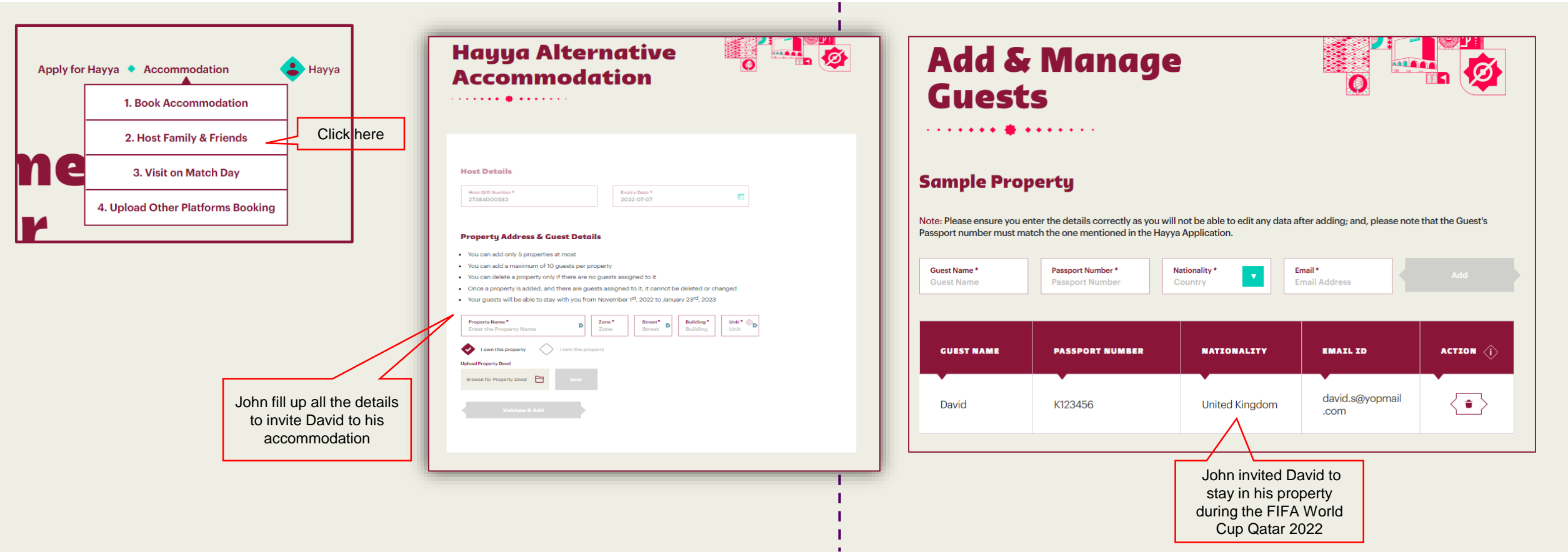
Book Accommodation



Visit the page <https://www.qatar2022.qa/book> to book different types of accommodation available



Host Family & Friends




Family & Friends


Manage Guest













Upload Other Platform Booking

Apply for Hayya  Hayya

1. Book Accommodation
2. Host Family & Friends
3. Visit on Match Day
4. Upload Other Platforms Booking Click here

2 Accommodation Booking Details 

Name of the Applicant * Name of the Applicant 	Digital Hayya Card Number * Digital Hayya Card Number 
Accommodation Category * Accommodation Category 	Accommodation Name *  Accommodation Name
Accommodation Start Date * YYYY-MM-DD 	Accommodation End Date * YYYY-MM-DD 
Country of Departure * Country of Departure 	
Accommodation Address in Qatar * Enter your Accommodation Address in Qatar	
Upload Accommodation Proof (maximum file size is 2 MB and of file type PDF)	
Browse for Booking document 	 Save Upload the Accommodation Proof in PDF Format (MAX 2MB)
 Click here to submit	

International Applicants with a Pending (Accommodation Confirmation) status can submit Upload Other Platform Booking info for the Hayya Card Approval



Matchday Visit

24 hour Visit With Pending Accommodation Status



Matchday Visit Request








- Your Matchday Visit request will be valid for 24 hours from your time of entry to Qatar
- If you overstay the permitted 24 hours in Qatar, following your arrival, you will be subject to significant fines and penalties
- Only international fans who have applied for a Hayya Card with their Passport, and whose applications are in the Pending (Accommodation Confirmation) status, can submit a Matchday Visit request
- An applicant can make only one Matchday Visit request at a time
- The primary applicant should submit Matchday Visit requests for each of their dependants
- Once physically in Qatar, your Matchday Visit request cannot be deleted, nor can a new Matchday Visit request be submitted
- Before you arrive in Qatar, or within 24 hours of your arrival, you can make an accommodation booking by visiting Qatar2022.qa or arrange a stay with family and friends (your family member or friend in Qatar will need to register as your Host via the Host Family & Friends option on the Hayya portal)

1 Liability Statement

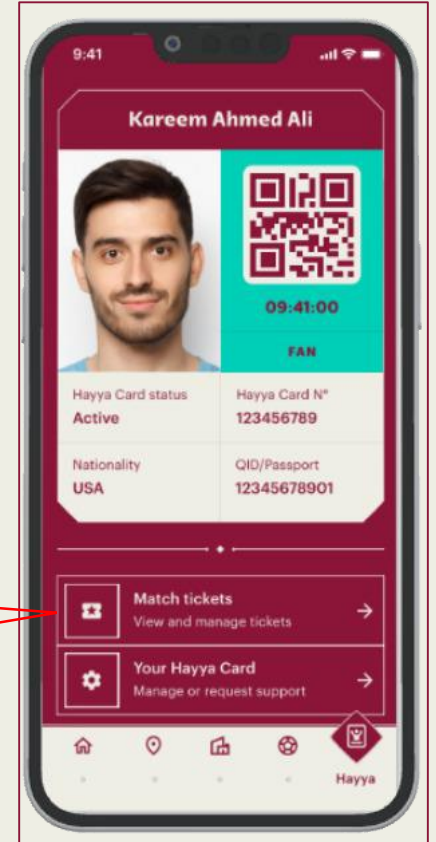


I accept liability for staying longer than the granted 24-hour period and understand that I could be subjected to legal consequences. I have read and understood the [Terms & Conditions](#)*

2 Matchday Visit Details

Name of the Applicant * Name of the Applicant 	Digital Hayya Card Number * Digital Hayya Card Number 		
Country of Departure * Country of Departure 	Arrival Border * Arrival Border 		
Expected Arrival to Doha		Expected Departure from Doha 	
Date of Arrival * YYYY-MM-DD 	Arrival Time * 00H:00M	Date of Departure * YYYY-MM-DD 	Departure Time * 00H:00M
<div>Submit</div>			

Hayya Portal



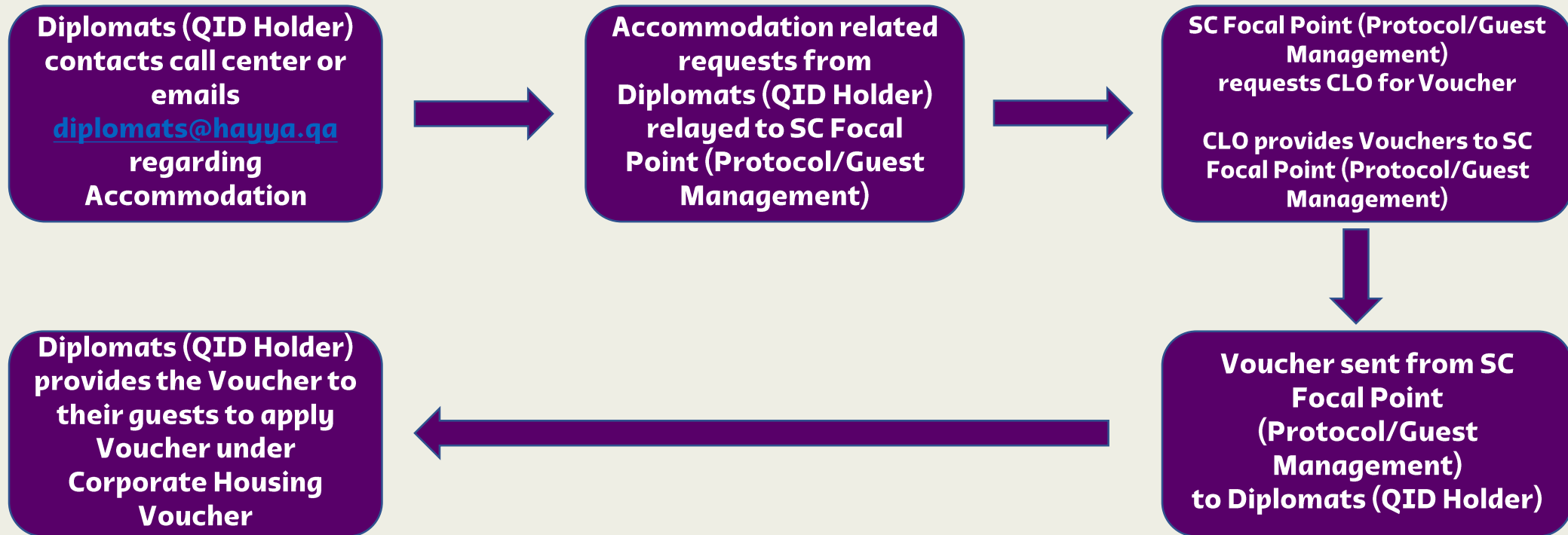
Hayya App



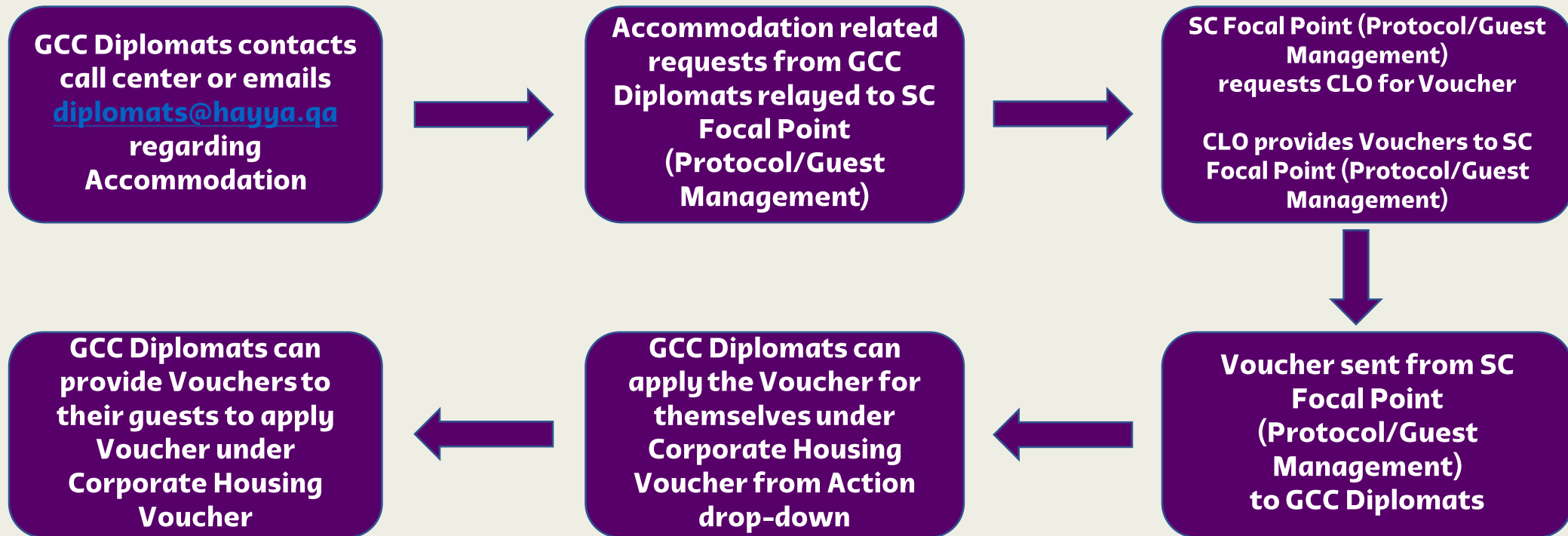
Business Rules for Diplomat Accommodation Vouchers

Fan Type	For the Fan to apply for HAYYA	For Hosting Purposes	Comments
GCC DIPLOMAT	Vouchers to be issued to GCC diplomats who are pending accommodation confirmation	Vouchers to be issued to any of their guests who need to be allowed to stay	Vouchers issued for Hosting purposes must be counted and limited to 10 only .
All Other DIPLOMATS	Not applicable	Vouchers to be issued to any of their guests who need to be allowed to stay	Vouchers issued for Hosting purposes must be counted and limited to 10 only .

Diplomats' (QID Holder) Guests in Pending (Accommodation Confirmation)



GCC Diplomats & Guests in Pending (Accommodation Confirmation)



Diplomats/GCC Diplomats & Guests in Pending (Accommodation Confirmation)



Yusuf Safa

1

Application Submitted
Jun 11, 2022

Application Processing Status
Pending (Accommodation Confirmation) - Jun 13, 2022

2

HAYYA CARD NUMBER

F180720

APPLICATION NUMBER

G0043

DOCUMENT NUMBER

566

My Profile

Application History

Link Account

Corporate Housing Voucher

www.Qatar2022.qa

Terms of Use

Privacy Policy

Cookie Policy

FAQ

Contact

QATAR AIRWAYS

VISA

Coca-Cola

WANDA

Yusuf Safa

3

Application Submitted
Jun 11, 2022

Application Processing Status
Pending (Accommodation Confirmation) - Jun 13, 2022

Corporate Housing Voucher

HAYYA CARD NUMBER

F18072

APPLICATION NUMBER

G0043

DOCUMENT NUMBER

566

My Profile

Application History

Link Account

Corporate Housing Voucher

www.Qatar2022.qa

Terms of Use

Privacy Policy

Cookie Policy

FAQ

Contact

QATAR AIRWAYS

VISA

Coca-Cola

WANDA

Corporate Housing Voucher

You may use this feature to validate your accommodation with the Corporate Housing Voucher that was provided to you. If you have dependants, you should validate the accommodation of each of your dependants separately. You can only use the Corporate Housing Voucher that was assigned to the email address associated to your logged in account. Each voucher can be used only once.

Hayya Card Number

Voucher Code

F18072

Voucher Code

Save

Cancel

Hayya Support Center Information

**Outside
Qatar**

+974.4441.2022

**Within
Qatar**

2022

E-Mail

info@hayya.qa
(for general support)
diplomats@hayya.qa
(for accommodation)

**Support available in English, Arabic, French, German &
Spanish**

Fan Journey Flow-Qatar2022.qa



01

Buy Match Tickets

1. Navigate to <https://www.qatar2022.qa>
2. Click on **"Find Out More"** on the **"Your Tickets"** section to purchase FIFA World Cup match ticket
3. Receive E-mail confirmation of purchase
4. Keep ticket application number handy

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02

Apply for Hayya

1. Navigate to <https://www.qatar2022.qa>
 - a. Click on **"Apply Now"** on the **Your Hayya Card** section OR
 - b. Download the Hayya Mobile App
2. Use the match ticket application number, recent photograph & passport to apply
3. Await Hayya Card approval E-mail

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03

Access Digital Hayya Card

1. Receive Hayya Card E-mail approval
2. Login to the Hayya Mobile App
3. Click on **“My Hayya”** to access the Digital Card
4. Also, the dependents’ Hayya Cards could be accessed from My Hayya once they are approved

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			Book Accommodation/Flight
  04			<ol style="list-style-type: none">1. GCC/International Fans must book for an accommodation for the approval of Hayya Card.2. From the Hayya Mobile App, navigate to “Accommodation” to book accommodation3. Also booking flights could be done by navigating to “Flight”

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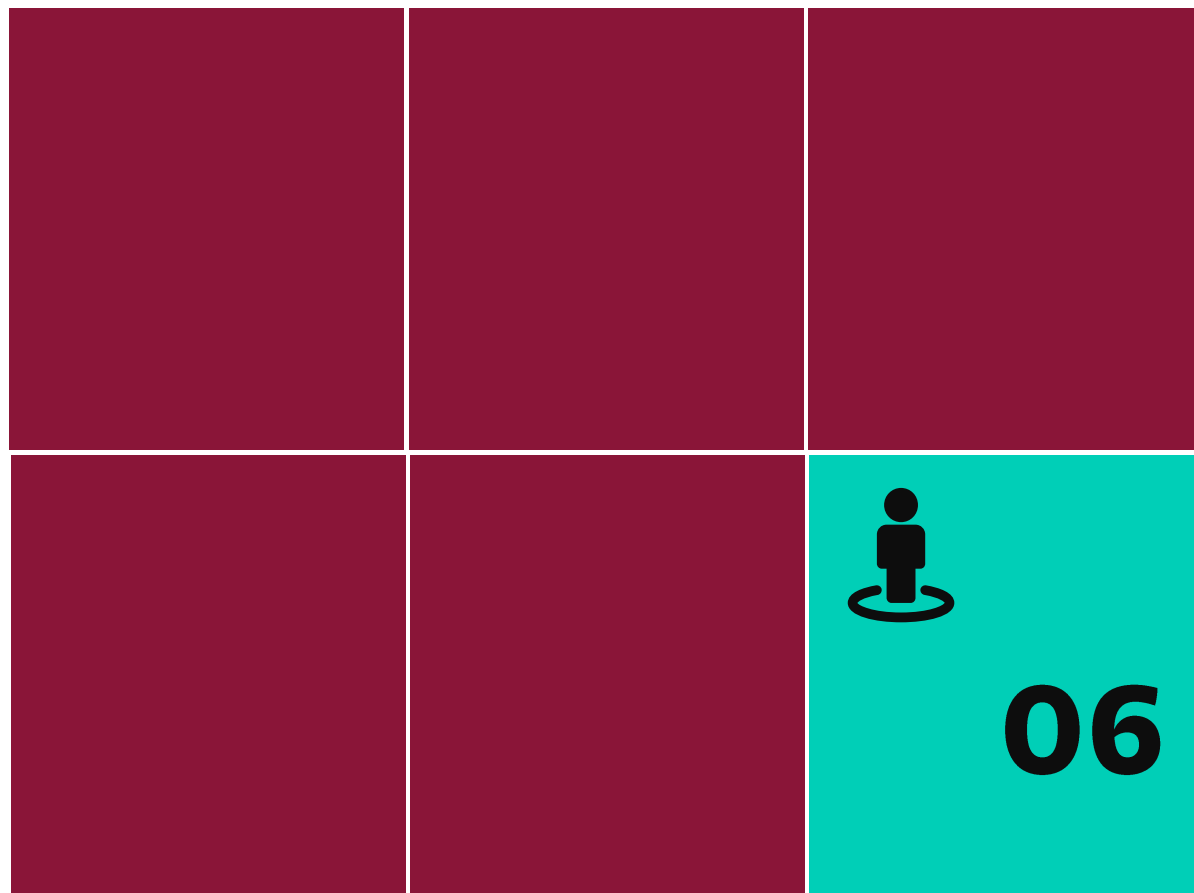
Access Entry Permit

1. Once accommodation booking is validated, an E-mail will be sent indicating when the **Entry Permit** is activated which should be on **October 1st**
2. Login to the **Hayya Mobile App**
3. Click on **“Hayya”** to access your Entry Permit



05

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Get Hayya Help & Support

1. Browse FAQ section to learn more
2. Submit query through the Contact form
3. E-mail info@hayya.qa
4. Call Hayya support numbers provided below:
+974.4441.2022 (Outside Qatar)
2022 (Within Qatar)

Hayya Card Timeline

Hayya Digital Card		
	Local Fans	GCC &International Fans
Deadline to Apply	22 Dec 2022 for All Local and International Fans	
Deadline to Enter Qatar		23 Dec
Approval	Up to 24 Hours	Up to 5 Working Days
Approval During the Tournament	Instantly	Up to 6 Hours
Note : Hayya Digital Card will act as multiple entry permit and it allows you to stay in Qatar till 23 January 2023.		



Thank You



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FIFA.com

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