DIAMOND JUBILEE • USA

MULAQAT

2018

HOUSTON PROGRAM GUIDE

DIAMOND JUBILEE • USA

MULAQAT

MULAQAT CALL CENTER

1-855-55-DJUSA

(1-855-553-5872)

Daily 10:00 a.m.– midnight
Central Standard Time

WEBSITE ADDRESS

The.Ismaili/USAVisit

Please note that any information provided here is subject to change. For updates and additional information, please visit the Ismaili USA app, The.Ismaili/USAVisit website, the Diamond Jubilee Bulletin and Jamati announcements regularly. Please have the notifications turned on in the Ismaili USA app, to ensure you receive real-time and important updates. You can also call the Mulaqat Call Center at 1-855-55-DJUSA (1-855-553-5872) between 10:00 a.m. and midnight CST, 7 days a week.

On this joyous occasion of Mawlana Hazar Imam's visit to the United States, the Jamati Institutions convey heartiest Mubarakis to you and your families.

This is a time of great happiness, as well as reflection and spiritual transformation, as the Jamat comes together to participate in this historic and momentous occasion. As we prepare for the Mulaqat, let us ensure that our spirit of generosity, compassion, and unity is reflected in every thought, word and action. We wish each of you a fulfilling and meaningful experience.

The information that follows, which includes logistics and other pertinent details, will help you prepare for this milestone Mulaqat. For answers to questions not addressed here, please visit the Diamond Jubilee website, the Diamond Jubilee app, the Mulaqat Information Desk or call the Mulaqat Call Center.

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ENTRY CARDS

Entry Card Pick Up

Entry Card envelopes that were not picked up from local Jamatkhanas will be available in Houston starting **Saturday, March 17 – Wednesday, March 21** at the Mulaqat Information and Registration Center at George R. Brown Convention Center. Any adult member of the family with a **valid ID and Registration Form Number** will be able to pick the Entry Card envelope for the family. Included in the Entry Card envelope will be a Mehmani plate card for each family. Starting Friday, March 30, **Mehmani plates** will be available in your local Jamatkhana.

Mulaqat Information and Registration Center
George R. Brown (GRB) Convention Center
1001 Avenida De Las Americas
Houston, TX 77010
Saturday, March 17 – Wednesday, March 21 | 10:00 a.m. – 10:00 p.m. CST

Directions

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TRANSPORTATION & LODGING

Airport and Hotel Welcome Desks

Mulaqat Information Center Volunteers will be available at Houston airports to welcome the Jamat and provide information to Jamati members.

We remind the Jamat to arrange their own transportation to and from the airport. If you decide to rent a vehicle, be sure it has adequate insurance. Most states require personal liability insurance.

Those who take prescription medicine should keep it easily accessible and be prepared for unexpected traffic or delays along the way that could make the drive longer.

Mulaqat Information Center Volunteers will be available at the lobby of selected hotels to welcome the Jamat and provide information to Jamati members.

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JAMATKHANA & OVERFLOW CENTERS

Jamati services will be held in various centers in Houston. The schedules and names of local Jamatkhanas and Overflow Centers are listed below. Please note that Jamati service will begin at **6:30 p.m. CST** followed by dinner.

Saturday, March 17, 2018

Local Jamatkhanas

- Clear Lake
- Headquarters
- Houston North
- Katy
- Principal (open AM only)
- Sugar Land

Overflow Centers (Evening Only)

- George R. Brown Center–Ballroom
- Sugar Land Ballroom
- Village Overflow

Sunday, March 18, 2018

Local Jamatkhanas

- Clear Lake
- Headquarters
- Houston North
- Katy
- Principal (closed)
- Sugar Land

Overflow Centers (Evening Only)

- George R. Brown Center–Ballroom
- Sugar Land Ballroom
- Texas Safari
- Village Overflow (open AM also)

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JAMATKHANA & OVERFLOW CENTERS, *contd.*

Monday, March 19, 2018

Local Jamatkhanas

- Clear Lake
- Headquarters
- Houston North
- Katy
- Principal (closed)
- Sugar Land

Overflow Centers (Evening Only)

- George R. Brown Center–Hall A
- Stafford Centre
- Sugar Land Ballroom
- Texas Safari
- Village Overflow (open AM also)

Tuesday, March 20, 2018

Local Jamatkhanas

- Clear Lake
- Headquarters
- Houston North
- Katy
- Principal (open PM only)
- Sugar Land

Overflow Centers (Evening Only)

- George R. Brown Center–Hall A
- Stafford Centre
- Sugar Land Ballroom
- Texas Safari
- Village Overflow (open AM also)

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JAMATKHANA & OVERFLOW CENTERS, *contd.*

Wednesday, March 21, 2018

Local Jamatkhanas

- Clear Lake (open PM only)
- Headquarters (open PM only)
- Houston North (open PM only)
- Katy (open PM only)
- Principal
- Sugar Land

Overflow Centers (Evening Only)

- George R. Brown Center–Hall A
- Stafford Centre
- Sugar Land Ballroom
- Texas Safari
- Village Overflow

Thursday, March 22, 2018

Local Jamatkhanas

- Clear Lake
- Headquarters
- Houston North
- Katy
- Principal (open PM only)
- Sugar Land (open PM only)

Overflow Centers (Evening Only)

- Sugar Land Ballroom
- Stafford Centre
- Village Overflow

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ACCESS & PARKING

Access to Mulaqat Halls

The small size of each Mulaqat Hall will allow every Jamati member to have good visibility of the stage. The doors to the Mulaqat Hall will open only **2–3 hours before the ceremony**, which will allow Jamati members plenty of time to participate in the 45-minute Intezaari program before Mawlana Hazar Imam's arrival. Entry to Mulaqat venues will be only for Jamati members who have their ceremony scheduled at that date and time. We ask that Jamati members only come to the site during their ceremony date and times.

Arrangements have been made for special assistance drop off at the Mulaqat Venue. The Jamat is humbly requested to follow the directions from Volunteers for parking. The Jamat's cooperation is greatly appreciated.

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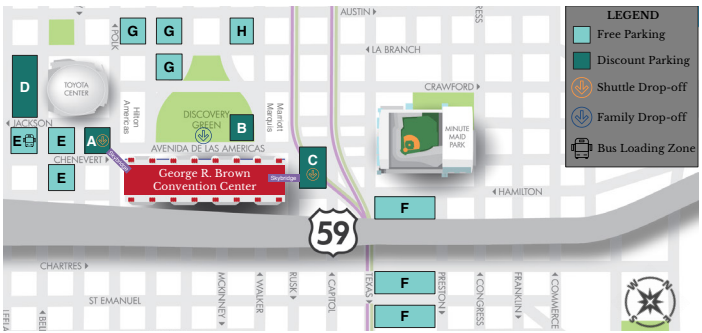
ACCESS & PARKING, *contd.*



A. Avenida South Garage
1710 Polk Street

B. Avenida Central Garage
1002 Avenida de las Americas

C. Avenida North Garage
701 Avenida de las Americas

D. Tundra Garage
1506 Jackson Street

E. LAZ Surface Lot
1400 Chenevert Street

F. Minute Maid Park Lots
499 Saint Emanuel Street

G. Platinum Surface Lot
1150 La Branch Street

H. 5 Houston Center Garage
1401 McKinney Street

Availability for all Parking venues are on a first-come first-serve basis.

Parking Venue	Mar. 17	Mar. 18	Mar. 19	Mar. 20	Mar. 21	Mar. 22
A Avenida South	✔	✔	✔	✔	✔	✔
B Avenida Central	✔	✔	✔	✔	✔	✔
C Avenida North	✔	✔	✔	✔	✔	✔
D Tundra Garage **Must exit by 4:00PM on Mar. 22**					✔	✔
E LAZ Lot	✔	✔	✔	✔	✔	✔
F Minute Maid Park		✔	✔	✔	✔	✔
G Platinum Lot			✔	✔	✔	
H 5 Houston Center **Only available after 5:30PM**			✔	✔	✔	

Legend

Discount Parking: $10	Skybridge to GRB
Free Parking	Shuttle to GRB available
Walking Distance to GRB	Volunteer Parking Venue

NOTE: All Discount Parking Garage tickets must be validated at the Mulaqat Information booths inside GRB prior to Garage exit in order to receive the discount.

George R. Brown (GRB) Convention Center
1001 Avenida De Las Americas
Houston, TX 77010

Directions to Venue

Arrangements have been made for special assistance drop off at the Mulaqat Venue. The Jamat is humbly requested to follow the directions from volunteers for parking. The Jamat's cooperation is greatly appreciated.

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MEDICAL & SPECIAL NEEDS

Jamati members with chronic illnesses such as diabetes, asthma, high blood pressure, or heart disease, are advised to keep an adequate supply of medication and carry copies of prescriptions with a doctor's name and contact information and, where appropriate, MedicAlert bracelets, EpiPens, insulin shots, etc.

Health care professionals and ambulances will be on site to address medical emergencies. Should any member of the Jamat encounter a health problem at any time in the Mulaqat venue, immediately alert a Volunteer on duty near you or **Health Board/Medical Volunteers**, who will be wearing white coats. There will also be a First Aid Center on site. For health issues that occur outside the Mulaqat venue, please follow the standard procedure and go to nearest urgent care or call 911 for any emergencies.

Wheelchairs and Walkers

Members of the Jamat requiring the use of a permanent wheelchair or walker throughout the ceremony are requested to bring their own to the venue. Make sure to include your name and phone number on your equipment. Temporary wheelchairs will be available to transport Jamati members to their seats, meals and restrooms. There will be a designated area for wheelchair seating.

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Chairs

Chairs will be available for those Jamati members who had requested one on their Registration Form. Chair request code will be printed on the individual Entry Card. We humbly request the Jamat not to reserve chairs, as they are on a first come basis.

Parents with Young Children

Accommodations will be made for private spaces for nursing mothers and baby changing stations. Baby diapers, tissues, milk bottles, baby food, noiseless or stuffed toys, child carriers and car seats will be permitted inside the Mehmani Hall. Stroller storage will be available outside the Mehmani Hall before security.

Child/Adult Identification Wristbands

Blank wristbands will be provided for children age 6 years and under as part of the Entry Card envelope for the family. Parents are urged to complete the information and place the wristband on the child. Additional wristbands will be available at the Information & Registration desks at the venue.

Wristbands will also be provided for those who have selected a Medical Code on the Registration Form.

For lost or missing children or adults, please inquire at the Lost & Found or Information Desks located at the Mulaqat venue.

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Refreshments & Dinner

Light snacks will be served on site and water bottles will be available. There are limited exceptions made for individuals with certain medical conditions (e.g. diabetics, those with food sensitivities), as well as parents of young children who require milk, baby formula and/or light snacks. In those cases, please ensure that all items are nut-free. We kindly request that Jamati members refrain from eating during the actual ceremony and that any trash is discarded appropriately.

Dinner will be served at all Houston Jamatkhana and Overflow Centers, including the Mulaqat Venue, from **March 18–21**.

Health and Wellness

Please consider the following tips for staying well.

- Be sure to bring:
  - Health card/private medical insurance information
  - Medications for the day, as they will NOT be available at the venue
  - EpiPen if you have known life-threatening allergic reactions
  - Medic-alert bracelet/card
  - List of any allergies or medical conditions
  - Name and contact information of closest relative and/or next of kin
  - Doctor's name and phone number
- Keep emergency contact information as well as list of medications and allergies with you

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- Stand up and stretch periodically
- Drink plenty of water
- Please wash your hands and/or use hand sanitizer regularly
- Cough/sneeze into your sleeve, not your hands, and avoid touching your eyes, nose & mouth
- If you feel sick, let someone know and seek the assistance of a medical professional
- Locate the First Aid stations & Quiet Rooms
- Coordinate a family meeting location in case of separation
- Dress appropriately for the weather

Frequently Asked Questions

Learn about important health and medical information for seniors, pregnant women and nursing mothers, special needs and individual-specific needs, first aid, and emergencies.

View Medical and Health FAQs

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SAFETY & SECURITY

Jamati members will be required to undergo a security check prior to entering the Mulaqat Ceremony Halls. The security process will involve electronic security scanning to ensure prohibited items are not allowed in the halls. Jamati members are requested not to bring large purses or bags. The security screening process will take time. Jamat's patience and cooperation are greatly appreciated.

Electronic Devices are Prohibited

The Jamat is respectfully requested not to bring any mobile phones, smartphones, smart watches or electronic devices capable of recording audio/video or transmitting data including tablets and personal computers. These items will not be allowed in any of the Mulaqat Halls. Please leave your phones and electronic devices in your car or at home.

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Security Check

Jamati members requiring special assistance for security check, such as those with wheelchairs/walkers, or if you have metal implants/pacemakers or other implanted medical devices, parents with young children, expectant mothers, should check in with security volunteers on duty for expedited processing for the family.

On-site Lockers

A limited number of lockers will be available at the venue that can be rented from a third party vendor for a cost of $10 per locker. The institution is not responsible for any loss or damage of items stored in the lockers. Lockers at George R. Brown Convention Center are located between 10-15 min walk from the Ceremony Halls, on Level 2 near Mezzanine D. Due to the limited number of lockers we request individuals to share lockers with family members. Please note that lockers will not be available at the Smart Financial Centre or the Constellation Field (Skeeters Stadium) Staging Sites for Monday ceremonies.

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Safety & Security Frequently Asked Questions

Learn more about important safety and security protocols for the USA Mulaqat.

View Security Protocols

Facilities at George R. Brown Convention Center

- Quiet rooms/senior comfort zones
- First aid stations
- Lost and found
- Family meeting location (inside and outside Ceremony Hall)
- Facility for InterFaith family members and InterFaith caregivers
- Private spaces for nursing mothers and baby changing stations
- Registration desks
- On site Information desks
- Stroller storage*
- Luggage storage
- Volunteer sign up or check in
- Restrooms

For general inquiries about any of the above facilities, please visit the Mulaqat Information Desk at GRB.

*Please note that strollers will not be allowed into the Ceremony Hall.

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ORIENTATION VIDEO

Mulaqat Site Orientation

An informative video has been prepared for the Jamat to orient them to the space, facilities, and security protocols of the event. Click on the button below to view the video.

Watch Orientation Video

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INTERFAITH FAMILIES

Attending a Mulaqat—visit from Mawlana Hazar Imam—is a unique, special and much anticipated experience for Ismailis around the world. The events and programming surrounding Mulaqat are focused primarily on Tariqah-related activities and are religious in nature.

Arrangements have been made for interfaith family members to wait for those family members who are participating in Mulaqat activities. The interfaith room will be located prior to security check-in. The room is located on Level 2 near Mezzanine D and will have comfortable seating, media, snacks and activities for children.

Arrangements have also been made at the George R. Brown (GRB Convention Center Overflow for interfaith family members to wait during Jamatkhana ceremonies.

Please note that there are no designated waiting areas at Smart Financial Centre and Constellation Field (Skeeters Stadium) for interfaith family members. However, family members may choose to wait in the stadium seating area.

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VOLUNTEERING OPPORTUNITIES

Volunteering opportunities during the upcoming Diamond Jubilee Mulaqat are available for those volunteers already registered in the Jubilee Event Management System (**JEMS)**. All volunteers registered in JEMS are encouraged to visit the registration desks to select their duty days.

Please note that you can also visit the Overflow Centers in Houston to select additional duty days. For more information, please call the Diamond Jubilee Information line at **855-553-5872.**

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CHECKLISTS

Pre-Departure Checklist

Before arriving at the Mulaqat Hall, please ensure you have these important items with you:

- ☐ Make sure each family member has their **Entry Card**, all necessary ceremony cards, and every adult has a **valid photo ID**. Children under 18 years old do not need a photo ID.
- ☐ Pack all your medications.
- ☐ On the day of the Mulaqat, leave all prohibited items safely at home (including cellphones).
- ☐ Properly secure your home and businesses.
- ☐ Plan your travel route to the Mulaqat hall, including traffic.

View Detailed Pre-Departure Checklist

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Mulaqat Day Checklist

Below is a checklist of items you need to bring with you on Mulaqat Day.

- ☐ Entry cards and other ceremony cards
- ☐ Valid photo IDs for all adults 18 and over
- ☐ Necessary medications and medical supplies
- ☐ Permanent wheelchair or walker
- ☐ Baby needs and supplies
- ☐ Food for members with allergies or special diets that are nut-free
- ☐ List of family member names and phone numbers
- ☐ Child identification wristbands
- ☐ Comfortable footwear
- ☐ Shawls/sweaters

View Detailed Mulaqat Day Checklist

REMINDER: Please note that ALL mobile phones, smart phones, smart watches and electronic devices capable of recording audio or video, including tablets, personal computers, as well as any other devices capable of photographing, broadcasting or receiving data will not be permitted inside the Mulaqat hall.

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IMPORTANT REMINDERS

Protect Your Home and Business When Traveling

The Council would like to remind the Jamat to take appropriate safety measures to protect their homes, businesses, and vehicles during the visit. For those traveling from outside the Mulaqat city, please ensure that your homes are properly locked, security alarms activated, lights turned on as appropriate, mail placed on hold, and your vehicles are parked securely. Additionally, law enforcement officials commonly advise individuals not to post their vacation information on social media until after they have returned.

Ask-Me Volunteers

For any information, refer to the Ask-Me volunteers stationed at multiple locations at the Venue on the day of the Mulaqat.

Sanctity of Space

The venue for the Mulaqat, in which the Jamat will be in the physical presence of Mawlana Hazar Imam, is intended to be a space for peaceful congregation and contemplation. Therefore, we kindly request the Jamat's assistance and cooperation with the volunteers, so that we can maintain a peaceful, dignified and clean space appropriate for religious ceremonies of this nature.

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Mubaraki and Welcome to Houston Mulaqat!

Additional information for Jamati members visiting Houston for the USA 2018 Mulaqat is available on the Mulaqat website.
Click on the button below to view the information.

Houston Mulaqat

The.Ismaili/USAVisit

1-855-55-DJUSA

1-855-553-5872