

### OUR MISSION

To reliably provide excellent and efficient services which will make our clients comfortable at all time.

### OUR VISION

To be the very best Travels & Tours Agency in Nigeria and one of the best in the World.



Suite A10 Bensima House, 3 Red Sea Close, Off Aguiyi Ironsi Street,  
(Behind National Boundary Commission, Opp. Maitama District Hospital)  
Maitama, Abuja, Nigeria.

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+234 805 667 0013, +234 803 314 2480



# UMRAH & HAJJ



**2023**  
**1444AH**  
PACKAGES



Accredited  
Agent



### IMPORTANT NOTICE:

- ⦿ All payments, passports and other documents must be in our office latest two weeks for Umrah and four weeks for Hajj before your intended departure date.
- ⦿ The hotels mentioned above are all subject to availability. In that regard, where a chosen hotel is not available, the most suitable alternative will be provided.

## ACCOUNT DETAILS

1	ACCESS BANK	N ACCT	0016625525
		\$ ACCT	0016819199
2	GTBANK	N ACCT	0023246167
		\$ ACCT	0023246174
3	JAIZ BANK	N ACCT	0000283836
		\$ ACCT	0008389868
4	TAJ BANK	N ACCT	0001932004
		\$ ACCT	0001932358
5	ZENITH BANK	N ACCT	1011008104
		\$ ACCT	5072458586
6	KEYSTONE BANK	N ACCT	1001261519
		\$ ACCT	1002954047
7	FCMB	N ACCT	0981400014

ALL PAYMENTS SHOULD BE MADE IN FAVOUR OF  
COMEREL TRAVELS AND TOURS NIGERIA LIMITED.  
WE DO NOT ACCEPT CHEQUES OR CASH.  
DO NOT PAY INTO THESE ACCOUNTS UNTIL  
WE HAVE CLEARED YOU PLEASE.

### SAUDI ENTRY VISA

COMEREL processes one-year Saudi multiple entry visas for both adults and children for issuance by the Embassy.

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## CHAIRMAN'S ADDRESS



Arc. Umaru Usman Karaye  
Chairman

All praise is for Allah, Who is deserving of praise and adoration. He alone possesses the Cloak of Greatness and the Attributes of Glory and Highness. He it is Who aids His Allies by granting them abundant patience in ease and difficulties and gratefulness at times of trial and blessing. And may continuous peace be upon Muhammad, the Master of the Prophets, his pure, dignified Companions, and his pious, noble Family.

Our focus continues to remain to **provide our esteemed customers with the usual efficient and reliable services that will ensure their comfort and freedom so as to concentrate on their spiritual rites for which they are in the Holy land.**

To achieve this, we continue to innovate new ideas to respond to changing needs of our customers and the requirements of our regulators both at home and in the host Country. In addition to our unique African Cuisine in the 5-star hotels and at *Arafat*, we provide special accommodation to our pilgrims in a serene and safe location at both *Minaa* and *Arafat*. We also excite our pilgrims with the quality of our transportation system and the provision of guidance for all spiritual activities.

These feats can only be achieved through the support of our customers, especially those who have kept faith in us for all the good and challenging years.

This year's challenges are unique, and so are our preparation to mitigate them. Our host Country has come up with a number of policy changes for hajj operation as a result of its 2030 transformation strategic plan. At home, the continuous weakening of the naira value is weakening intending pilgrims' chances to make it to the Holy Land. Consequent upon these, our newly introduced Hajj packages aim to address these challenges without compromising the quality of service we are known for.

Now that elections are over, Muslims will troop to the Holy land to thank Allah for His mercies and seek more blessings for the coming years. Our services will fit well with these travel intentions, surely.

We look forward to meeting you for the 2023 Hajj rites, Inshaa Allah, for more pleasant surprises.  
AssalamAlaikum.

## MD'S WORDS



Abubakr Sideeq Muhammad  
MD/CEO

The current Comerel Umrah & Hajj brochure features the Superior (with 4-star hotels in Makkah and Madinah) and the Premium options (5-star hotels). Elaf Taqwah, Madinah and Anjum Hotel, Makkah will accommodate the *Superior Package pilgrims*, while The Oberoi Madina and Rayhaan, Makkah are for the Premium pilgrims. But the dynamics of the change in the industry dictate greater flexibility in the choice of hotels in Umrah.

Thus, pilgrims can choose any hotels they prefer, subject to availability, and Comerel will confirm with variations in rates if there are any.

In Hajj, the same hotels mentioned above in Madinah, for Umrah, will be used, of course, without the flexibility of choosing hotels different from the ones advertised. In Makkah, Azka Al Safa Hotel will house the Superior Package pilgrims.

The *Premium Package of Hajj* has two options - **A** and **B** on hotels in Makkah; the one with Rayhaan and the other with Fairmont.

For the *Budget/Deluxe Hajj Package*, pilgrims will be in **Tent D** in *Masha'ir*. We plan to upgrade to a higher option once the *Mu'assasah Company* introduces it.

The Umrah and Hajj industry is changing; Comerel is changing and *moving with the cheese* accordingly. Organising Umrah trips, for instance, is altered radically so visas can be processed and issued within 24 hours and so.

Whether the operation is Umrah or Hajj, we warrant the best services. We are victors in the race!

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## ITINERARY FOR UMRAH RAMADAN, 2023

### FIRST TEN NIGHTS

TAKE OFF DAY  
MARCH 22, 2023

DAY 1 TO DAY 3  
MADINAH  
MARCH 23 – 26

DAY 3 TO DAY 10  
MAKKAH  
MARCH 26 – APRIL 2

RETURN DATE  
APRIL 2, 2023

### LAST TEN DAYS

TAKE OFF DAY  
APRIL 6, 2023

DAY 1 TO DAY 4  
MADINAH  
APRIL 7 – 11

DAY 4 TO DAY 14  
MAKKAH  
APRIL 11 – 22

RETURN DATE  
APRIL 22, 2023

## UMRAH RAMADAN SUPERIOR (FIRST TEN NIGHTS PACKAGE)

### PACKAGE OPTIONS

- **Madinah Hotel**  
Elaf Taqwa
- **Makkah Hotel**  
Anjum

### COST IMPLICATION

(PRICES DO NOT INCLUDE TICKET)

SINGLE OCCUPANCY:	\$6,300
DOUBLE OCCUPANCY:	\$3,900 PER PERSON
TRIPLE OCCUPANCY:	\$3,250 PER PERSON

## WHAT YOU GET

- **THREE (3) NIGHTS IN ELAF TAQWA HOTEL, MADINA (BED, IFTAR AND SAHUR)**
- **SEVEN (7) NIGHTS IN ANJUM HOTEL , MAKKAH (BED, IFTAR AND SAHUR)**
- **UMRAH VISA**
- **VIP TRANSPORT**

### TICKET DEPOSIT

First Class: ? 4Million, Business Class: ? 2Million Economy: ? 1Million



**UMRAH RAMADAN PREMIUM  
(FIRST TEN NIGHTS PACKAGE)**

**PACKAGE OPTIONS**

- **Madinah Hotel**  
The Oberoi Madina
- **Makkah Hotel**  
Al Marwa Rayhaan Hotel By Rotana



**COST IMPLICATION**

(PRICES DO NOT INCLUDE TICKET)

SINGLE OCCUPANCY:	\$12,200
DOUBLE OCCUPANCY:	\$7,100 PER PERSON
TRIPLE OCCUPANCY:	\$6,100 PER PERSON

**WHAT YOU GET**

- **THREE (3) NIGHTS IN THE OBEROI HOTEL, MADINA (BED, IFTAR AND SAHUR)**
- **SEVEN (7) NIGHTS IN AL MARWA RAYHAAN HOTEL, MAKKAH (BED, IFTAR AND SAHUR)**
- **UMRAH VISA**
- **VIP TRANSPORT**

**TICKET DEPOSIT**

First Class: ? 4Million, Business Class: ? 2Million Economy: ? 1Million

**UMRAH RAMADAN SUPERIOR  
(LAST TEN DAYS PACKAGE)**

**PACKAGE OPTIONS**

- **Madinah Hotel**  
Elaf Taqwa
- **Makkah Hotel**  
Anjum



**COST IMPLICATION**

(PRICES DO NOT INCLUDE TICKET)

SINGLE OCCUPANCY:	\$13,150
DOUBLE OCCUPANCY:	\$7,200 PER PERSON
TRIPLE OCCUPANCY:	\$5,800 PER PERSON
QUAD OCCUPANCY:	\$5,200 PER PERSON

**WHAT YOU GET**

- **FOUR (4) NIGHTS IN ELAF TAQWA HOTEL, MADINA (BED, IFTAR AND SAHUR)**
- **TEN (10) NIGHTS IN ANJUM HOTEL , MAKKAH (BED, IFTAR AND SAHUR)**
- **UMRAH VISA**
- **VIP TRANSPORT**

**TICKET DEPOSIT**

First Class: ? 4Million, Business Class: ? 2Million Economy: ? 1Million



**UMRAH RAMADAN PREMIUM  
(LAST TEN DAYS PACKAGE)**

**PACKAGE OPTIONS**

- **Madinah Hotel**  
The Oberoi Madina
- **Makkah Hotel**  
Al Marwa Rayhaan Hotel By Rotana

**COST IMPLICATION  
(PRICES DO NOT INCLUDE TICKET)**

<b>SINGLE OCCUPANCY:</b>	<b>\$23,700</b>
<b>DOUBLE OCCUPANCY:</b>	<b>\$12,700 PER PERSON</b>
<b>TRIPLE OCCUPANCY:</b>	<b>\$10,800 PER PERSON</b>



**WHAT YOU GET**

- **FOUR (4) NIGHTS IN THE OBEROI HOTEL, MADINA (BED, IFTAR AND SAHUR)**
- **TEN (10) NIGHTS IN AL MARWA RAYHAAN HOTEL, MAKKAH (BED, IFTAR AND SAHUR)**
- **UMRAH VISA**
- **VIP TRANSPORT**

**TICKET DEPOSIT**

First Class: ? 4Million, Business Class: ? 2Million Economy: ? 1Million

**ITINERARY FOR HAJJ 2023**

**TAKE OFF DAY  
JUNE 19, 2023**

Unless there are no flights, we will depart for Madinah on this day.

**DAY 1 TO DAY 4  
MADINAH  
JUNE 20 - 23**

Our arrival day in Madinah, you will be given oral polio vaccine and another antibiotic at the point of entry; please accept them.

Typically, after immigration formalities, international passports are to be submitted to the appropriate officials. The patience Hajj demands starts here. Usually, we distribute the hotel room keys in the bus enroute the hotel. This means you merely label your luggage with your room number and give to the concierge at the hotel and it shall be brought to your room. You can then proceed to your room without the hassles of checking in.

The meal times and prayer times will be given to you in the welcome bulletin. The COMEREL prayer mat on your bed is a souvenir. Please rest well and get ready for Ziyaarah and visits to the other places of interest the following day or the next. Also, ensure that you get your ihram cloths if you have none. When to check out and where to place your luggage will be discussed in the bulletins. The journey to Makkah will be by Haramain High Speed Train / by Air via Jeddah. You should be prepared to wear your ihram from the hotel and to make your intention for Umrah immediately after take-off.

At that point, you begin to chant the talbiyyah (see handbook given to you for details). All luggage will proceed to Makkah by road ahead of the group. After reaching Jeddah airport, you will be transferred to VIP buses which will convey you to Makkah by road. There are checkpoints on the road; they are compulsory stops, please bear with the situation patiently.

**DAY 4 TO DAY 8  
MAKKAH  
JUNE 23**

The hotel keys to your Makkah rooms will be distributed on the way to Makkah from Jeddah unless something unforeseen happens. The talbiyyah continues until you sight the haram.

There is usually a lot of chaos on this day and you should prepare your mind for it. The traffic situation may mean you will disembark from the bus some distance to the Haram and trek to the hotel. If things go as planned, however, we will deliver you to the hotel basement from where you label your luggage with your room number, ensure it is picked up and then you proceed to your room.

The luggage will be brought to your room, supervised by our staff. You will get the times of prayer and information about meal times and feeding area from our bulletin.

You can take a shower and then head to the mosque to perform Umrah. After Umrah, you will remove your ihram clothing and take a shower. Take advantage of being in the Haram to get to the mosque early, say all your prayers in the mosque and amass as many good deeds as possible.

Treat people kindly, give to the poor and control your anger and tongue. Await our instructions via bulletins to pack in readiness for the movement to Minaa on the 8th day of the month of Hajj, the day of Tarwiyah. Typically, we distribute small bags which should carry only the essentials you need for the trip. A good rule of the thumb is to carry an extra ihram and medications (if any) as well as telephone chargers and any valuable you have in your bag in the hotel (money, jewellery and electronic gadgets).

## ITINERARY FOR HAJJ 2023

### **DAY 8 (TARWIYAH) MINAA JUNE 27**

On this day, we head out early. This means you should take your bath and prepare for the ihram early. The intention for Hajj is said aloud from your hotel room. Please proceed to the designated take-off point and board the buses when requested to. Breakfast is usually eaten at Minaa. Please eat well, rest well and do as much remembrance of Allah as you can. Avoid idle talk as much as possible and keep in mind what brought you. Also, keep the hope of Allah's reward fresh in your mind and make it the sole motivation for each good deed you contemplate or do.

### **DAY 9 ARAFAH JUNE 28**

Early in the morning, we will head out for 'Arafah. Breakfast will be served there, insha Allah. Please read up what is expected of you at 'Arafah from the booklet we have given you for the purpose. Please listen to the sermons and use your time wisely. Sleep if you have to but do not forget to concentrate your efforts on prayers and similar devotions after the combined prayers of zuhr and 'asr. We will tell you which bus to board if you will be staying at Muzdalifah till dawn or proceeding by midnight. Just before sunset, we will board our buses and load food for the stay at Muzdalifah. At sunset, we will proceed to Muzdalifah.

### **DAY 10 MUZDALIFAH -MAKKAH -MINAA JUNE 29**

Muzdalifah is an open place. There are no demarcations and no clear-cut boundaries for people. This leaves a lot of room for chaos.

We will strive to get a good spot for our pilgrims and spread our carpets. We will pray Maghrib and 'Ishaa combined and eat dinner. The main task here is to rest and prepare for the next morning. Avoid separating from the group on the way to Makkah. If things go as planned, we might be lucky to reach Makkah before the Eid prayers. Pray and perform the tawaf and sa'y (please see your booklet for details). Please return to your hotel and await the bus to convey you back to Minaa. At this point, you do not need to be in ihram any further. Upon reaching Minaa, please endeavour to stone the Jamratul 'Aqabah and return to your tent with the group. Please avoid separating from the group.

### **DAY 11 TO DAY 12 MINAA JUNE 30 - JULY 1**

In Minaa, please keep remembering Allah, listening to sermons, reading the Quran and generally amassing good deeds. Avoid fights and altercations. Please be patient. On the day we leave for Makkah again, we will trek to the tunnels leading to the area known as 'Aziziyah where all buses must wait to pick their pilgrims.

### **DAY 13 TO DAY 14 MAKKAH JULY 2 - 3**

The days in Makkah will be spent judiciously. Please remain patient and steadfast in performing your acts of worship. On the day of departure, please do your farewell tawaaf and prepare to leave. If you have used the hotel's services or consumed any extra items from the mini fridge in your room, kindly settle the bill to reduce the delay we encounter trying to get pilgrims to settle their bills at the last minute. May Allah accept our worship.

## ITINERARY FOR HAJJ 2023

### **RETURN DATE JEDDAH JULY 3, 2023**

The airport here is not too friendly and we may have to endure a long wait standing in a queue.

Please be patient. Please remember the luggage allowance on your ticket. Try not to exceed it or prepare to pay for it in advance.

DETAILS OF DAILY MOVEMENTS ARE SUSCEPTIBLE TO CHANGES; THEREFORE, THEY WILL BE CONTAINED IN OUR DAILY BULLETINS.



## HAJJ PREMIUM OPTION A (RAYHAAN)

### PACKAGE OPTIONS

- **Madinah Hotel**  
The Oberoi Madina
- **Makkah Hotel**  
Al Marwa Rayhaan Hotel By Rotana



### COST IMPLICATION

(ECONOMY CLASS TICKET INCLUDED)

SINGLE OCCUPANCY:	\$40,000
DOUBLE OCCUPANCY:	\$27,800 PER PERSON
TRIPLE OCCUPANCY:	\$25,100 PER PERSON
QUAD OCCUPANCY:	\$23,700 PER PERSON

## WHAT YOU GET

- **THREE (3) NIGHTS IN THE OBEROI MADINA HOTEL, (FULL BOARD)**
- **TEN (10) NIGHTS IN AL MARWA RAYHAAN HOTEL, MAKKAH (HALF BOARD)**
- **TENT A IN MINAA AND 'ARAFAH**
- **HADAYA (SACRIFICIAL RAM)**
- **HAJJ VISA**
- **VIP TRANSPORT**
- **LOCAL FLIGHT/HARAMAIN HIGH-SPEED TRAIN TO MAKKAH FROM MADINAH**
- **FREE CUSTOMIZED HAJJ AND UMRAH RITES BOOK**
- **ECONOMY CLASS RETURN TICKET**
- **FREE 5-LITRE ZAM-ZAM UPON RETURN (MUST BE REDEEMED WITHIN A MONTH FROM THE DATE OF RETURN. OTHERWISE IT IS FORFEITED)**

### TICKET DEPOSIT

First Class: ? 4Million, Business Class: ? 2Million Economy: ? 1Million

## HAJJ PREMIUM OPTION B (FAIRMONT)

### PACKAGE OPTIONS

- **Madinah Hotel**  
The Oberoi Madina
- **Makkah Hotel**  
Fairmont, Makkah



### COST IMPLICATION

(ECONOMY CLASS TICKET INCLUDED)

SINGLE OCCUPANCY:	\$43,100
DOUBLE OCCUPANCY:	\$29,000 PER PERSON

## WHAT YOU GET

- **THREE (3) NIGHTS IN THE OBEROI MADINA HOTEL, (FULL BOARD)**
- **TEN (10) NIGHTS IN FAIRMONT HOTEL, MAKKAH (HALF BOARD)**
- **TENT A IN MINAA AND 'ARAFAH**
- **HADAYA (SACRIFICIAL RAM)**
- **HAJJ VISA**
- **VIP TRANSPORT**
- **LOCAL FLIGHT/HARAMAIN HIGH-SPEED TRAIN TO MAKKAH FROM MADINAH**
- **FREE CUSTOMIZED HAJJ AND UMRAH RITES BOOK**
- **ECONOMY CLASS RETURN TICKET**
- **FREE 5-LITRE ZAM-ZAM UPON RETURN (MUST BE REDEEMED WITHIN A MONTH FROM THE DATE OF RETURN. OTHERWISE IT IS FORFEITED)**

### TICKET DEPOSIT

First Class: ? 4Million, Business Class: ? 2Million Economy: ? 1Million





## HAJJ BUDGET / DELUXE

### PACKAGE OPTIONS

- Madinah Hotel  
Elaf Taqwa
- Makkah Hotel  
Azka Al Safa

### COST IMPLICATION

(ECONOMY CLASS TICKET INCLUDED)

**\$12,100 PER PERSON**

**QUAD ROOM**



## WHAT YOU GET

- THREE (3) NIGHTS IN THE ELAF TAQWA HOTEL, (FULL BOARD)
- TEN (10) NIGHTS IN AZKA AL SAFA HOTEL, MAKKAH (HALF BOARD)
- TENT D IN MINAA AND 'ARAFAH
- HADAYA (SACRIFICIAL RAM)
- HAJJ VISA
- VIP TRANSPORT
- LOCAL FLIGHT/HARAMAIN HIGH-SPEED TRAIN TO MAKKAH FROM MADINAH
- FREE CUSTOMIZED HAJJ AND UMRAH RITES BOOK
- ECONOMY CLASS RETURN TICKET
- FREE 5-LITRE ZAM-ZAM UPON RETURN (MUST BE REDEEMED WITHIN A MONTH FROM THE DATE OF RETURN. OTHERWISE IT IS FORFEITED)

### TICKET DEPOSIT

First Class: ? 4Million, Business Class: ? 2Million Economy: ? 1Million

## MEMORIES FROM HAJJ 2022





# MEMORIES FROM HAJJ 2022

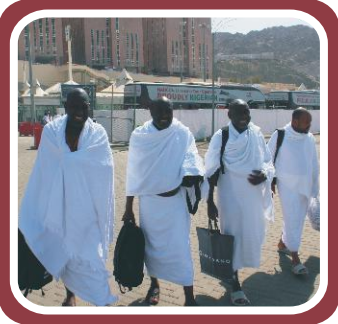
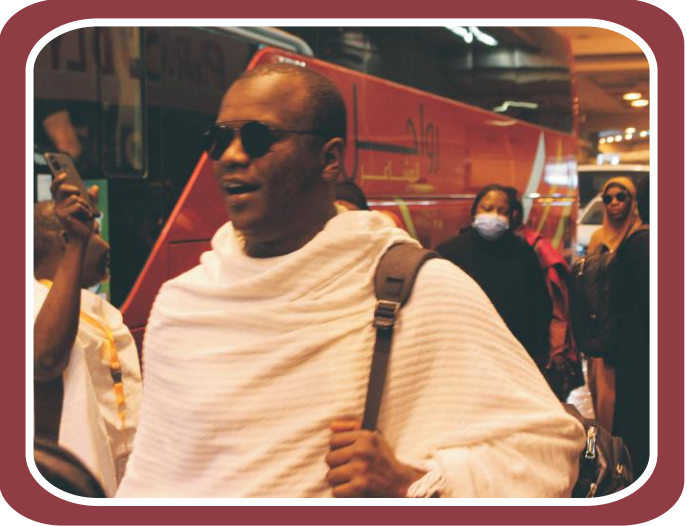


# MEMORIES FROM HAJJ 2022





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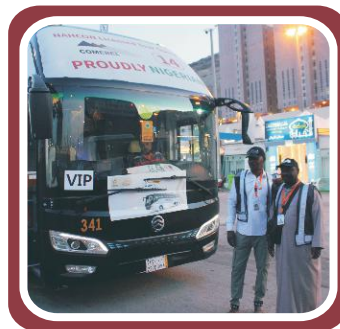
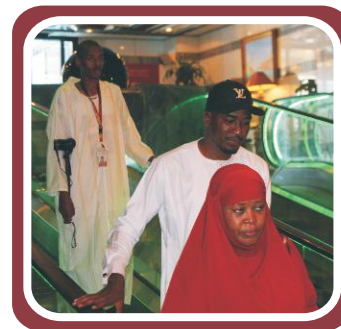
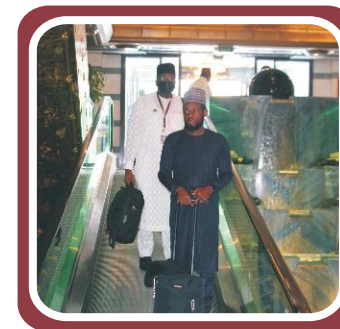




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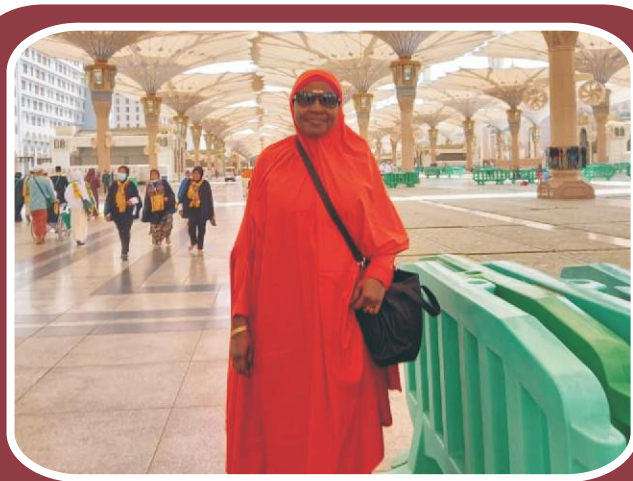
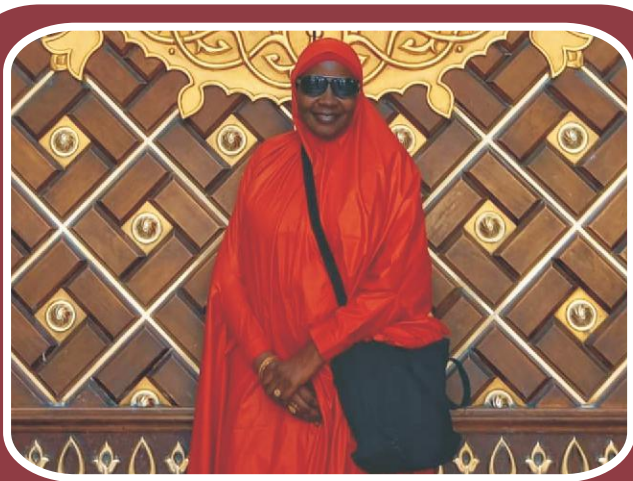


# MEMORIES FROM HAJJ 2022

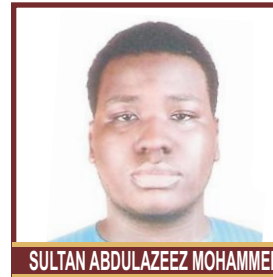




## MEMORIES FROM UMRAH 2022



## FEEDBACK FROM HAJJ 2022 PILGRIMS



SULTAN ABDULAZEEZ MOHAMMED

**As a pilgrim from the UK, what can you say about COMEREL services vis-à-vis your friends who came through UK agents?**

To start, I've had three or four friends I've met with other agencies, and they told me that they'd not seen anything like COMEREL. Coming from the UK and other places where they school as well, you would expect that or maybe you would like to be eating rice, but we came to COMEREL, we saw Masa, Pounded Yam, and Tuwo, and we're all thrilled. Those of them that came with other agencies they were eating Arabian Rice, which is suitable for the Arabian people, which that's their culture but our culture is you know Tuwo, as I said Masa and me personally as someone who likes Masa I was very very happy to see myself. So you know COMEREL provided us with delicious food and they welcomed our culture in the foreign land which is something scarce as I've seen as my friends have noticed too. So if it's in terms of what you asked, COMEREL did a fantastic job.

**If you can bring any of your friends on board, would you gladly do that?**

That shouldn't be a question to ask me because, genuinely speaking, I've already recommended COMEREL so much, and I will continue doing it because I'm pretty proud of the services in return for what I paid. The return on investment in value was quite good because I got everything I was expecting and more.

**As a first-timer who must have had some twitchiness about the rigours of Hajj, and you're now about rounding up, what is your assessment so far?**

Well, from what I heard, I'm sure 90% of the people who haven't performed Hajj have also heard it is like a pit latrine; you sleep on the floor. But when I came with COMEREL, I was so surprised because they sent us a picture of the beds and the toilets. Is this a tent or a hotel room? Genuinely speaking because it was quite shocking, as I saw different things from what I heard. People were trying to discourage me that, oh, it's scary. I walk for a while. I didn't even walk from Muzdalifah. It was a bus, and I was so surprised and happy because I could do my Dua's without needing to catch my breath, without everything. We were done with everything by 4:00 AM, so we were able to meet the prayers. I'm very proud of this as well.

**On a scale of 1-100, what percentage would you give COMEREL?**

Now I'll give COMEREL a 90%. After all, I don't want to give the highest (100%) because I follow what I hear: nothing is perfect.



MEMUNAT JUMOKE MOHAMMED

**How did you get to know about COMEREL?**

So I found out about COMEREL from my Mom. She was trying to find one of the agencies that would take us to Hajj and make it easy because this was my first Hajj and my brother's first Hajj.

And she wanted us to have an experience that wouldn't stress us, so we would like to return.

**How did your Mom find out about COMEREL?**

She had referrals from a particular friend, and the friend was telling her how nice it was, and she wanted us to try it out because she thought it would be good.

**As a first-timer, how would you assess the experience so far?**

Okay. So obviously, before you go for Hajj, people always have things to tell you. They'll let you know that your walk and suffering will be strenuous.

So already, my Mom prepared us for some stress, but it's been effortless. It's been super easy. You have food everywhere; you don't have to walk that much.

So for a first-timer, I had a very, very, very good first time because I didn't feel much stressed. So yeah, it was a good experience.

**On a scale of 1-100, what percentage would you give COMEREL?**

I would give COMEREL 89 to 95% because they made everything easy for me. They had good food; we had much rest. We didn't have to walk much. And overall, it was very organised, and I liked that.

So I rate it very highly, and I recommend anyone coming for either Umrah or Hajj to use COMEREL.



## FEEDBACK FROM HAJJ 2022 PILGRIMS



MUSTAFA BABA SHEHU

### How did you know about COMEREL?

Well, I also learned about COMEREL's existence through a friend in the industry. His name is Alhaji Kandahar, and he is an amiable and jovial person who also does visas for students and other residents

who want to reside here in Saudi.

### As a first-timer, how would you assess the exercise so far?

Well, Alhamdulillah! Hajj is a lifetime of experience. Having heard of it from our parents and grandparents, we thought it would be a heavy task. And we have come to see that it's indeed a serious task. However, it's filled with endless blessings, Masha Allah, moving down from Makkah down to Mina and then Muzdalifah has been a seamless experience generally because Hajj is Hajj, you know, expect the unexpected.

### How did you see the services provided by COMEREL at each stage?

COMEREL, as a company, has tried, and they have over-promised, and in a greater sense of things, they have over-delivered. Some aspects of the things were not in the company's hands, you know, it's very much understandable that the government of Saudi is heavily involved. However, Alhamdulillah, generally, it's been a marvellous experience. Alhamdulillah, it's been a fulfilling experience and, most significantly, a spiritually fulfilling experience. That's what I would take home from this trip with COMEREL to Hajj, Alhamdulillah!

### You've been on Umrah with COMEREL in the past, and now we're together on Hajj. Would you like to continue patronising COMEREL?

Yeah, Alhamdulillah! COMEREL is the first company I've been to Hajj with, and insha Allah, and I'm sticking with COMEREL because you don't only get the professional aspect of things. Still, you also get the spiritual part by having an Ameerul Hajj on the trip. You get guidance whenever you need help with something. They have thought about these things, and of course, the company has had numerous trips, so it has built both local (Saudi Arabian) and Nigerian knowledge. It's amazing. I'll use COMEREL again, insha Allah.

### On a scale of 1 to 100%, what percentage would you want to give to COMEREL?

I'll give COMEREL 90% and above because everything has exceeded expectations. There is no trip without faults here and there. Only some things are within COMEREL's control. There is Allah in play in everything that we do. So, as a company, COMEREL has done superbly well. And 90% and above is a good rating.



DR. USMAN YAHYA KANSILA

### You are not a first-timer. You have vast experience in Hajj. How can you assess the quality of services you have received so far? (Munah, Arafah, Masha'ir, food quality and attention you have gotten from the Comerel staff).

I want to use this opportunity to congratulate the Muslim Ummah worldwide for observing this Eid AlAdhah and us, who happened to be opportune to attend the Hajj this year. Alhamdulillah!

I want to commend the efforts and excellent preparation of Comerel as a company, their staff, individuals, and the entire team. I attended several Hajj, as you mentioned, but this is the first time for me to perform my Hajj with Comerel. I used to see your activities from a distance. Even then, I used to observe a well-organised company, but to be honest, when I now participate and enjoy the company's services, I understand that I underestimated the company's arrangement, preparation and commitment. Let me start with our coming into the Mashaa'ir; we were well orderly, in a perfect and sound bus with a beautiful reception.

### Mashaa'ir

On our arrival at Mashaa'ir, we were gathered in a well and orderly manner, in a very good sound bus and had an incredible reception.

### How would you assess the Quality of our Communication?

Comerel has a powerful communication mechanism. Comerel is a very serious company. They consider the welfare of their pilgrims very important. We enjoyed the services.

## FEEDBACK FROM HAJJ 2022 PILGRIMS



DR HABIBA MUDA LAWAL

### What is the difference between COMEREL and other tour operators?

Well, like you said, it is not my first time with COMEREL, nor is it my second, and I have also been privileged to travel as a state pilgrim some years ago; I've also traveled with the Hajj

commission at some level, and all of that.

But explicitly focussing on the activities from the earth, that is where the interest is. During this stay in Muna, I have observed increased efficiency and communication relative to the last time I was with COMEREL and also with my mother and my son was also with COMEREL a few years ago, So I will say in terms of effectively communicating between the management of COMEREL and the pilgrims, that has been increased significantly. And once there is an increased flow of information, people are ready to cooperate and make coordination better; that is one (1).

Number two (2), the general quality of the services has also been apt; when I say the available quality of the services, I mean the attention, the response, the preparation and even the accommodation.

In terms of transportation, the organisation was seamless; we moved, and we didn't waste time; I recall it may be the last time I was with COMEREL; we waited longer trying to get more pilgrims to come on board on the right time and all of that, but this time around; as I observed, we spend just five to ten minutes, and everybody was on the bus, and we were off. And then we were dropped very close to the tents, which I'd never seen anywhere. My past experiences from both sides, even as a VIP pilgrim of a government, is that you trekked to get to your tent after the bus stopped, so we got privilege on the first day, i.e. on the 8th of Zull-Hijjah.

I've also observed that the quality of the accommodation has more than doubled in years past. I still remember the sunny days here in Muna. We used to come with our prayer mats as state pilgrims. You buy your mats for 2 riyals, you back it up, and you come here and then spread it up on any space you find.

That was for the experience for state pilgrims, but even within COMEREL, what we used to have was just mattresses, and now we have moved; the tents are of better quality, we have mattresses, and even the quality of the mattresses has changed, now we have the bed, and there is well roped, the numbers in the rooms are virtually the same, maybe someone increases or so, but the space is quite comfortable, because for my location if we want to pray every one of us can put her prayer mat by her bedside and still pray, and there is still space. So yes! The quality of the service has increased significantly, and the trade name of COMEREL has come to stay. If I yam add, COMEREL people need to know more about COMEREL; COMEEREL needs to tell the story.

People only know a little about COMEREL. They are doing significantly well, they have moved, and I expect by now COMEREL should have expanded bigger and more than this, but we will not go there; maybe eventually they have reasons for where they are keeping their numbers, but I believe that they have become expert planners, their experience has come to stay. And the movement from here to Arafah was seamless; in five-ten minutes, everybody was on the bus, we aligned tents in Arafah, were waiting for us, and I don't think there is another agency! IS COMEREL AND OTHERS! Like in Mercedes, Mercedes and others. It is COMEREL and others in terms of travel services.

But there is something I will say. In that case, that can add value to is as we come to Muna; everybody should have the street name and the address of the tents, giving a card or something to each pilgrim in case they get lost. They have no reason to miss their way. Even that possibility is slim because people go to the stoning with a leader who typically knows the way.

And then this is something COMEREL has been doing since 2015, within all that we eat, we can get Nigerian cuisine, so for those who long for our favourite Tuwo, we seem to get it. It makes you feel at home, and when I was coming, I was saying, I don't know when I will eat Tuwo again, so the last meal I ate was Tuwo. So then I was happy to come. I've been eating Tuwo three times, so I'm no longer logging to have my local food; in that way, COMEREL is doing well. But as I have said, COMEREL needs to sell the story; they also need to advertise their services so that people will recognise them. Because when you are giving a good service, it will be good for more people to know, more people want to come, but they may even know about COMEREL.



## FEEDBACK FROM HAJJ 2022 PILGRIMS

But if they can have an advert, either a targeted advert or a general advert, any form of advocacy that can let Nigerians know there is this travel agency, which is different, because the focus is not on profit; definitely, the focus is on giving service. So while providing that service and the people receiving the service are comfortable with the service, and then on annual bases, the service is improving; that's useful.

### ADVICE

Break the feedback into three, (1) preparation before leaving Nigeria, because people call you COMEREL. Hello, is this YUSUF or USMAN or whatever they call you? We heard you are a travel agency. Do you do this Hajj? What is your package? You need to create that page to get feedback on whether people get the information they get from the outside.

You get all that when you arrange and do the induction course. So you need that information because you have people calling in; has my visa dropped? I need my passport to get the BTA. When are we coming back and all of that?

But as I have said, you have an excellent product, but you need to sell the product. So this product needs to be sold; I would have expected a situation where you should be bringing two hundred pilgrims because my first Hajj with you was in 2009, thirteen years ago, was when I knew COMEREL, that's when I came first Hajj with COMEREL after that I came for many Umrahs. So this is my second Hajj with you. So you need to opt for the ant.

THANK YOU.



JAMILU MUHAMMAD GIDADO

### How did you get to know about Comerel?

I got to know Comerel through a very good friend of mine, Mr. Faruq Gumel. He was the one that introduced me to Comerel, Alhamdulillah!

### How would you rate the quality of services you have gotten?

Alhamdulillah, the quality of service I have experienced so far should be within the range of B. I am very impressed with what I have seen. It's beyond my expectation, and Alhamdulillah! What I have gotten so far has exceeded my expectation.

### How did you assess the Hajj exercise with us?

Alhamdulillah, I am fulfilled for carrying out part of my sacred responsibility, which is a pillar from the five pillars of Islam entrusted to all of us who have the means to do. So, I'm feeling very fulfilled. I have gone through many exercises that have made me realise what Islam is. What Islam has to offer for us as Muslims and what it's always preaching to us as Muslims. I am delighted so far, but at the same time, I am feeling sad it's coming to an end. I wish this will be an exercise that will last for a month, to dedicate a whole month to our Lord Almighty Allah, but it has already been destined to take place within a week. So Alhamdulillah, My only hope and prayer are that Allah accepts all our acts of Ibaadah that we have done both here and the one we have been doing in our entire lives. May Allah continue to ease our affairs. May Allah give us peace, stability and exemplary leadership in our country and give those behind us this excellent opportunity to embark on Hajj. May Allah grant us a perfect ending, as He has given us a good beginning. May our end be better than our beginning, InshaAllah.

Alhamdulillah! This Hajj I've embarked on is beyond my imagination. It's a very stress-free Hajj. I have never embarked on a trip where I encountered no stress except this. Everything comes with ease. Even what I have envisaged from the beginning, I have yet to experience such. From what people have told me, I haven't seen anything that comes near to what we call stress.

Alhamdulillah, I am at peace with the entire process and the arrangement I have received from Comerel.

### How will you rate the quality of information you have gotten on this trip?

The Quality of Information was wonderful, timely, apt and informative, Alhamdulillah!

### How do you assess the WhatsApp group, and how helpful was it on this Hajj?

The WhatsApp group, I have been part and parcel of it. It's the most informative means of information that I have had throughout this exercise because it has always kept me on my toes, prompting me on what to do next, what to prepare for and what to expect. Even what I expected, I have seen beyond my imagination. So, Alhamdulillah. It has been beneficial.

### You have already rated the Organization with B; however, if I want to give you the opportunity of ranking it by percentage, What per cent would that be?

I give it 90%

## FEEDBACK FROM HAJJ 2022 PILGRIMS



SAMEERAH MAHMUD TUKUR

### How do you get to know about Comerel, please?

I learnt about Comerel from a very good friend of mine (who has ties with the Comerel family), who is very close with Malama Hauwa Abubakr Siddeeq.

### As a first-timer with quite a number of nostalgic feelings about Hajj, how will you assess this year's Hajj with Comerel?

Honestly, I left home very nervous about Hajj. I have been worried about Hajj for the past 30 years. So I didn't know what to expect. But I will say that Comerel is a God-sent to me because I never expected that Hajj would be this easy, Alhamdulillah!

There has been impeccable service from the top of the hierarchy, the staff falling over themselves to please you. Pilgrims have seen the best of Hajj in terms of ease. Everybody knows that Hajj comes with unforeseen setbacks, but the Comerel staff had amazing damage control. Whatever came up, they would swiftly take action and solve all the problems that could come up.

### How do you assess Our Pre-Hajj Services (Documents processing and collection up to the Induction and departure from Nigeria)?

Everything was very smooth. As I said, all the things I had expected would come with difficulties, wallahi, everything just went so smoothly. Every time I had a question, the staff would quickly answer. There were no delays in whatever I wanted, so Comerel calmed my nervousness greatly.

### How would you assess the Accommodation Services you got from Madinah, Makkah, Munah and Arafah?

Generally, it was good, but I will speak specifically about Munah and Arafah. I was really impressed. I had yet to learn that one could be comfortable at Munah and Arafah to the level I was. I had always imagined the Arafah to be very hot and tedious. In Munah, I had feared having dirty conveniences, but Wallah, all of that was inexistent, Alhamdulillah!

### How Was Our Train Services from Madinah to Makkah?

That was a lovely surprise also. I did not imagine that for us in the beginning and then also the comfort. I don't think I have ever been on a train that's so comfortable in the world.

### What is the Quality of Our Information Dissemination, and what areas do we need to improve?

Even that was not too bad. I only had a few questions to ask, but all the things I wanted to be said to us, Comerel had done without a hitch. Masha Allah! I won't say there is a problem.

### If you can sell this service, would you recommend it to anybody?

Of course, I would. I will recommend it, even for myself again. I wouldn't do Hajj with anyone other than Comerel. Comerel has genuinely come through with their name of Comfort, Efficiency and Reliability. I have gotten all of that in Comerel.

### Have you gotten all the services you have paid for?

Definitely! It is worth every bit of what I paid for, Alhamdulillah!

### On a scale of 1 – 100%, would you want to rate Comerel?

99% Masha Allah!



AISHA UMARU IBRAHIM

### How Do you Rate Our Food Services?

From the beginning to the end, the meals have been scrumptious, unbelievable, and better than even when you are at home.

But at Muzdalifah especially, coming down from the buses, instantly, rugs were laid, and excellent food was given out only to Comerel pilgrims, to the extent that you could see other pilgrims asking Comerel pilgrims for some of the food.

So that part of it was specifically something else. But I was very impressed, Masha Allah!



## COMEREL TRAVELS & TOURS TERMS AND CONDITIONS OF SERVICE

1. All payments to the Agent should be made only through the designated bank account given to the pilgrim. The Agent's staff do not collect cash and payment of cash is strictly prohibited. Pilgrim should ensure that he/she gets the Agent's official receipt for every payment made.
2. The pilgrim shall NOT pay into any of the Agent's accounts until he/she has been cleared to pay and this is in the mutual interest of both parties.
3. Pilgrim shall complete all payments before all travel documents are presented to him/her by the Agent. Under no circumstance will a pilgrim get travel documents without complete payments.
4. The Agent reserves the right to increase the price of its package if a situation warrants it. Where this happens, the pilgrim will be notified.
5. The Agent or its staff shall not be responsible for any negligence that results in any sort of inconvenience to the pilgrim in the course of the pilgrimage if the negligence was not the fault of the Agent or its staff.
6. Where any default is proven to be the fault of the Agent's staff, the extent of its liability to the pilgrim is refund of the principal sum paid to the Agent less a 10% ADMINISTRATIVE CHARGE.
7. Any complete refund mentioned on the brochure is understood by both parties to mean the total amount paid by the pilgrim less a 10% administrative charge.
8. Any ticket refund is handled by the airline; the Agent does NOT pay refunds on tickets until the airline pays.
9. There is NO REFUND on group tickets unless the trip was aborted through Agent's fault.
10. The Agent reserves the right to alter its travel dates and check-in dates where it deems such an action to be in the best interest of the pilgrim. This shall be done with prior notification to the pilgrim.
11. Any room option on the brochure is subject to availability after the planning of the rooming list. Where the room option the pilgrim wants is not available, the pilgrim will be requested to downgrade or upgrade to the next available room option. This will be done after consulting with the pilgrim. Where it is an upgrade, the pilgrim will pay the difference and if it is a downgrade, the Agent will refund the difference.
12. The Agent's staffs are not porters and should not be looked upon to carry luggage for the pilgrim. The Agent's staff may help pilgrim at their sole discretion.
13. The information in the brochure is correct as at the time of issuance. Any alteration resulting from events or policies not within Agent's control thereafter shall not be blamed on it and does not attract any refund unless in the unlikely event of not providing a suitable and commensurate alternative.
14. The extent of the Agent's liability in the unlikely event that the pilgrim's luggage is missing while in the exclusive custody of one of the Agent's staff is as stipulated by the Warsaw Convention as amended by the Hague Protocol: US\$26 per kilogramme for checked luggage and US\$514 per pilgrim in the case of hand luggage.
15. Where the government of Nigeria, United Arab Emirates, Qatar, Saudi Arabia or any transit country refuse the pilgrim entry due to a visa on his/her international passport, the affected pilgrim will not be refunded in part or in full by the Agent.

16. Any destination mentioned in the package, which is cancelled by the government officials in Saudi Arabia without adequate notification from the said officials is not the Agent's fault and will not attract any refund to the pilgrim.

17. An abrupt change of mind by the pilgrim resulting in the cancellation of any trip less than four weeks to the departure date will not attract a refund. If payment was done less than four weeks to departure, any cancellation by the intending pilgrim will not attract a refund by default.

18. Delays in getting visas from the Saudi Embassy in Nigeria, which can cause a delay in flight date or time is not Agent's fault and will not attract any refund.

19. All service fees in Saudi Arabia are paid way ahead of the pilgrims' arrival and the service providers do not refund them; the Agent shall only honour any refund claim where it was its fault.

20. The Agent absolves itself and its staff of any blame in the unlikely event that the pilgrim is deemed to have committed an offence according to the laws of any of the countries they visit through the Agent.

**21. Failure of the pilgrim to read these terms and conditions is not an excuse to demand a refund, the pilgrim is hereby advised to read this agreement.**

22. The pilgrim's passports and payments must be in the Agent's office latest one week for Umrah or one month for Hajj before the pilgrim's departure date.

23. The pilgrim shall ascertain that all the information in his/her international passport is correct, with at least 6 months validity by his/her departure date and without any hindering documents for his/her trip like an Israeli visa or stamp. Also, avoid traveling with anything having Jewish inscriptions on them.

24. The Agent reserves the right to refuse service to a paying pilgrim if the pilgrim behaves in a manner that is adjudged rude and uncivil towards other pilgrims and Agent's staff.

25. The Pilgrim shall ensure that he/she uses the Agent's Pilgrim ID Card accordingly.

26. The pilgrim's children and infants on pilgrimage must have separate International Passports.

27. All rooms are double occupancy by default. Any additional occupancy will be based on availability and any extra bed may be smaller than the original two beds, which will be allocated on a first come, first served basis. If the hotel chosen by the agent for the pilgrims has no further accommodation, the agent shall provide accommodation in another hotel with similar standard to the one earlier chosen for the pilgrims.

28. The Pilgrim must notify the Agent's doctor of any unusual or militating medical conditions. This is to help the pilgrim in case of emergencies.

29. Pilgrim should avoid using the chain lock on the inside part of his/her room doors when alone and when the pilgrim is sharing a room, it is not allowed for whatever reason.

30. The pilgrim's children must be accompanied by either a parent or a guardian, and they are primarily responsible for maintaining discipline and order among their children/wards. The Agent will not be responsible for the movements of any child outside the itinerary of the package. Exceptions to this will be discussed and agreed upon by both parties.

31. Hajj dates are flexible, as they depend on moon sighting. They are not exact. Any date in Dhul Hijjah can differ by a day both ways. The dates used for the itinerary are therefore subject to moon sighting.

32. The Saudi Ministry of Awqaf and Islamic Affairs issued a new directive on 14th December 2017 forbidding taking photographs and recording videos within the two holy mosques in Madinah and Makkah respectively. This also includes their roofs. In the light of this, pilgrim should kindly keep his/her camera phones and cameras away. These items may be impounded by the security operatives guarding the mosques.

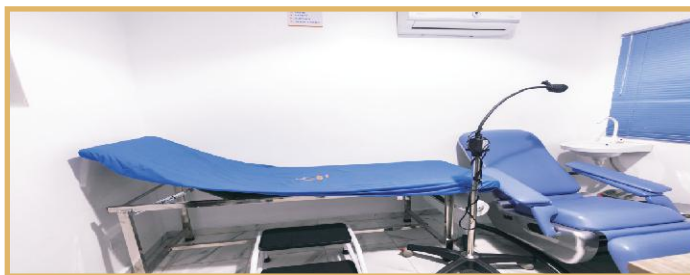




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