

COMEREL TRAVELS AND TOURS LTD.

RAMADAN UMRAH 2016



COMEREL
Control, Efficiency & Reliability

**SEE INSIDE FOR INDIVIDUAL UMRAH
OPTIONS TOO**



Accredited
Agent

www.comerel.net

IMPORTANT NOTICE

ALL PAYMENTS SHOULD BE MADE IN FAVOUR OF COMEREL TRAVELS AND TOURS LTD.

WE DO NOT ACCEPT CHEQUES OR CASH. DO NOT PAY INTO THESE ACCOUNTS UNTIL WE HAVE CLEARED YOU PLEASE.

1. All passports must be in our office latest by **20th May 2016**.
2. All payments are to be made into the designated banks as shown below in favour of **COMEREL TRAVELS AND TOURS LTD**. Our staffers do not collect cash, please.
3. Ascertain that all the information in your international passport is correct, with at least 6 months validity by your departure date and without any hindering documents for your trip like an Israeli visa or stamp. Also, avoid travelling with anything having Jewish inscriptions on them
4. Please do not pay into any of our accounts until you have been cleared to proceed. This is in our mutual interest.
5. Please complete all payments before all travel documents are presented to you. Under no circumstance will a pilgrim get travel documents without complete payments.
6. COMEREL 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 COMEREL's staff.
7. COMEREL reserves the right to increase the price of its package if a situation warrants it. Where this happens, you will be notified.
8. Please ensure that you use your COMEREL Pilgrim ID Card accordingly.
9. Please ensure that you get an official COMEREL receipt for every payment you make
10. The ticket prices are deposits; please take note that there may be an increase in the prices.
11. Where this happens, we will inform you accordingly. All children and infants must have separate international passports.
12. All Budget and VIP package hotel rooms are double occupancy by default. The Quad and Triple occupancy rooms will have additional beds based on availability. Any extra bed may be smaller than the original two beds, which will be allocated on a first come, first served basis.
13. Pilgrims must notify us of any unusual or militating medical conditions. This is to help you in case of emergencies.
14. Please avoid using the chain lock on the inside part of your room doors when alone. When you are sharing a room, it is not allowed for whatever reason.
- 15. Each pilgrim MUST fill our Pilgrim Information Form completely. This means giving all the required details. Each person must have a Nigerian Number through which our officials will communicate them in Saudia. This Nigerian Number is compulsory, as all information will be passed through it.**



₦ ACCT: 2007608856



₦ ACCT: 0023246167

\$ ACCT: 0023246174



₦ ACCT: 0012404170

\$ ACCT: 0012404187



₦ ACCT: 1011008104

We thank Allah in all situations. This year is unlike the recent years in many ways. The new order of things has made it more difficult for pilgrims to afford and travel on any package and especially, our package. You have to be a discerning customer to pay for a service like ours. Indeed, many who can afford the fees we charge have never patronized us because they see or hear only the price but have not experienced the comfort, efficiency and reliability we offer as value-added services. They have not seen the careful choice of service providers and painstaking attention to details, which make our services unique. Services, which justify every kobo we ask you to pay, insha Allah.

For the first time, we are having an Umrah brochure separate from the Hajj brochure. This is because of the numerous innovations we have now introduced into the Umrah packages. Now we have three (3) main Ramadan Umrah packages with 11 separate options as well as another 12 options from the All Seasons

Umrah Programme, which shall be available for the first 20 days of Ramadan, insha Allah.

With the increased flexibility, you have the option of travelling in the last 15 days of Ramadan on the all-new **Budget Package** at a significantly lower cost than the traditional Comerel packages. This is facing the reality of the present economic situation in our country. You could also decide on the **VIP Package** or the **VIP Premium**

Package. If you ask me to recommend any of these options to you, I will do so without hesitation because each package has been carefully selected; all that sets them apart is our unequal pockets.

We have been strong advocates of giving people what they paid for. There is no way you will get that if you pay for only visas because each visa comes with an attached accommodation. Knowing he does not plan to sell a package, the agent who sells only visas will sign contracts for poorly kept, ill-managed houses or hotels. Hapless customers end up paying for the accommodation they are unlikely to use, and the price of which is already reflected in the visa price they pay, and the final accommodation. We would love to give you, instead, decent hotels within easy reach to the Haram, transport and feeding. We do not keep more than four pilgrims in a room. This makes our All Season Umrah Programme flexible and affordable. Indeed the feedback is encouraging.

This Ramadan, you will have a choice of **six hotels in Madeenah and nine in Makkah**, which you can customise to your need. The timing is also flexible as it is not a group package. It will be available for the **first 20 days of Ramadan**. The two Harams are also less crowded during the period. I urge you to take advantage of these all-year arrangements. Please look at the relevant page within this brochure and make your choice. If you want an arrangement not mentioned in this brochure, please speak with us and we will see how we can accommodate your needs.

Thank you for believing in us.



Abubakr Siddeeq Muhammad
MD/CEO

Alhamdulillah rabbil 'aalameen. We are grateful to Almighty Allah for the successes recorded so far. In addition, we are indeed thankful to our esteemed frequent customers who are used to our regular group packages but opted to partake in the All-Season programme. We are pleased with the feedbacks and wish to reassure you of improvements in the few areas of lapses.

In these packages, we shall continue with the numerous innovations we introduced at the end of last year. In that regard, we shall be busy throughout Ramadan. This is targeted toward availing those pilgrims who wish to be in the Holy Land at the beginning of Ramadan the opportunity of fulfilling their yearnings in ease and comfort. We aim to do this without hindering those that are used to travelling with our group to conclude Ramadan in the Holy Land.

This year, insha Allah, shall see the much-anticipated **Budget Package** on parade. Let me introduce you to what we have on offer this Ramadan.

1. The All Season Umrah Programme (Ramadan Edition)

This will be available from the 1st to 20th of Ramadan. You have an option of 3-star, 4-star or 5-star hotels in Madeenah and Makkah from which to choose, with seven-night duration. The duration is flexible. Please contact us for your individual needs.

2. Ramadan Umrah Packages

In this group of packages, you have our traditional 'last ten days' packages which are in fact, 14-night packages (the VIP and VIP Premium packages) and the brand new **Budget Package**, also a 14-night affair.

The Budget Package is a fulfillment of our earlier promises of much cheaper packages to accommodate more clients and it is a response to the growing global economic hardship, which is making it harder for people of average means to do their ibaadah. We took this long to commence the package because we have been carefully inspecting decent 3-star hotels, which will suit our taste and standards, including proximity to the harams. Our choice of Concord Hotel in Madeenah and Fajr Al Badea Hotel in Makkah will indeed reflect this careful selection, insha Allah.

Our ardent wish and prayer is that you will find any choice you make worth your while. May Allah give us the means to serve Him.



Yusuf S.O. Usman
GM (Operations)

RAMADAN UMRAH PACKAGES



NEW

BUDGET

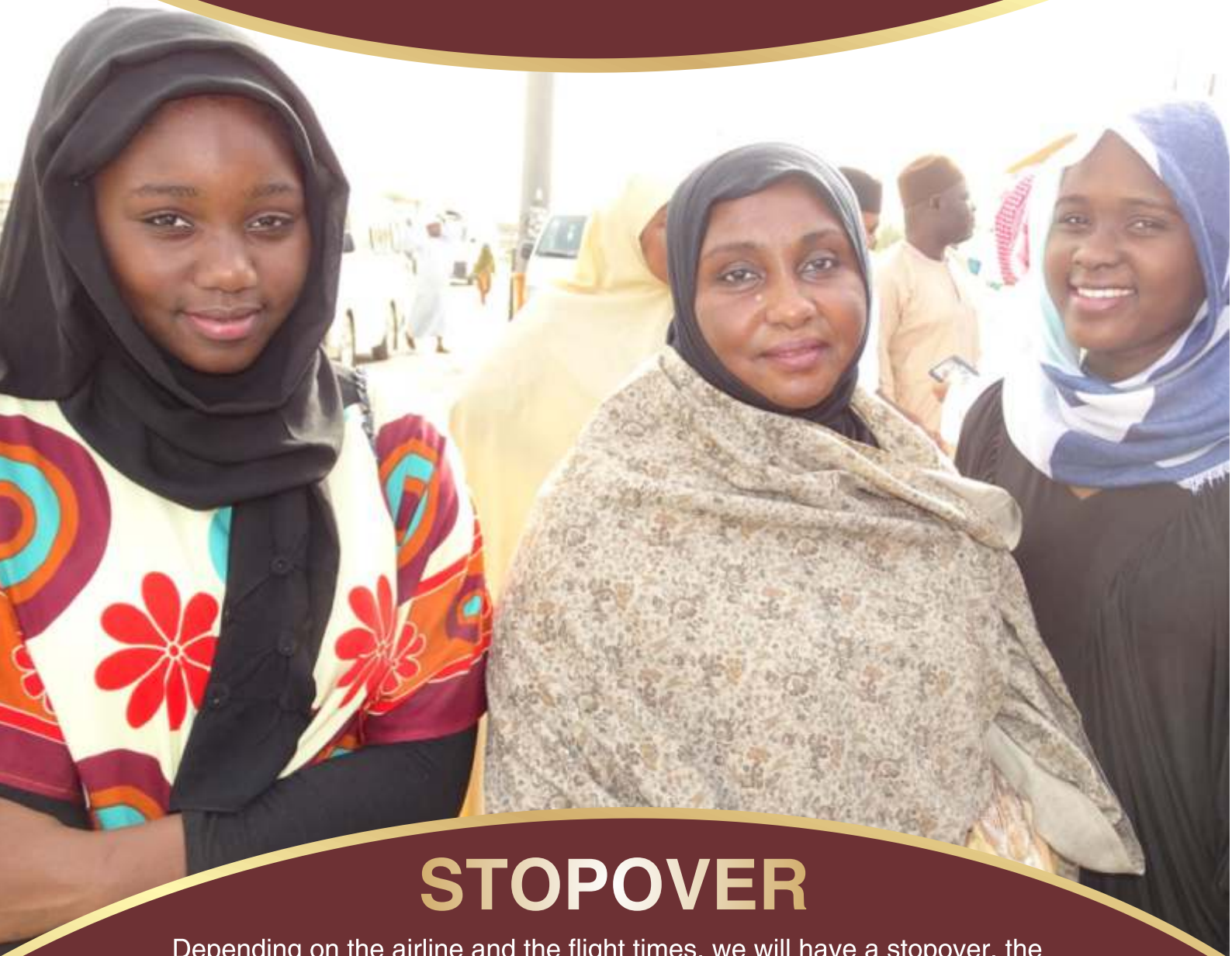
VIP

**VIP
PREMIUM**

LAST 14 NIGHTS OF RAMADAN

20TH JUNE 2016 ABUJA TAKE OFF

- We convene at the National Mosque (only those in Abuja)
- From the Mosque we move to the airport in our buses
- From Abuja Airport, we board the flight to Madeenah
- Please be at the airport early to avoid missing your flight.



STOPOVER

Depending on the airline and the flight times, we will have a stopover, the length of which is not within our control

Kindly use the boarding gates advised by the group leader; sometimes the boarding gates change from what you have on your boarding pass.

Please do not lose your boarding passes!
Keep your international passports on your person to avoid leaving it in the aircraft accidentally

UMRAH LAST 14 NIGHTS PROGRAMME OF ACTIVITIES

21ST JUNE 2016 **MADEENAH**

We will observe all airport formalities and proceed to our respective hotels in Madeenah.

If the rooms are not yet ready, we will proceed to the restaurant for Iftaar if it is time for breaking the fast or go and say the next prayer before returning to our rooms.

The consumer shall pay for all items consumed from the mini fridge in each room.



23RD JUNE 2016 **MADEENAH**

We will give you luggage tags in preparation for check out .

Arrange your bags at your doorstep early in the morning.

Our luggage will precede us to Makkah today.

Carry only essential items in a small bag with you on the bus; the rest shall reunite with you at your destination.

Prepare for ihram by buying the garment if you do not have one.

25TH JUNE 2016 **DHUL HULAYFAH**

We will check out today. Before checking out, please take your bath for ihraam and wear the ihraam clothes before proceeding to Makkah. All pilgrims will check out room by room with our staff assisting at the reception desk.

We will stop over at Dhul - Hulayfah to intend the ihraam of Umrah and proceed to Makkah. Note the position of your bus well to avoid getting lost. The buses are similar; carefully note where yours is parked.



25TH JUNE 2016 **MAKKAH**

Our rooms may not be ready when we reach the hotels in Makkah, please bear with us. You can use that time of waiting to offer unsaid salat and take iftaar at the hotel restaurant if it is time for iftaar.

Everyone will check into their rooms and then perform Umrah. It may well be time for iftaar when you reach Makkah due to traffic congestion. Please be patient. Break your fast at the restaurant and proceed to the mosque for Umrah. Please check in and allow your room leader to allocate your bed(s).

UMRAH LAST 14 NIGHTS PROGRAMME OF ACTIVITIES

3RD JULY 2016 **MAKKAH**

The luggage tags for movement to Jeddah arrive today.
Please follow the same procedure for checking out in Madeenah.
Arrange your luggage as before; the luggage will precede us as before.



5TH JULY 2016 **JEDDAH**

We check out and proceed to Jeddah/Madeenah airports
Do not forget to take all your belongings
Please resist the urge to shop at the last minute; we will not wait if you delay
May Allah reward our exertions

RAMADAN UMRAH

BUDGET PACKAGE (ALL PRICES EXCLUDE TICKET FARE)

SINGLE: \$6,100

DOUBLE: \$3,850 per person

TRIPLE: \$3,100 per person

QUAD: \$2,750 per person

NOTE: ALL DOLLAR PRICES QUOTED ABOVE CAN BE PAID IN NAIRA AT THE PREVAILING PARALLEL MARKET RATES AS AT THE TIME OF

DEPOSIT FOR TICKETS:

FIRST CLASS: ₦1,000,000

BUSINESS CLASS: ₦700,000

ECONOMY CLASS: ₦300,000



WHAT YOU GET

- Umrah Visa
- Free Umrah and Hajj Rites book (revised and updated)
- Free transport to Abuja Airport from the National Mosque, Abuja
- Half board: Iftaar only in both Madeenah and Makkah
- **4 nights in 3-star hotel in Madeenah: Concord Hotel (Iftaar only)**
- **10 nights in 3-star hotel in Makkah: Fajr Al Badie Hotel (Iftaar only)**
- VIP Buses in both Madeenah and Makkah
- Airport 'meet and greet' (for those travelling with the group only)
- Free 5-litre Zam Zam water upon return to Nigeria

RAMADAN UMRAH

VIP PACKAGE (ALL PRICES EXCLUDE TICKET FARE)

SINGLE: \$17,200

DOUBLE: \$9,600 per person

TRIPLE: \$8,000 per person

QUAD: \$7,350 per person

NOTE: ALL DOLLAR PRICES QUOTED ABOVE CAN BE PAID IN NAIRA AT THE PREVAILING PARALLEL MARKET RATES AS AT THE TIME OF PAYMENT

DEPOSIT FOR TICKETS:

FIRST CLASS: ₦1,000,000

BUSINESS CLASS: ₦700, 000

ECONOMY CLASS: ₦300, 000



WHAT YOU GET

- Umrah Visa •
- Free Umrah and Hajj Rites book (revised and updated) •
- Free transport to Abuja Airport from the National Mosque, Abuja •
- Full board: Iftaar and Sahuur in both Madeenah and Makkah •
- 4 nights in 5-star hotel in Madeenah: Oberoi Madina Hotel (including Iftaar and Sahuur** •
- 10 nights in 5-star hotel in Makkah: Movenpick Hotel (including Iftaar and Sahuur** •
- VIP Buses in both Madeenah and Makkah •
- Airport 'meet and greet' (for those travelling with the group only) •
- Free 5-litre Zam Zam water upon return to Nigeria •

RAMADAN UMRAH

VIP PREMIUM PACKAGE (ALL PRICES EXCLUDE TICKET FARE)

SINGLE: \$18,600

DOUBLE: \$10,300 per person

TRIPLE: \$8,500 per person

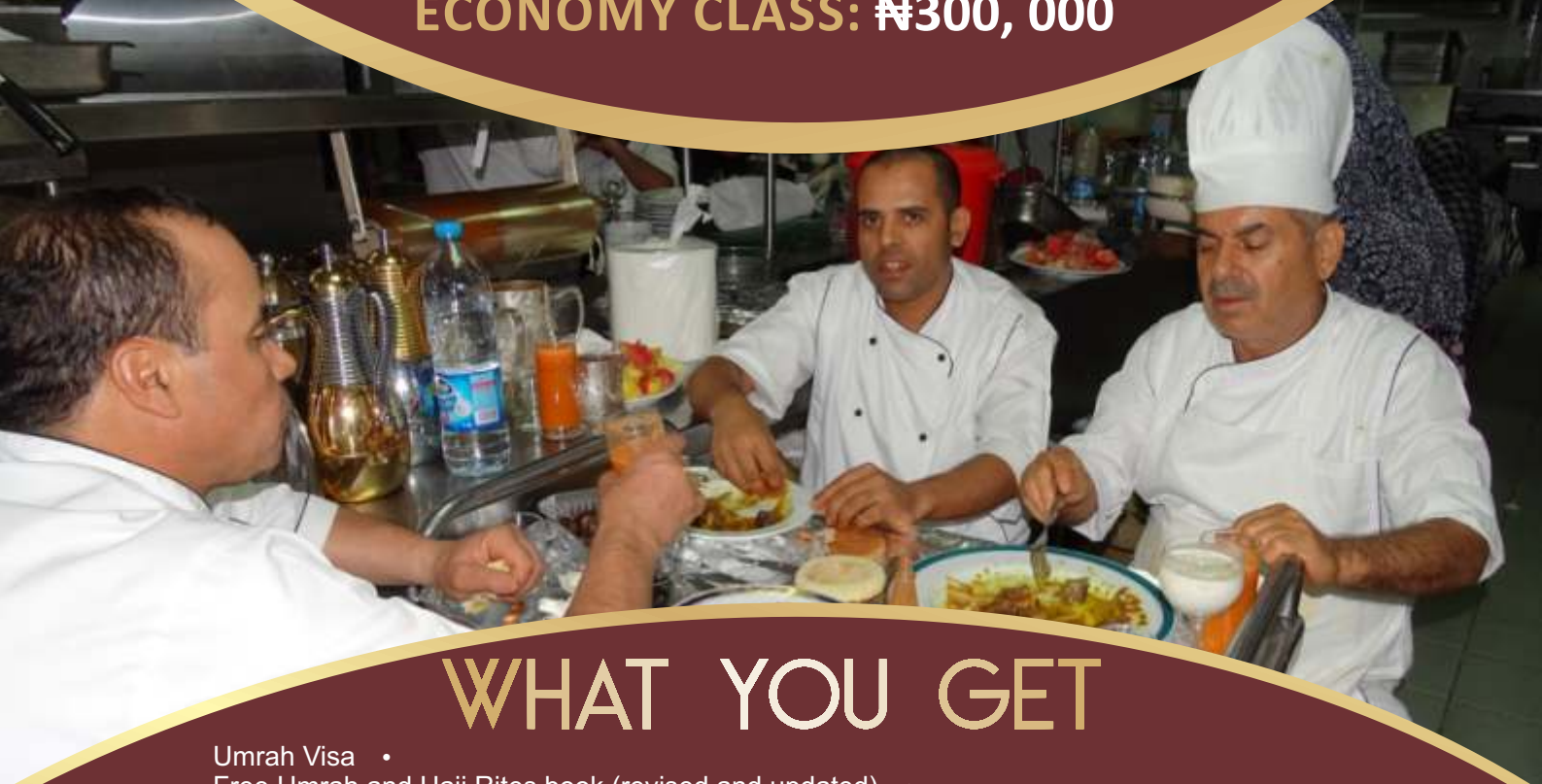
NOTE: ALL DOLLAR PRICES QUOTED ABOVE CAN BE PAID IN NAIRA AT THE PREVAILING PARALLEL MARKET RATES AS AT THE TIME OF PAYMENT

DEPOSIT FOR TICKETS:

FIRST CLASS: ₦1,000,000

BUSINESS CLASS: ₦700,000

ECONOMY CLASS: ₦300,000

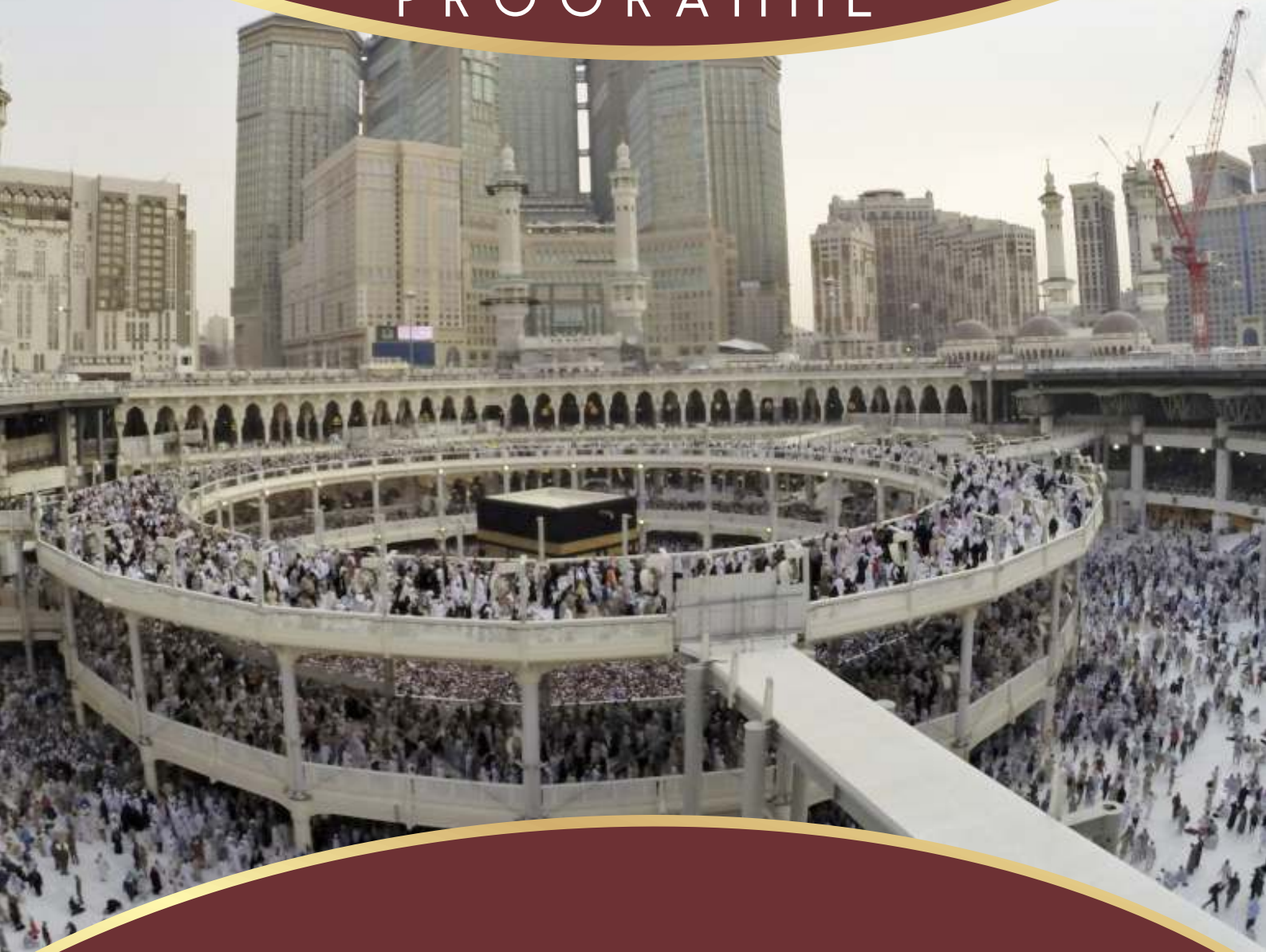


WHAT YOU GET

- Umrah Visa
- Free Umrah and Hajj Rites book (revised and updated)
- Free transport to Abuja Airport from the National Mosque, Abuja
- Full board: Iftaar and Sahuur in both Madeenah and Makkah
- **4 nights in 5-star hotel in Madeenah: Oberoi Madina Hotel (including Iftaar and Sahuur)**
- **10 nights in 5-star hotel in Makkah: Royal Clock Tower Fairmont Hotel (including Iftaar and Sahuur)**
- VIP Buses in both Madeenah and Makkah
- Airport 'meet and greet' (for those travelling with the group only)
- Free 5-litre Zam Zam water upon return to Nigeria

COMEREL TRAVELS AND TOURS LTD.

THE ALL SEASONS
UMRAH
PROGRAMME



FIRST 20 DAYS
OF RAMADAN

1.THREE-STAR OPTIONS



Madeenah Hotels (choose one)

Elaf Al Bustan Hotel, Madeenah

Elaf Alnakheel Hotel, Madeenah

Makkah Hotels (choose one)

Al Janadria Hotel, Makkah

Fajr Badea' Hotel, Makkah

THREE-STAR COST IMPLICATIONS (ALL PRICES DO NOT INCLUDE TICKETS)

SINGLE OCCUPANCY	\$2,050	
DOUBLE OCCUPANCY	\$1,250	PER PERSON
TRIPLE OCCUPANCY	\$1,050	PER PERSON
QUAD OCCUPANCY	\$1,000	PER PERSON

NOTE: ALL DOLLAR PRICES QUOTED ABOVE CAN BE PAID IN NAIRA AT THE PREVAILING PARALLEL MARKET RATES AS AT THE TIME OF PAYMENT

WHAT YOU GET

- Free Umrah and Hajj rites handbook
- Three (3) nights in Madeenah hotel (IFTAAR ONLY)
- Four (4) nights in Makkah (IFTAAR ONLY)
- Umrah Visa
- Transport
- 5-litre ZamZam water on return

2. FOUR-STAR OPTIONS



Madeenah Hotels (choose one)

Elaf Taiba Hotel, Madeenah

Qasr Al Ansaar Al Jadeed Hotel, Madeenah

Makkah Hotels (choose one)

Elaf Ayyad Hotel, Makkah

Saraya Al Iman Hotel, Makkah

FOUR-STAR COST IMPLICATIONS (ALL PRICES DO NOT INCLUDE TICKETS)

SINGLE OCCUPANCY	\$2,400	
DOUBLE OCCUPANCY	\$1,400	PER PERSON
TRIPLE OCCUPANCY	\$1,250	PER PERSON
QUAD OCCUPANCY	\$1,150	PER PERSON

NOTE: ALL DOLLAR PRICES QUOTED ABOVE CAN BE PAID IN NAIRA AT THE PREVAILING PARALLEL MARKET RATES AS AT THE TIME OF PAYMENT

WHAT YOU GET

- Free Umrah and Hajj rites handbook
- Three (3) nights in Madeenah hotel (IFTAAR ONLY)
- Four (4) nights in Makkah (IFTAAR ONLY)
- Umrah Visa
- Transport
- 5-litre ZamZam water on return

5. FIVE-STAR OPTIONS



Madeenah Hotels (choose one)

Dar Al Iman Intercontinental Hotel, Madeenah
Grand Mecure Hotel, Madeenah

Makkah Hotels (choose one)

Fairmont Hotel, Makkah
Movenpick Hotel, Makkah
Zam Zam Hotel, Makkah
Safwah Royale Orchid Hotel, Makkah
Swissotel Hotel, Makkah

FIVE-STAR COST IMPLICATIONS (ALL PRICES DO NOT INCLUDE TICKETS)

SINGLE OCCUPANCY	\$5,200	
DOUBLE OCCUPANCY	\$2,800	PER PERSON
TRIPLE OCCUPANCY	\$2,300	PER PERSON
QUAD OCCUPANCY	\$2,050	PER PERSON

NOTE: ALL DOLLAR PRICES QUOTED ABOVE CAN BE PAID IN NAIRA AT THE PREVAILING PARALLEL MARKET RATES AS AT THE TIME OF PAYMENT

WHAT YOU GET

- Free Umrah and Hajj rites handbook
- Three (3) nights in Madeenah hotel (IFTAAR ONLY)
- Four (4) nights in Makkah (IFTAAR ONLY)
- Umrah Visa
- Transport
- 5-litre ZamZam water on return

MEMORIES FROM UMRAH RAMADAN 2015



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TERMS AND CONDITIONS OF SERVICE

1. COMEREL is not responsible for any negligence that results in any sort of inconvenience for the pilgrim if the negligence was not the fault of COMEREL and its staff.
2. Where any default is proven to be the fault of our staff, the extent of our liability is refund of the principal sum paid to us less a 10% ADMINISTRATIVE CHARGE.
3. Any complete refund mentioned on the brochure is understood to mean the total amount paid less a 10% administrative charge.
4. Any ticket refund is handled by the airline; COMEREL does NOT pay refunds on tickets until the airline pays.
5. There is NO REFUND on group tickets unless the trip was aborted through COMEREL's fault.
6. COMEREL 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 pilgrims. This shall be done with prior notification.
7. Any room option on the brochure is subject to availability after the planning of the rooming list. Where the room option you want is not available, you will be requested to downgrade or upgrade to the next available room option. This will be done after consulting with you.
8. COMEREL staffers are not porters and should not be looked upon to carry luggage for any pilgrim. The extent of the staffers' responsibilities is mentioned in the programme of events in the brochure.
9. All information in the brochure is correct as at the time of going to press. Any alteration resulting from events or policies not within our control thereafter shall not be blamed on COMEREL and does not attract any refund unless in the unlikely event of not providing a suitable and commensurate alternative.
10. The extent of our liability in the unlikely event that a pilgrim's luggage is missing while in the exclusive custody of one of our 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 person in the case of hand luggage.
11. Where the government of Nigeria, United Arab Emirates, Saudi Arabia or any transit country refuse any pilgrim entry due to a visa on his/her international passport, the affected pilgrim will not be refunded in part or in full by COMEREL.
12. Any destination we have mentioned in the package, which is cancelled by the government officials in Saudi Arabia without adequate notification from the said officials is not COMEREL's fault and will not attract any refund please.
13. An abrupt change of mind 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.
14. Delays in getting visas from the Saudi Embassy in Nigeria, which can cause a delay in flight date or time is not COMEREL's fault and will not attract any refund.
15. All service fees in Saudi Arabia are paid way ahead of the pilgrims' arrival and the service providers do not refund them; COMEREL shall only honour any refund claim where it was our fault.
16. Do not pay into our accounts until we have cleared you. Please contact us before making a payment.
17. COMEREL absolves itself and its staff of any blame in the unlikely event that a pilgrim is deemed to have committed an offence according to the laws of any of the countries they visit through COMEREL.
18. Failure to read these terms and conditions is not an excuse to demand a refund. Please take time to read it and our agreement.
19. Apart from single occupancy options, any other room option is subject to the availability of other intending pilgrims willing to pay for the same option. Otherwise, the intending pilgrims will be advised to choose the next available option.
20. The terms and conditions above as well as the agreement mentioned are available at www.comerel.net for free download. Please avail yourself the opportunity to download them and peruse.

Sumaysha

Shop GC 27, Old Banex Plaza, Aminu Kano Crescent, Wuse II, Abuja
Tel: 08033116008, 08035307513, 08027767335, 08075197202.



GET YOUR GENUINE GIFT ITEMS, ISLAMIC MATERIALS AND CLOTHING FROM YOUR ONE-SHOP, SUMAYSHA

OUR MISSION

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

OUR VISION

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



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