

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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Off Aguiyi Ironsi Street, (Behind National Boundary
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HAJJ

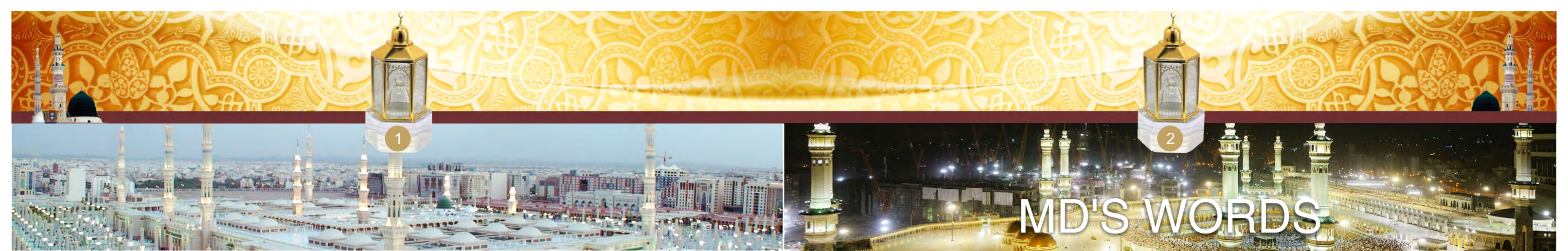
2017 PACKAGES

COMEREL
Comfort, Efficiency & Reliability
COMEREL TRAVELS AND TOURS LTD

www.comerel.net



 Accredited Agent



IMPORTANT INFORMATION

1. All passports and payments must be in our office latest six (6) weeks before your departure date
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 traveling 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. All children and infants must have separate international passports.
11. All rooms are double occupancy by default. The exception to this is the Special package which has only quadruple occupancy rooms. 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.
12. Pilgrims must notify our doctor of any unusual or militating medical conditions. This is to help you in case of emergencies.
13. 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.
14. All children must be accompanied by either a parent or a guardian.
15. Parents and guardians are primarily responsible for maintaining discipline and order among their children/wards. Comerel will not be responsible for the movements of any student or child outside the itinerary of the package. Exceptions to this will be discussed and agreed upon by both parties.
16. 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.

A	FirstBank	₦ ACCT	2007608856
B	Sterling Bank	₦ ACCT	0012404170
		\$ ACCT	0012404187
C	GTBank	₦ ACCT	0023246167
		\$ ACCT	0023246174
D	ZENITH BANK	₦ ACCT	1011008104

ACCOUNT DETAILS

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.



In the Name of Allah, Most Gracious, Most Merciful. We owe all gratitude to Allah, Lord of the Worlds and as usual, we commend this year's operations into His hands. Nothing short of

praise behoves the believer towards his Lord.

Usually, each Hajj season is quite different from the previous ones. However, this year is different from the previous years in more fundamental ways than one. At the moment, our industry is beset with the problem of very low patronage occasioned by the recession in the country and unprecedented exchange rates of the US Dollar and the Saudi Riyal to the Naira. This has affected the Umrah and Hajj industry phenomenally. People who are in a recession become more reticent to expend money on trips like Hajj and Umrah; conserving the funds they have for possibly more difficult days ahead.

Ironically, it is the same year the Saudi Hajj authorities decided to increase the annual Hajj seat slots for Nigeria from the 76,000 we have had since the expansion projects in the mosque began to the initial 95,000 we had before the projects began some years ago. This meant that the National Hajj Commission of Nigeria (NAHCON) had more Hajj seats to distribute per company. We thank NAHCON for this and salute their effort to make things easier for everybody. The increment means that we have more

seats to sell in a year when it was the most expensive in Nigeria's history to undertake the journey! It is not time to quit the stage; it is time to adapt to the change.

As a result, Comerel is not only offering its signature VIP and VIP Premium Packages, we have introduced a new package which will gladden your heart if you have always wanted to experience the famed Comerel treatment but you have been held back by the cost. This year, we are offering the all-new Special Package!

This package does not have the luxury of five star hotels in both Makkah and Madeenah or close proximity to the Haram mosques. The tents in Minaa and Arafah are the B tents, which are not that close to the stoning site. However, you will be well-fed; you will be decently housed in quadruple occupancy rooms, buses will take you to the Haram mosques and back each day and you will use our VIP buses. There is no BTA but when you pay us the sum of **1.8 million**, you have secured a Hajj seat and your ticket, insha Allah. You shall spend just two weeks and fly on regular scheduled flights and not be subjected to long delays. Our dedicated Hajj team members will be there with you all the time and they will offer assistance, give timely information and provide spiritual guidance. This we solemnly promise to do, insha Allah.

We pray Allah lift the gloom and return the country to prosperous times. We also urge you to take advantage of this unique opportunity as soon as possible. May Allah accept our worship and overlook shortcomings.

I wish you Hajj mabruur in advance.

Abubakr Siddeeq Muhammad
MD/CEO



SPECIAL PACKAGE

₦1,800,000 PER PERSON
IN A QUAD ROOM
(INCLUDES ECONOMY CLASS TICKET)



ITINERARY FOR HAJJ 2017

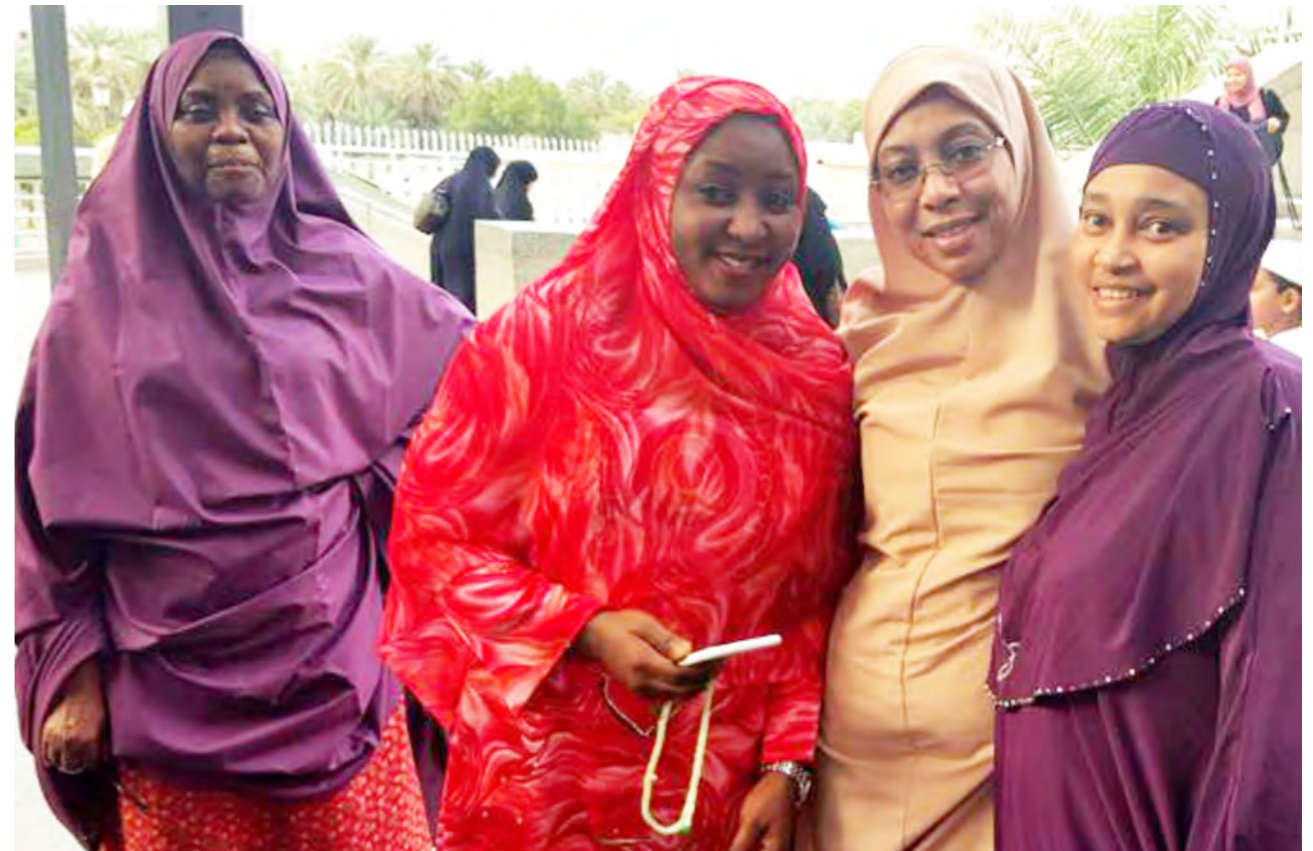
TAKE OFF DAY	→	22ND AUGUST
DAY 1 TO DAY 4		
MADEENAH	→	23RD-26TH AUGUST
DAY 4 TO DAY 8		
MAKKAH	→	26TH-30TH AUGUST
DAY 8 (TARWIYAH)		
MINAA	→	30TH AUGUST
DAY 9		
ARAFAH	→	31ST AUGUST
DAY 10		
MUZDALIFAH-MAKKAH-MINAA	→	1ST SEPTEMBER
DAY 11-12		
MINAA	→	2ND-3RD SEPTEMBER
DAY 13-14		
MAKKAH	→	4TH-5TH SEPTEMBER
RETURN DATE		
JEDDAH	→	5TH SEPTEMBER

WHAT YOU GET

- Three (3) nights in Madeenah Hotel
- Ten (10) nights in Makkah Hotel
- B Tents in Minaa and 'Arafah
- Hadaya (sacrificial ram)
- Hajj Visa
- VIP Transport
- Free Hajj and Umrah Rites book



VIP PACKAGE OPTIONS (ALL PRICES INCLUDE TICKETS)	
SINGLE OCCUPANCY	\$ 25,350
DOUBLE OCCUPANCY	\$17,300 PER PERSON
TRIPLE OCCUPANCY	\$15,100 PER PERSON
QUAD OCCUPANCY	\$14,250 PER PERSON



WHAT YOU GET

- Three (3) nights in Oberoi Madinah Hotel, Madeenah (Full board)
- Ten (10) nights in Mövenpick Hotel, Makkah (Half board- bed, breakfast and dinner)
- Hajj Visa
- Hadaya (sacrificial ram)
- VIP Transport
- Free Hajj and Umrah Rites book
- Free 5-litre ZamZam upon return (must be redeemed within a month of return. If not redeemed within the period, it is forfeited)



VIP PACKAGE OPTIONS

VIP PREMIUM PACKAGE OPTIONS (ALL PRICES INCLUDE TICKETS)	
SINGLE OCCUPANCY	\$28,800
DOUBLE OCCUPANCY	\$20,000 PER PERSON
TRIPLE OCCUPANCY	\$17,600 PER PERSON



WHAT YOU GET

- Three (3) nights in Oberoi Madinah Hotel, Madeenah (Full board)
- Ten (10) nights in Fairmont Hotel, Makkah (Half board- bed, breakfast and dinner)
- Hajj Visa
- Hadaya (sacrificial ram)
- VIP Transport
- Free Hajj and Umrah Rites book
- Free 5-litre ZamZam upon return (must be redeemed within a month of return. If not redeemed within the period, it is forfeited)













**JAMILA
MUKHTAR**

WHY COMEREL?

The first time I travelled with Comerel for Umrah I wasn't sure what to expect. However,

when I went and returned with my family, I must say it was one of the most comfortable trips I have ever undertaken. Everything was well-handled: the logistics, it was comfortable; the staff was efficient; and for that reason, I decided that any trip of that nature I would undertake, be it Umrah or Hajj, it has to be with Comerel. That was why I came back for Hajj with them and I am very glad I did.

LOGISTICS

The departure arrangement from Nigeria was very good. I think it was a good thing that the whole group met before moving to the airport. There could have been delays otherwise.

We didn't have to worry about the ticket, or the movement or hotels. I liked that about Comerel. Everything was in order before we arrived and when we were leaving. I usually like to travel with my brother or dad when I travel elsewhere. However, with Comerel, that is not necessary. They handle the things my dad would have done.

INDUCTION COURSE

It is an important part of the journey. For me, it was the first time I would travel for Hajj and the Induction Course gave me a glimpse of what to expect. I had read other

books before attending the course but everything was so complex I didn't understand it until I attended the induction course. They demonstrated everything so clearly for us. It should continue, definitely.

ARAFAH

I remember reading about Arafah before coming for Hajj. It was described as the day you would stand in the sun for a long time. However, when we reached our tents, it was not so. Our tents were air-conditioned and very comfortable. We stayed in them and did our ibaadah (worship) in them. Food was ready and everything was totally beyond my expectations. I was actually ready for a rigorous and tiring experience on that 'Arafah day but that did not happen. Everything was ready for us.

MINAA

At first every tent looked the same but when we reached our tents; the A Plus Tents, it was a special area. It was clean and comfortable. It was better than I expected. Friends had scared me about Minaa, telling me it was very uncomfortable but with Comerel, it wasn't like that. It was very comfortable; we just had a little problem with our AC (air conditioning). Everyone will tell you that Minaa is the hardest part of Hajj and how you have to stay in an uncomfortable place. They scare you about Minaa. However, our tents were good and I liked the constant food supply which meant that you didn't get hungry. We didn't have to look for where to buy food. Even between meals there was always something to eat and drink. We had snacks.

MADEENAH

Madeenah was very comfortable. There is something about the city that makes it very welcoming. In our second trip, we had problem locating our hotel. The driver missed his way and had to go round and

round. Since we had one of the staff with us, he ensured we reached the correct hotel. When we eventually found the hotel, our rooms were ready and we didn't have any further delay.

INTERACTIVE SESSIONS

They were very important. I had read book on Hajj, as I mentioned earlier, and everything was confusing. However, with those interactive sessions, everything became clear. Without those sessions, I would have been asking around. At those sessions, they explained clearly what to expect each day so nothing came as a surprise. They were really helpful.

FLIGHT TO JEDDAH

It was easier going to Makkah via Jeddah by air. The trip by road is too long and stressful. I have motion sickness so I personally do not like travelling by road. I definitely prefer the travel by air, it was more comfortable and easier.

MAKKAH

PROUDLY NIGERIAN

I feel very proud of the branding on the buses that says, "Proudly Nigerian". There are very few organisations which carry such signs. Even the quality of the buses shows class. Being in the bus and coming down from one of them actually has some prestige and pride to it. I am very proud to be going with Comerel.

SPIRITUAL GUIDANCE

Although I didn't have a lot of questions but when others asked I listened and learned from them. The spiritual guidance should continue.

EARLY RETURN

I am happy with the short stay. Some friends complained of becoming tired of

staying away from home for so long. Some ran out of resources and it was not a pleasant experience for them. Some of us cannot get more than two weeks from work, so the early return was perfect.

MEDICAL ATTENTION

It is a good idea that we had an in-house doctor with us all the time; especially at Minaa where a lot of people including me had catarrh and flu and it was difficult to see shops or pharmacies around. So, the Comerel doctor came in very handy. He treated us and kept monitoring our progress.

RECOMMENDATION

I will recommend Comerel to anybody who wants to travel hassle-free in comfort and with efficiency. It (the Hajj trip) was like going for a holiday. Everything had been taken care of; you just needed to be there to do what you should do without having to worry about the extras. It gave us a chance to concentrate on our ibaadah which actually took us there. Comerel does a great job; the staff and management. I have gone twice with them and my mother and brother had before me. They kept coming back with recommendation.

PERFORMANCE RATING

I score them 95%. There will always be an area for improvement. No matter how good you are there will always be better ways to do things but 95% is a straight A. I am satisfied and I would go again. It was worth every penny



**BRIG.GEN
BUBA
MARWA RTD.**

WHY COMEREL?

I have been involved in Hajj operations before when we operated Al Barka (Airlines). To put it conservatively, I had a good idea about how Hajj operations work. I made my investigations and it was purely out of the record that I heard about Comerel that I chose it.

The main criteria I set for choosing the company was efficiency. The whole Hajj movement to and from Saudia is a complicated logistic exercise. When I asked around about which company had the record; you cannot be perfect but you can approach perfection, the information I had suggests that Comerel is the leader now in Nigeria in this field. We will see (as at the Induction Course) because I am yet to have the full taste.

FIRST IMPRESSIONS

So far, so good. I have done Hajj before and I have read up on it. My wife was there not long ago. I am very encouraged by what I have witnessed so far; including the Induction Course. Before that, the process of applying to join the Comerel Package is satisfactory.

The crucial part of Hajj is the location and comfort you can get in the tents in Minaa and Arafah. From what I have heard from others, It appears it will go well.

INDUCTION COURSE

It absolutely serves its purpose. What I was particularly happy about was the response to the question I asked about what happened last year (2015) in the crush where brothers and sisters in their numbers perished during the stoning rites. I thought Comerel demonstrated enough flexibility and imagination by moving people directly from Muzdalifah to Makkah such that when the crush occurred, Comerel pilgrims were nowhere close to the event.

MADEENAH

We were well received at the airport in Madeenah, everything went well. Within 15 minutes, we were taken to the hotels and our room keys were given to us in the buses before we arrived at the hotel. We went straight in; perfect arrangement!

I must say from the outset that I had expectations this being my first Hajj with Comerel. To say the truth, my expectations were actually exceeded by Comerel. Hajj is a spiritual exercise; that is the main thing. The rituals, understanding what you have to do and the process of doing it; that is the main thing. The other components like flights, quartering (accommodation), feeding transportation; frankly, those are important but take secondary position in my view.

Generally everything went well even in those administrative aspects. Clearly you cannot have perfection in these things because some of the events are outside the control of Comerel. For instance, in Madeenah, the MD got a message that the buses would be ready the next day at a particular time, and everyone was happy only to be told something entirely different by those arranging on the Saudi side that we ought to have left at 2 am the previous night for us to meet the time. However,

very swiftly, Comerel quickly adjusted and arranged taxis and we made the flight.

MADEENAH HOTEL

The Oberoi is well located and sufficiently luxurious for the amount paid on the VIP Premium Package. The feeding arrangement was very good, especially with the accompaniment of Nigerian dishes and the arrangement was just for Comerel. The dining room was properly signposted so you knew where to go and the meals were always there in sufficient quantities. You couldn't ask for anything more!

I can't think of anything that needs to be changed in the Madeenah hotel arrangement.

MAKKAH HOTEL

It is well positioned. I have stayed here before in the accompanying hotel, Raffles. This five-star hotel, if it were possible to adjust the feeding place from that 500-man hall to the restaurants directly. That should be looked at. We were not allowed to use the restaurants. In the large hall, there are shortages of meals from time to time because of the large number of people. Coming back from extensive ibaadah, if you are a little late, you find some of your preferred dishes are in short supply. It is not a major thing but it is an area that should be improved upon. I handed my ihraam to the laundry for cleaning and they lost it but that was not Comerel, it was the hotel and I easily picked up a replacement.

FLIGHT TO MAKKAH VIA JEDDAH

It was an excellent arrangement. I can tell you that I have been on a bus from Madeenah to Makkah that lasted 12 hours, but now we flew for 40 to 50 minutes. Everything went very well at the airport in

Madeenah. Perfect arrangement! They should, in my opinion, continue to do it by air.

LOGISTICS AND TIMING

Let me begin with the buses. Looking at the buses that were used, I didn't see any bus from any organization or country better than those our own buses. They were of the highest order in terms of class. Both the ones we used in Madeenah for the ziyaarah (sightseeing) and the ones we used here (Makkah). Now, the buses did not necessarily appear at the time we were told they would but that is not in the hands of Comerel because the authorities shut down access to routes for their own security reasons.

We were well notified of the transfers and timings, which is critical to know when to be where. I believe over the years that Comerel must have learnt from past mistakes such that over the years, they have perfected things and I must commend them.

MINAA

The hajj rites begin on the eight day of the month of Dhul Hijjah. My own expectations were exceeded because I did not enjoy those facilities previously when I used others. The accommodation was very well positioned close to the jamaraat; the air conditioning was even new. Unfortunately, the agency in charge of the tents did not put some of them in perfect working order. I hope next time they will do better. Again, you cannot blame Comerel for that. There was abundant water to drink and clean up. The feeding too was very good, I must say. There are few things they can tinker with for greater efficiency. For instance, we waited in the buses a long time before departing Muzdalifah because the staff was packing the food and carpets we used. I know they couldn't have packed the

carpets while we sat on them but what about the food and other things we had finished using?

ARAFAH

I don't see what more I would have wanted. The tents were there, the beddings, carpeting, air-conditioning was very efficient, and the food and drinks were in abundance. The sermons, not only in Arafah but also in Minaa were very, very important, rich and well-delivered by different scholars and Imams. That was a very good arrangement to be sustained. At a point there was a bit of flooding but the Saudi officials quickly tackled it. Everything went very well.

BRANDED GIFT ITEMS

Both the branded prayer mats and hand luggage bags we were given were of very high quality, excellent quality. I wish we were told earlier that we would get them because we had bought another. These minor things did not affect anything substantial

PERFORMANCE RATING

I rate them 90%. They did very well. Unfortunately I cannot give 100% because they are not perfect. There is room for improvement and I have mentioned the few areas they need to work on.



**SEN. BALA
ABDULKADIR
MOHMAMED**

WHY COMEREL?

My decision to join Comerel was influenced by my knowledge of the CEO of the company, Ustaz

Abubakr whom I had admired from a distance. I have not been disappointed.

This is about my 30th Hajj and I think this is different because it has given me a clear understanding of what Hajj is all about in terms of the provision of a sound administrative and spiritual framework for pilgrims from the beginning to the end. In terms of knowledge-based information, humility, quality, and in terms of the collaboration that is required in doing Hajj. Definitely, Comerel has come to provide the kind of services that we require in Nigeria to make us proud as a Hajj travel and Tour Company that can be compared with any company in the world like Darussalam and other companies that we know about. You can see how an individual or a group of persons can give added impetus; a good impression of a country; a marketing opportunity for a country like Nigeria or any other country, where a corporate entity will come and complement whatever the Hajj Commission of that country is doing.

Definitely, this is different because the kind of array of intellectuals, spiritual leaders who know what they are doing and do not do it for money or beggary. They are not doing it for self-seeking purposes. They are doing it with passion to impart knowledge in you at any given time. The sermons they normally dispense between prayers and

individually are so educating and so new that you appear to be going through a spiritual rejuvenation. You are reminded of what you knew before but which you seem to have forgotten because you have found them to be mundane and simple, as if they were irrelevant. You come to terms with the understanding that this is the meaning of life. It is done with such intellectual expose that you feel you have improved and which will make you grasp for eternity what you were taught.

I never knew there were such young intellectuals around like Abubakr Siddeeq. Surely birds of the same feather flock together. I didn't expect differently.

HOTEL ARRANGEMENTS

For me, to be honest, the hotel accommodation is very perfect and very nice. I found the hotel to be very standard. Due to the privileges to which I was exposed while I was a minister of the FCT, I had access to suites but in my private capacity, it was just perfect. To get the room keys before reaching the hotels and to have access to the rooms during the stay in Minaa, nothing can be better. The cost benefit analysis of the hotel is so excellent.

FLIGHT TO MAKKAH VIA JEDDAH

It is the most convenient means to move to Makkah. Comerel is taking its services to a level that is at par with any in the world. Even the private jet owners do the same thing. They fly from Madeenah to Jeddah and then proceed to Makkah by road. It is excellent for those who can afford it.

PERFORMANCE RATING

I don't want to sound like I am flattering them but I think they have done very well. I can give them an A which is between 70 and 80. That is because any service which is hitch free and without any minus, except

for little hiccups caused by other than the service provider, you have to give them the benefit of the doubt. I think they have done very excellently and I hope they will improve in terms of logistics although that will come with a lot of overhead costs which they already have too much of. I don't know how they are paying their preachers and the rest of the staff but I can see that the organization is spending a lot of money so much that I don't know whether they are breaking even because they are providing so much service.

I know from experience the cost benefit analysis of the services they render is very good. I believe they are doing all these just to perfect the provision of the services, not really for profitability but because they know there is reward in the hereafter. They should look into their overhead spending and reduce it so that they can be durable and permanent and not temporary.

Anything you do to provide services just to make a name will not stand the test of time. They must look at the financials and the financial framework should be as excellent as the administrative framework so that there is a balance.

Imagine, when we returned to Minaa we were given the meat of the animals we forgot we had paid for; nobody will give you that in other services. And you can see all these things come with cost and the Nigerian cuisine to which we were exposed definitely will be expensive. They take their time to pay attention to these details. That is why I said the Nigerianess and the uniqueness of their services has brought them out as unique and they have capped it all by calling it, "Proudly Nigerian". That is the patriotism that is far away from the spiritual angle. I think they deserve an A.



I am infatuated with the services of Comerel. They used very sound administrative framework to take us on a spiritual and transcendental journey. From our homes to the various stages of the observance of the rites of hajj with knowledge and care and of course quality, that is why I said they deserve our commendations. Not because I know Abubakr, and expected nothing less given his competence and eloquence. I am proud of them all.

MEDICAL CARE

I am in the best position to talk about Comerel's health care. I had some gastroenteritis and you can see I was promptly treated by a doctor who knows what he is doing.

ATTENTION TO DETAILS

They did a careful selection of roommates. My roommates in Minaa were senators, former governors, and of course, matured politicians. We kept politics aside, being from different parties. I did not only enjoy my roommates, I enjoyed the whole pilgrims. I met so many young people who are very hardworking Nigerians and very respectful. For somebody like me who came out of government with a lot of perception problems, the respect I got; the care was so gratifying that I felt proud to be a Nigerian



ZAINAB GARBA

WHY COMEREL?

I was convinced to travel with Comerel for Hajj mainly because of my experience with them for

Umrah two months ago. I loved what I experienced. They took care of everything. All I had to worry about was my worship. My accommodation was wonderful, it was well-organized. Feeding was superb; I couldn't have asked for something better. I had African food; I didn't have to worry about the usual bland rice and chicken. I ate what I wanted and more.

They are very reliable and safety is important to me. Although I was not a participant last year, we saw the stampede on TV. It was an experience I don't think anyone will wish to experience again. So I had to think of my security first. With my experience with Comerel during Umrah, I knew they were reliable. When it comes to your security, you are guaranteed that you are secure. I want to be safe when I am doing the rites of Hajj and if I am there, I only have to worry about the acts worship; not where I will sleep or what I will eat or any other thing.

INDUCTION COURSE

Many of us have been going on Hajj but merely follow the crowd. You just do what you see others do without knowing why you do it or whether you are doing the right thing. However, at this induction course, you brought scholars who are well-experienced in it and they know what they



are doing having done it times without number. They put us thought and made us know why you do some acts but should not do some others. It makes you know what Hajj is really about and the history of how Hajj came to be. I never knew how the Ka'bah was built and this is my third Hajj but today, I learnt it. There are lots of things we don't know. We had almost an hour of questions and answers after the lectures and practicals. We were also encouraged to ask more questions after the day.

The induction course is necessary. Some of what we think we know, we do not know. It should not be scrapped.

With my experience at the Induction course, it has reconfirmed to me that my expectations in Saudia will be met.

Based on the Induction Course alone I will score Comerel 80 per cent. The reason being that I feel there should have been more time. I feel we were a bit rushed.



ABDULLAHI MODIBBO SALEH

I am the Commissioner of Operations of the National Hajj Commission. I am here to represent the Chairman, Chief Executive Officer of the

Commission, Barrister Abdullahi Mukhtar Muhammad.

Alhamdulillah, this is not my first exposure to the activities of Comerel. I can even tell you that before coming to the Hajj Commission, I was a tour operator. I had a

travel agency, I was doing this activity. But among us, the players in the industry, we were all looking up to Comerel for guidance. Comerel has been leading. I commend you; you are doing a good job. Your enlightenment efforts are remarkable. I hope you will continue and in fact, increase it to a higher level because of the ever-growing challenges in the activities of providing Hajj and Umrah services.



SALEH BAWURO MODIBBO

WHY COMEREL?

I have been a regular customer of Comerel for

some time. Over the years, I have seen a company that is very dedicated; that is very committed in the services they render to their customers. Even when for some circumstances, things don't go the way we expect, Comerel will go the extra mile to fulfil the conditions they agreed with their customers. They go to extra lengths to improve and make sure they make their customers happy. I became very impressed with the company as a whole. That is why every year, if I have the means, it is always Comerel.

COMFORT AND EFFICIENCY

Right from Day 1, they will give you a brochure; spell out the hajj programme there; the departure date, arrival date, the reception at Madeenah airport; the hotels you are going to stay, how long you will be there, what to expect there, the stay in

Makkah, the hotel arrangement, the tents in Minaa and Arafah; all is given to you ahead of time. You will be amazed that they will give you even better than what they spell out in their brochure. So every aspect of the pilgrimage stage is well coordinated, conducted and delivered. The choice of aircraft is excellent. The choice of hotels in Madeenah is about the best; the same in Makkah and the same thing in Minaa and 'Arafah. The movement of the group, the management and the conduct of the staff is amazing.

Sincerely speaking, I always commend Comerel and recommend them to friends, family and associates. Each time I travel with them, I come back a fulfilled and happier person using them and being associated with them.

Il don't think, from what we have been taught, that Hajj is for you to come and suffer. In fact, you will perform your Hajj better if you are comfortable. Comerel provides the best comfort; best condition; the best atmosphere for you to perform your Hajj excellently the way it is supposed to be.

If, for example, you are supposed to be at a point A at a certain time and your tour operator could not bring you there, how do you perform your Hajj correctly? Comerel ensures that you are the right place at the right time and in the right mood at any given time. This is remarkable!

ADAPTATION AND USE OF FEEDBACK

Every year, for the past 5 years or so, this company improves its services. Another remarkable thing about them is that if there was any observation by the pilgrims during the interactive session with pilgrims, Comerel takes it with all seriousness to ensure that by the next Hajj,

those observations are attended to.

I will give you example. We used to be accommodated at the Madinah Hilton. We discovered that Hilton was becoming overcrowded and the services were deteriorating. We complained to the company and in their wisdom, they changed it to Oberoi Madinah Hotel. Everybody will testify that Oberoi is one of the best hotels in Madeenah today.

Last year, the pilgrims complained about the overcrowding in the VIP Premium tents in Minaa, this year, they took correction. His ability to listen to the complaints of his customers alone is a wonderful feat.

Comerel listens and they take corrections. This is what makes them different from others. What I enjoy most about the tents is the security and location of the tents. They are the closest to the stoning sites. That location alone is something else.

The tent location in Minaa and Arafah is excellent. The food is also well prepared and well served. The staff themselves are very dedicated. We have the full complement of support services.

I was among the first pilgrims that used Oberoi after we complained about Madinah Hilton. Before we moved to Makkah that year, the MD asked us whether Oberoi should become the standard hotel for us in Madeenah and we agreed. The hotel is like home and it is very comfortable. It is the closest to the Prophet's mosque by geography in the whole of Madeenah today

SPIRITUAL GUIDANCE

I also want to commend this. Even when the number of clients for 2016 was lower than previous years, due to the economic

situation in Nigeria, they still brought the full complement of staff and scholars and we are very grateful for their guidance. They put us through every stage of the Hajj rites. It is a happy moment being with Comerel.

MEDICAL CARE

Two years ago, almost all of us in our tent room in Minaa were on daily medication. We told the doctor. What I noticed about the way he conducted his work gave me a lot of hope that some of our people can go to an extra length in their professional duties. He made it a duty to ensure that each person took his drugs at the right time. He kept a log of the time each person should take his drugs.

One of us was on a diet and the doctor ensured that he inspected his food before he ate. All the years I have been coming on hajj, I cannot say I can locate where to get the services of a Nigerian doctor. I have never seen one come to our tents to ask after our health. So, the Comerel doctor's services are very important.

PERFORMANCE RATING

We came in from the airport to the hotel. The meals were being served and the daily bulletin and information was being served by the staff of Comerel. As I said before, every day, every year, there is an improvement. What we are getting this year, as I am talking to you, is the stage by stage detail of our stay here. The standard is improving every day. Our reception at the airport was excellent; very very excellent. Even when we had challenges with parking due to Saudi authorities' laws, the host staff that met us did everything possible to make our exit out of Madeenah airport easy. We came here surprisingly, we were personally received by the MD himself; not another staff. We were told

right from the hotel lift that the MD was waiting for us at the lobby. We met him waiting with our room cards and other compliments. What else do you expect to get beyond that? Honestly, it was excellent. I am not a teacher and I am not good in marking. If I give them 100%, that shows there is no room for improvement. So I will not give 100% but the services are excellent and constantly improving. Let me leave it at that.



RAHMAT GAMBO ILYASU

The Hajj programme is more organised and coordinated than the Umrah programme. Apart from the long wait we had when we arrived at the airport in

Madeenah, I don't think there was any problem I encountered. Everything was fine.

Up to this moment (in Madeenah), everything is fine.

INDUCTION COURSE

It should be sustained because you get to know so many things you did not know and you get to questions. When I was a first timer, it helped me to know the things I did not know about Hajj, since I had only done Umrah before then. The Induction Course gave me an insight into what to expect. I think it should be sustained. It is a nice one.

I will continue to attend the induction course any year I want to travel with Comerel because each year, there are new things to learn. You do not know what new things have been put in place for the Hajj. If I have the chance and time and opportunity, I will attend it each time.

FEMALE SPIRITUAL GUIDE

There is need for a female guide for the women because if the Ameerul Hajj or any of the scholars are not around to guide the women, there should be a lady who can do that. There is need for that.

An example is during the ziyaarah of the mosque in Madeenah. The schedule for

men is different from the women's. Sometimes, if you don't have a guide, you do not know what to do. And where you don't understand the language of those around you, who do you talk to? However, if there is a female leading the group, the problem will be solved

FEEDING

The food (in Madeenah) is superb! You find our local dishes like tuwo, semo, amala and the rest. So, you feel like you are at home and don't miss home that much.

ACCOMMODATION

The accommodation is excellent. It is so close to the mosque. From your room, you hear the call to prayer and you are there.

PERFORMANCE RATING

I will say 95, on a scale of 1 to 100. That is because we are not perfect.



MAMMAN ALIYU IDRIS

WHY COMEREL?

Candidly speaking, I never knew anything about Comerel. However, when my brother and I decided to come for Hajj, we did due diligence by

researching agencies or companies that were involved in this business. Besides researching online, I asked a couple of friends and they both recommended Comerel, based on their past experiences, and here we are.

CUSTOMER CARE DESK

I never went to the front desk of the company. All our dealings were via phone. If I tell you that the service of the front desk was satisfactory, I would be lying. However, based on the way they spoke and attended to me on the phone, I have no reason to complain.

INDUCTION COURSE

I attended the Induction Course at the Yar' Adua Centre on a cloudy Sunday morning. It was an important event; having come face to face with Comerel (all my dealings with them had been on phone) and seeing other intending pilgrims. It was OK.

The course was like a classroom setting where a teacher tells you what he wants you to know and not all you need to know. You still have to go back and make research and prepare yourself for the Hajj proper irrespective of what you learnt at the Induction Course.

It should not be scrapped because some people don't want to attend. No one is forced to attend; it is for your own good to attend. Modify your questionnaire to include the option of either attending it or not.

What about new people who know nothing about Hajj? There is no sense in calling for the scrapping of the Induction Course.

VACCINATION

I did not know that you would provide vaccination at the Induction Course. I had obtained one at the Ministry of Health with much stress only to get to the Induction Course and see the officials of the Ministry administering vaccines and issuing the cards. Kindly inform us in future.

MADEENAH AIRPORT MEET AND GREET

I have no reason to complain. You couldn't have done better. The only hitch was the human error that occurred when our bus driver erroneously thought he still had a passenger to pick. He later learnt that he could proceed to the hotel and he did. That was not within your control, of course.

MADEENAH HOTEL

The hotel is OK. I am getting my money's worth. Only the food was not spicy enough for me. Your MD/CEO has been giving us yaji (ground pepper). He advised us to keep ours until Makkah where we would not get Nigerian dishes in the hotel.

ZIYAARAH

It was well coordinated but some of the women went on a shopping spree and as a result, we almost missed our Maghrib prayer at the mosque upon return. Next time, they should be well-coordinated.

ASSESSMENT AS AT MADEENAH

There has been nothing extraordinary. Everything is OK, to the best of you guys' ability, which I have seen other travel agencies doing for their pilgrims too. I would have wanted a longer stay at the grave of the Messenger of Allah (peace be upon him).

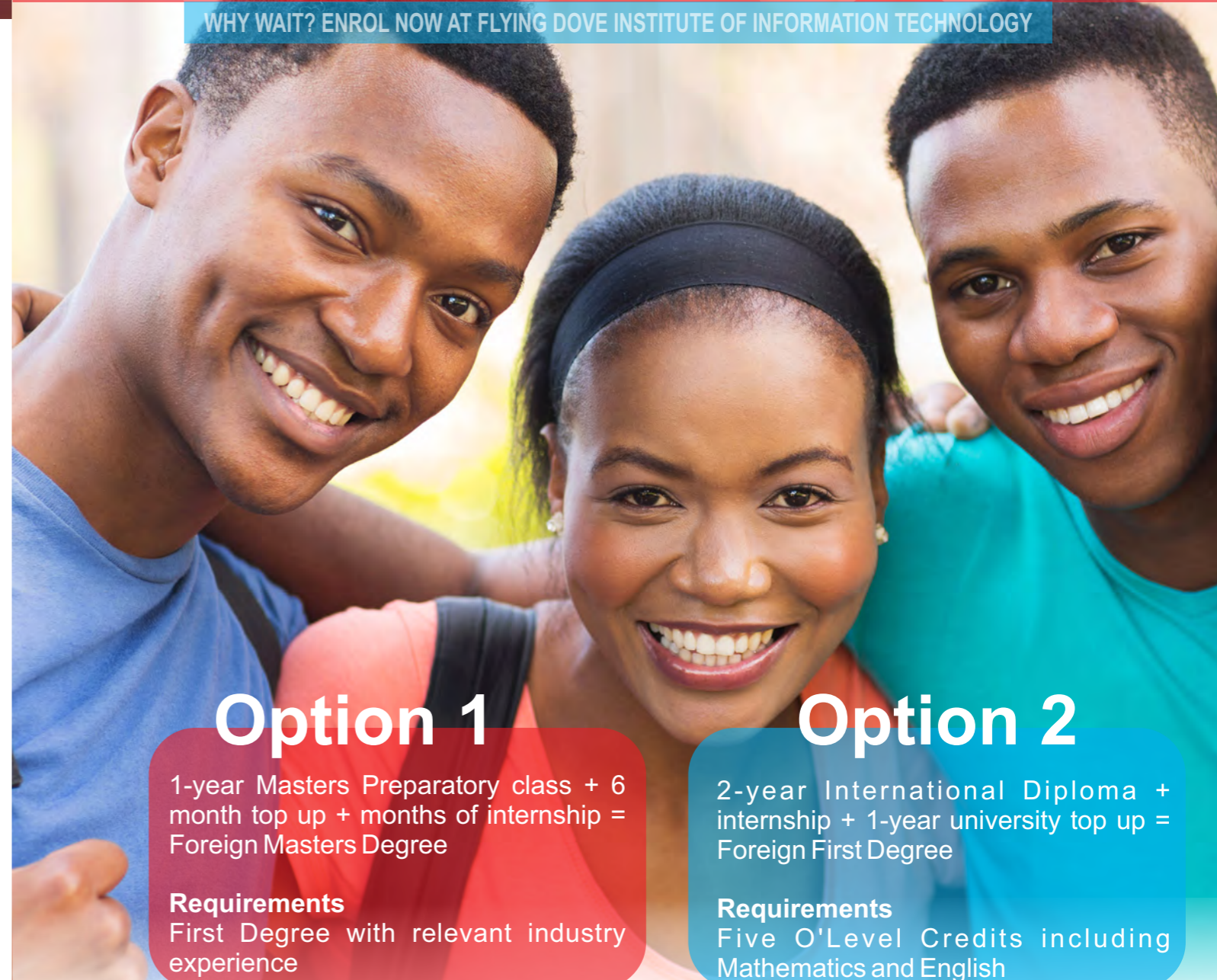
I did not enjoy the long flight too. The refuelling of the airplane in Ghana added another hour to the long flight time.

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. Where it is an upgrade, you will pay the difference and if it is a downgrade, we will refund the difference.
8. COMEREL staffers are not porters and should not be looked upon to carry luggage for any pilgrim.
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

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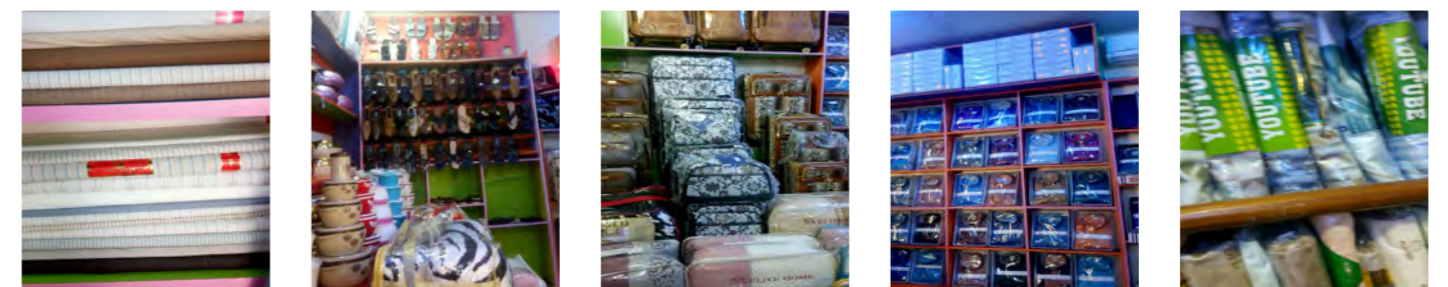
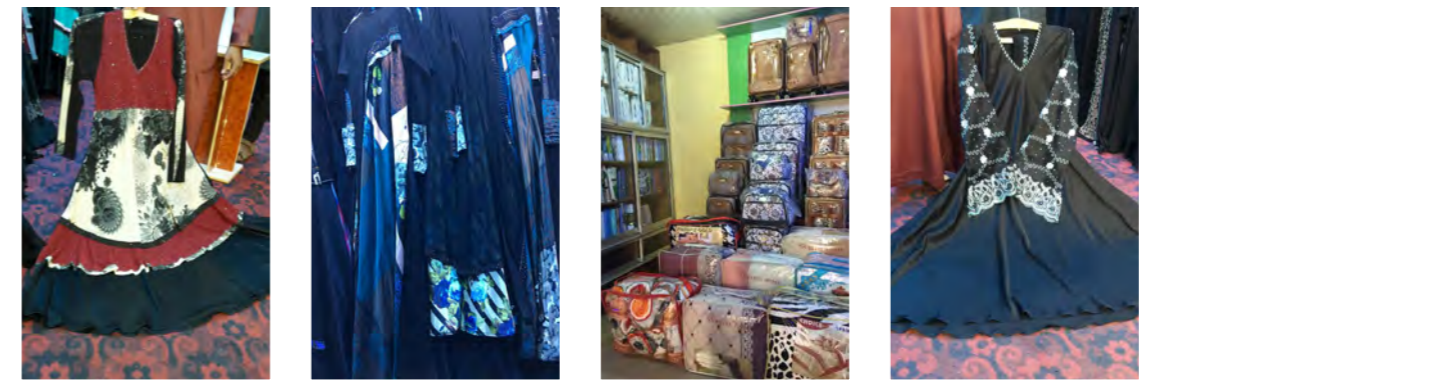
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