



SUMMER UMRAH & SAUDI/ DUBAI FAMILY TOUR



10th April to 20th April

IMPORTANT NOTICE

1. All passports and payments must be in our office latest on 10th March 2014.
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. 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 us 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. Al 'Ula rooms are triple occupancy, the rooming arrangement will be adjusted accordingly
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.



**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.**



₦ ACCT: 2007608856



₦ ACCT: 0023246167

\$ ACCT: 0023246174



₦ ACCT: 0012404170

\$ ACCT: 0012404187



₦ ACCT: 1011008104

CHAIRMAN'S ADDRESS

Bismillahir Rahmanir Raheem. All praise belongs to Allah, alone, peace and blessings of Allah be on the Last Prophet, Muhammad, his family, and companions.

Brothers and Sisters in Islam, on behalf of members of the Board of Directors, the Management and the entire Staff of Comerel Travels and Tours I would like to congratulate you for the successful hajj rites in 2013. May Allah accept our ibaadah, ameen.

I would also like to take this opportunity to express our sincere appreciation and gratitude for patronising our services and thereby giving us the opportunity to inch closer to our vision. Our particular appreciation goes to some of you who have consistently been performing their Hajj or Umrah rites with us over the years despite our unavoidable shortcomings.

Last year, COMEREL attained TEN years of service to you.

Since the Company began operations, the quality of our services has been improving due to not only the dedication of our staff but also your continuous feedback that helps us and gives us the encouragement to work harder. You are the best judge in this respect.

However, the Nigerian business environment does not allow us to reach our goal of giving you our intended best value for money. Neither do the ever-changing Saudi Government's rules and regulations on Hajj operations. These notwithstanding we are doing more to give you better service.

We are working with the Saudi Muassasah to develop and provide

better camp amenities at Mina and Arafat. This has become necessary due to the repetitive challenges we have been encountering in this regard.

Right from inception Comerel has been comparing notes with its international peers with the aim of improving its services. This tradition will continue.

The Summer Umrah and Dubai Tour is another effort to bring the family together on one tour. The worship and play that we have mixed is interesting and relaxing. Please come aboard.

I shall be addressing you in subsequent packages from time to time, insha Allah. Thank you and good-bye.



Arc Umaru Usman Karaye
Chairman

We thank Allah who has given us yet another chance to serve His 'ibaad. May His benedictions and unending mercies be upon the noble Prophet Muhammad (PBUH).

This year's package is different in a number of ways. To begin with, we are visiting Saudi Arabia and United Arab Emirates (UAE), insha Allah. We listened to the feedback from our customers and we have decided to return the Umrah and Saudi/Dubai Family Tour as it was a few years back.

We are visiting, for the first time, one of the 981 UNESCO World Heritage Sites. As of 2013, there were only 759 cultural World Heritage Sites. Al 'Ula sector of Saudi Arabia holds one of them. It was mentioned in the Glorious Quran as Al Hijr. It is often called Mada'in Saleh. Come and behold the spectacle of rocks into which homes, palaces, meeting halls and tombs are carved.

We will be at the seaside in Dubai where you can make your own barbecue. The Global Village will make you want to stay longer. A new aspect is the yacht cruise that promises to be exciting. Other staples of our yearly tours remain as before.

Our philosophy remains the same; reliable and comfortable trips at commensurate cost. We do not believe that because the package is mainly to cater to the needs of children, we should give poor and substandard service. We want them to learn from their trip and to have as much halaal fun as we can provide for them. We equally believe that the soul should be nourished on these kinds of trip. We have always advocated closeness to the haram in both Makkah and Madeenah to make ibaadah easy and in conforming to the practice of the Holy Prophet (PBUH) who always lived close

to the sites of worship. Our hotels in Saudia are themselves within the haram and they are five-star; our children deserve nothing less. Everyone knows the prestigious Madinah Hilton Hotel and frequent travellers with us will agree with that Mövenpick Hotel in Makkah is breath taking. Situated within the magnificent Clock Tower building (a marvel of engineering in itself), which overlooks the ka'abah, Mövenpick has become home to Comerel pilgrims year in and out.

Family is important to us and we emphasized this in the way we have structured our programme of events. It allows the family to have quality time together for ibaadah and pleasure. Our precious sprouts need us as much as we need them.

We have given room for much flexibility this time; you will be able to choose between either the full package (Saudia and Dubai) or the half package (Saudia only).

Come along together or pay for your kids; whatever you decide, you are in safe hands, insha Allah.



ABUBAKR SIDDEEQ MUHAMMAD
Managing Director/CEO



An Overview of our Trip

- DAY 1 (10th April-11th April)
ABUJA-CAIRO
- DAYS 2 AND 3 (11th-13th April)
CAIRO – MADEENAH - AL 'ULA – MAD 'IN ? LI? –
AL 'ULA
- DAY 4 (13th – 14th April)
AL 'ULA-MADEENAH
- DAYS 5 AND 6 (14th- 16th April)
MADEENAH - MAKKAH - TAA'IF- MAKKAH
- DAYS 7, 8, 9 AND 10 (16th-20th April)
MAKKAH-JEDDAH - DUBAI - CAIRO -
ABUJA



ABUJA TO CAIRO

DAY 1 (10th April-11th April)

We will take off to the airport in Abuja from the National Mosque as usual. Please be sure to be at the venue at the designated time. Please ensure you read all materials we give you to acquaint yourself with our movement.

Our flight will be on Egypt Air. Flight times will be communicated later.





CAIRO – MADEENAH - AL 'ULA –
MAD 'IN ? LI? – AL ULA

DAYS 2 AND 3 (11th-13th April)

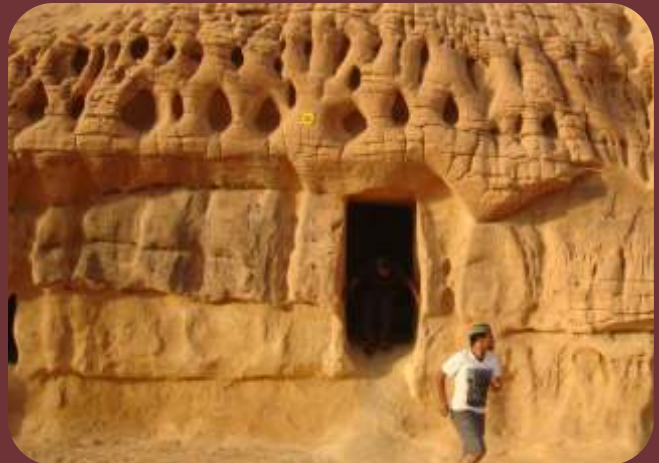
After the transit period in Cairo, we will arrive in Madeenah today and proceed directly to Al 'Ula sector, a town about 4 hours' drive from Madeenah. This town houses one of the most important landmarks of human history, the Mada'in Saleh. It was home of the Thamud civilization. Accounts from the Qur'an place the settlement of the area by the Thamud people after Noah but before Moses, which can be interpreted as the 3rd millennium BC. According to the Islamic texts, Allah punished the Thamudis, who would carve out homes in the mountains, for their persistent practice of idol

worship, the non-believers being struck by a sound wave.

You will see how these folks were blessed with the skills to carve homes into mountains but nonetheless worship idols in place of the One who gave them the skills.

We shall stay at Al Ula Arac Resort Hotel. In the morning, we will drive about 25 kilometres to Mada'in Saleh. This will take us the greater part of the day. We shall return to Al Ula for dinner and prepare to check out for our journey next day to Madeenah.





MADEENAH

DAY 4 (13th – 14th April)

This morning, we arrive at the beautiful city of the Noble Prophet (PBUH) where we have quite a number of activities. First, we check in at the Madinah Hilton Hotel, rest a while then we go for *ziyaarah*, the international book exhibition and exhibition of the history of the Prophet Muhammad (PBUH). In the evening, we will return to the hotel for dinner and get set to check out of the hotel in the morning.

Please do not forget to take your bath for Umrah and wear your ihram dress from the hotel; details of what to do are already in the handbook we will give you. We will head to the meeqaat where everyone shall make intention for Umrah.





MAKKAH

DAYS 5 AND 6 (14th- 15th April)

When we reach Makkah, we will check into the hotel (Mövenpick) and proceed to perform Umrah. After Umrah, we have quite a number of places to visit. We shall be touring the hajj rite sites of Minaa, Arafah and Muzdalifah as well as the museum of the relics of the Ka'abah.

The next day, we will travel to Taa'if where long ago the Messenger of Allah (PBUH) was stoned by

idolaters. We will then return and to Makkah where we shall have dinner and get ready to check out the next day.

Do not forget to use your luggage tags and make sure you have left nothing behind in the room.





MAKKAH TO DUBAI

DAYS 7, 8, 9 AND 10 (16th-20th April)

We shall fly to Dubai on Fly Dubai Airline. We will check in at the hotel (Flora Park Hotel) and rest. We shall visit many fun places and shop over a 4-day period. Some of the places we are visiting are the Global Village (a theme park fashioned to highlight world cultures), The Dolphinarium (watch dolphins and seals do incredible things), the Zoo, beachfront and desert safari. We shall also do a cruise dinner aboard a yacht.





WHAT THE PACKAGE ENTAILS

1. FULL PACKAGE (SAUDIA and DUBAI)

- ▶ Free transport to Abuja airport for those departing from Abuja
- ▶ Return Economy class tickets on Egypt Air (business class upgrade is based on availability)
- ▶ One-way ticket on Fly Dubai Airline (economy class)
- ▶ 10-litre Zam Zam water on return
- ▶ Free Umrah and Hajj rites handbook
- ▶ 2 Nights at Al 'Ula Arac Resort, Al 'Ulaa (Bed, breakfast and dinner)
- ▶ 1 Night at Madinah Hilton Hotel, Madeenah (Bed, breakfast and dinner)
- ▶ 2 Nights at Mövenpick Hotel and Residences, Makkah (Bed, breakfast and dinner)
- ▶ 4 Nights at Flora Park Apartments, Dubai (Bed, breakfast and dinner)
- ▶ Umrah Visa
- ▶ Dubai Visa
- ▶ Entry fees to Parks and Tourist Attractions mentioned in the package (individuals or schools pay for their rides)
- ▶ Desert Safari
- ▶ Yacht Cruise
- ▶ Transportation to all our listed areas



2. HALF PACKAGE (SAUDIA ONLY)

- ▶ Free transport to Abuja airport for those departing from Abuja
- ▶ Return Economy class tickets on Egypt Air (business class upgrade is based on availability)
- ▶ 10-litre Zam Zam water on return
- ▶ Free Umrah and Hajj rites handbook breakfast and dinner)
- ▶ 2 Nights at Al 'Ula Arac Resort, Al 'Ulaa (Bed, breakfast and dinner)
- ▶ 1 Night at Madinah Hilton Hotel, Madeenah (Bed, breakfast and dinner)
- ▶ 2 Nights at Mövenpick Hotel and Residences, Makkah (Bed, breakfast and dinner)
- ▶ Umrah Visa
- ▶ Entry fees to Parks and Tourist Attractions mentioned in the package (individuals or schools pay for their rides)



COST IMPLICATIONS

FULL PACKAGE (SAUDIA AND DUBAI)

SINGLE OCCUPANCY	\$5,300	
DOUBLE OCCUPANCY	\$4,300	PER PERSON
TRIPLE OCCUPANCY	\$4,100	PER PERSON
STUDENTS (2YRS TO LESS THAN 12 YRS)	\$3,500	PER PERSON
INFANTS (LESS THAN 2 YRS)	\$700	PER PERSON

HALF PACKAGE (SAUDIA ONLY)

SINGLE OCCUPANCY	\$3,500	
DOUBLE OCCUPANCY	\$2,900	PER PERSON
TRIPLE OCCUPANCY	\$2,700	PER PERSON
STUDENTS (2YRS TO LESS THAN 12 YRS)	\$2,500	PER PERSON
INFANTS (LESS THAN 2 YRS)	\$400	PER PERSON



TERMS & CONDITION OF SERVICES

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 with prior notification.
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. The terms and conditions above as well as the agreement mentioned are available at www.comerel.com for free download. Please avail yourself the opportunity to download them and peruse.
20. All schools must come with consent letters signed by parents or guardians for their students. COMEREL will also require a covering letter from the school designating COMEREL as their proxy.

MEMORIES FROM HAJJ 2013



MEMORIES FROM HAJJ 2013



MEMORIES FROM UMRAH 2013



MEMORIES FROM UMRAH 2013



MEMORIES FROM UMRAH 2013



MEMORIES FROM UMRAH 2013



MEMORIES FROM UMRAH 2013





UMRAH AND SAUDI TOUR 2013 FEEDBACK

Making of appointments earlier before visits to prevent apologies and have a better tour.

-Aisha Abana

Comerel Travels and Tours is actually offering a good service to the pilgrims. The area I have problem is the arrangement on visitation. Comerel should have proper arrangement on visitation to such difficult areas like "Cave Hira" where we were unable to go down and see how the place is and not just staying in the bus and point at it for us to see.

Secondly I want to suggest that the programme of events should be prepared to cover the whole activities for the period and it should be adhered to strictly. Lastly, Comerel needs to be patient with the pilgrims, most especially where children are involved. Thank you and wish the best of service to humanity.

- Mrs. Sani Hauwa'u

I want to say that the way we came to the airport was quite good and I didn't like the way we have been waiting in the airport. We need to have the lesson for not bringing the parents' consent letter.

-Ibrahim S. Abubakar

1. There should be proper guide before leaving the country. If possible some days before departure.
2. There should be recommendation on the number of students per guide and it should be on international recommendation.
3. Kudos to you , more grease to your elbow, we are proud of you.

- Adigun Ganiyat O.

1. I recommend an induction exercise for children coming to Umrah/Summer Tour as that will significantly help
2. Comerel should provide two identity cards in case of loss. One should be given to them before leaving and one in case of loss either in transit, Jeddah, Madinah and Makkah
3. Since schools have tour guides, the tour guide should be thoroughly guided on the stages, expectations etc. before leaving to their destinations. I generally grade Comerel A (Excellent)

- Ango Abdullahi Suleiman

Sumaysha

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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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