

COMEREL TRAVELS & TOURS LIMITED

# UMRAH & HAJJ

2015/1436AH

P A C K A G E S



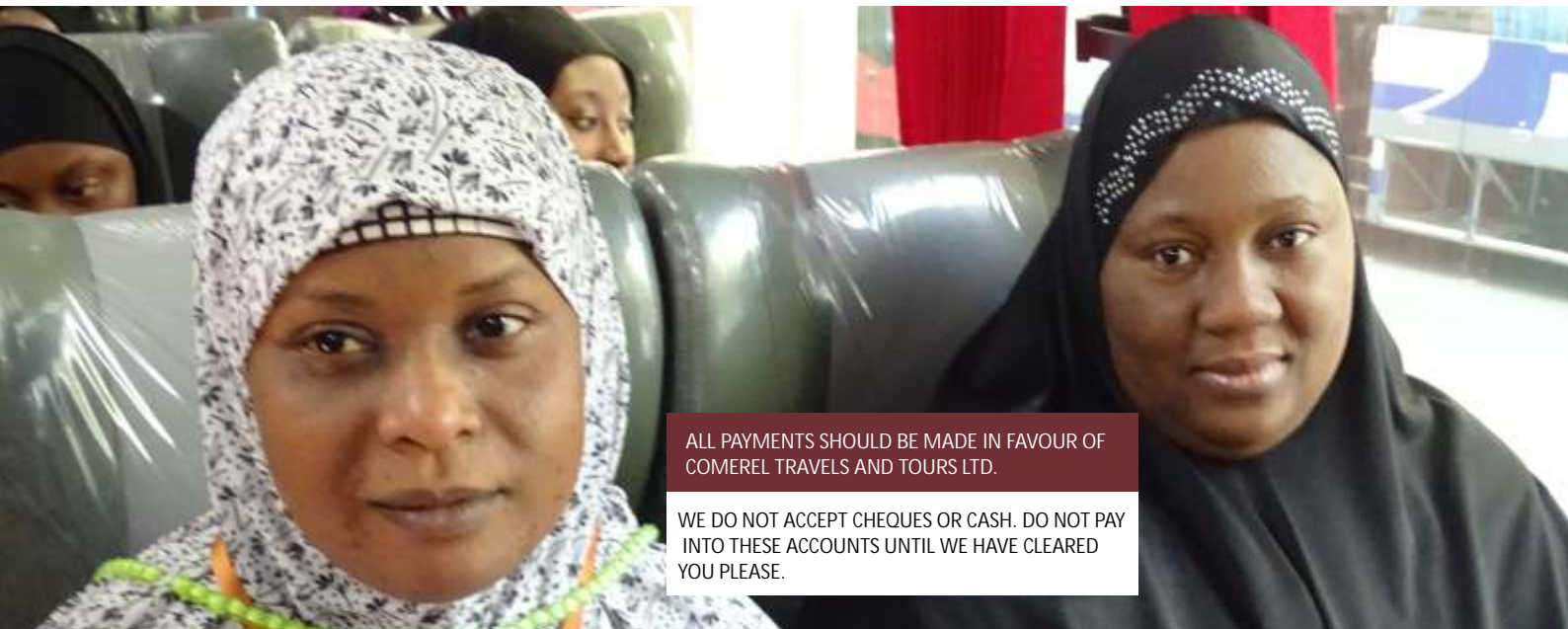
[www.comerel.net](http://www.comerel.net)



Accredited Agent

# IMPORTANT NOTICE

- All passports must be in our office latest on 1st June 2015 for Umrah and 17th August 2015 for Hajj.
- 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.
- 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.
- Please do not pay into any of our accounts until you have been cleared to proceed. This is in our mutual interest.
- Please complete all payments before all travel documents are presented to you. Under no circumstance will a pilgrim get travel documents without complete payments.
- 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.
- COMEREL reserves the right to increase the price of its package if a situation warrants it. Where this happens, you will be notified.
- Please ensure that you use your COMEREL Pilgrim ID Card accordingly.
- Please ensure that you get an official COMEREL receipt for every payment you make.
- The ticket prices are deposits; please take note that there may be an increase in the prices. Where this happens, we will inform you accordingly.
- All Hajj prices include an economy class ticket. Any upgrade must be made as early as possible.
- All children and infants must have separate international passports.
- All rooms in the VIP package hotel are double occupancy by default. Only 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.
- Pilgrims must notify us of any unusual or militating medical conditions. This is to help you in case of emergencies.
- 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.



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: 0012404170

\$ ACCT: 0012404187



₦ ACCT: 0023246167

\$ ACCT: 0023246174



₦ ACCT: 1011008104

\$ ACCT: 5360024026

## 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.

My dear brothers and sisters in Islam, on behalf of the members of the Board of Directors, the Management and the entire staff of Comerel Travels and Tours I would like 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 and or Umrah rites with us over the years despite our unavoidable shortcomings.

Comerel, as you know, is a Company that offers services relating to travelling and tourism with a niche in Hajj, Umrah and Ziyaarah. In this respect, the Company aims at removing from you the headache of your travel, accommodation and feeding arrangements as well as providing you with spiritual guidance so that you can concentrate on what took you there.

Over the last twelve years since the Company started operating, 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 so that you worry less during your

spiritual exercises.

Notwithstanding the Nigerian business environment as well as the peculiar industry challenges, we are focused to give you the best services by continuously strategizing, resourcing and retraining our staff. No wonder today we are the operator to beat in this industry, alhamdulillah.

We therefore continue to count on your support and patronage while guaranteeing you best value for money.

We pray to Almighty Allah to give those intending pilgrims the means and strength to perform their Umrah or Hajj and enable us provide you with the required services while at the Holy land. Ameen.



**Arc. Umaru Usman Karaye**  
Chairman

All adulations belong to Allah, the custodian of success. I thank him for his countless bounties on us. I also welcome you to this year's packages that I shall discuss shortly.

Last year, our company recorded a huge success by Allah's intervention. It was despite the apathy towards journeying for Hajj due to the fear of EbolaVirus Disease (EVD). Some of our pilgrims had to cancel their trips for fear of being infected in the crowd of pilgrims. Not only did their worst fears never happen, there was not a single case of EVD during the Hajj, alhamdulillah.

We invited Dr Ibrahim Kana, who sits on the board of the National Hajj Commission of Nigeria as a representative of the Federal Ministry of Health, to come and enlighten our pilgrims and the outcome was a very informative Hajj Induction Course at the International Conference Centre. All myths and rumours as well as fears were dispelled by the erudite doctor. Many doubting pilgrims got a much-needed confidence boost.

Hajj 2014 was like no other Hajj for both the pilgrims and management of Comerel Travels. We put our pilgrims in specially requested 'A Plus' tents in both Minaa and Arafah. This meant an exclusive area was designated Comerel Pilgrims' Area with its own dedicated staff and gate as well as ID card for our pilgrims. This eliminated the bitterness we record occasionally every year, especially in the B tents where we have had to complain the influx of non B tent pilgrims during meal times into the B tent areas without permission; a situation that allows these usurpers to deplete the food served at the expense of paying pilgrims. Indeed, Comerel was the first and only African Non-Arab company that

secured theseVIP tents that are very close to the sites of worship. Comerel now offers only these 'A Plus' tents for all its pilgrims in Minaa and Arafah and we hope to make it a staple. Another thing we have done is to use your feedback as our clients to decide upon phasing out the Special Package option on our brochures. You now have a choice of either VIP or VIP premium packages. The GM shall be introducing you to some other innovations we are bringing on board this year.

Of course, we had some challenges. We are eager to face new ones every year and we try our best to overcome them and learn from the experience thus gained. One of the areas we had challenges was in the movement from Madeenah to Makkah. The Saudi government made the sudden decision to restrict the movement of buses from Jeddah to Madeenah to pick pilgrims heading to Makkah, leaving some of our pilgrims stranded. We overcame the challenge and we have devised a means to stop that from recurring. The details shall be made known insha Allah. In Minaa and 'Arafah, the catering company that was supposed to feed our pilgrims short-changed us and we had to buy more food after paying for food. Another was that some obviously brand new air conditioners did work in the stifling heat. Apart from these, we had very little to worry about logistically. We have since reported all these issues to the Saudi authorities responsible for African Non-Arab Pilgrims.

After we upgraded every pilgrim to the Oberoi Madina at no extra cost last year, it was unanimously agreed that we should retain the services of the splendid hotel every year. It is more expensive than Madinah Hilton but better in terms of service, facilities and even proximity to the Haram.

This Ramadan, we have exciting news. You can now pay for just the last ten nights in Makkah without visiting Madeenah if you wish. Please read the Package options page carefully to see the options you have.

I pray and hope that you will find our services even better than last year's. MayAllah reward you abundantly.

Whichever package you choose, we pledge to give you our best and do all that a human being can do to ease the stress of Hajj for you.

MayAllah accept our exertions.



**ABUBAKR SIDDEEQ MUHAMMAD**  
Managing Director/CEO

# GM'S INTRODUCTION

In the name of Allah, The Altogether Benevolent and Most Gracious. On behalf of the entire COMEREL Hajj Team of 2014, I wish to thank Allah for His blessings on our company and its pilgrims in particular and the entire Nigerian Hajj 2014 family for his peculiar intervention during the dramatic experience of the Ebola Virus Disease (EVD) scare. We thank Him for every success we record and every seeming failure we encounter- only the hottest fire makes fine steel.

Without much ado, I wish to introduce this year's package in addition to what you have read from the MD/CEO.

## UMRAH

The Umrah package will be a 12-day affair unlike our traditional 14-day package. The last 10 nights will be spent in Makkah while the first 2 nights will be in Madeenah. In addition to this, we have opened an opportunity for pilgrims who prefer to proceed straight to Makkah for the last 10 nights of Ramadan to have a package tailor-made for their yearnings.

## HAJJ

We apologise for our inability to offer a package that we tagged Hajj Budget Package as announced last year. We wished to give intending pilgrims who cannot afford our VIP/VIP premium packages a chance to join us. However, due to the on-going expansion work in the Holy Mosque, the Hajj quota

for countries participating in the Hajj has been reduced. This means that we cannot bring them on board for now until the construction work is completed.

This year, we will maintain the packages you are used to (VIP/VIP Premium) and also continue with the wonderful experiences of having all our pilgrims in the customized 'A Plus' tents, both in Minaa and Arafat. The only change is that we have decided to stay with The Oberoi Madina Hotel away from our usual Madinah Hilton Hotel because of its prestigious nature. In addition, it witnesses less traffic of people who are not necessarily guests at the hotel that are usually in and around the latter hotel.

Please read our programme of events on the brochure, but more importantly, read our bulletins, which we will distribute daily while in Saudia. We use the bulletins to pass on the most up to date information about our movements and any alterations in plan.

I wish you a fulfilling trip. Ameen



**YUSUF S. O. USMAN**  
General Manager (Operations)



## UMRAH PROGRAMME OF ACTIVITIES

5 JULY 2015 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 the flight to Madeenah
- Please be at the airport early to avoid missing your flight.

### DUBAI

- We may have a stopover in Dubai (it could be brief or long, depending on the connection time; it depends on the flight we get).
- Kindly use the boarding gates advised by the group leader; sometimes the boarding gates change from what you have on your boarding pass.
- Do not lose your boarding passes!
- Keep your international passports on your person to avoid leaving it in the aircraft accidentally

**6 JULY 2015**

### **MADEENAH (FULL PACKAGE ONLY)**

- We 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.
- All items consumed from the mini fridge in each room shall be paid for by the consumer



## UMRAH PROGRAMME OF ACTIVITIES

7 JULY 2015

MADEENAH (FULL PACKAGE ONLY)

- We will give you luggage tags in preparation for check out.
- Arrange your bags at your doorstep early in the next 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
- The pilgrims on the Last Ten Nights Package will leave Abuja for Jeddah today. They will have a stopover in Dubai like the earlier group.

8 JULY 2015

JEDDAH, DHUL HULAYFAH, MAKKAH

- We will check out early today
- Before checking out, please take your bath for ihraam and wear the ihraam clothes if you are 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. This applies to only the pilgrims on the Full package options.
- Note the position of your bus well to avoid getting lost.
- The buses are similar; note where yours is parked carefully.
- Those on the Last Ten Nights Package will make their intention on the aircraft on land in Jeddah for onward conveyance to Makkah.



## UMRAH PROGRAMME OF ACTIVITIES

### 8 JULY 2015 MAKKAH (LAST 10 NIGHTS AND FULL PACKAGE PILGRIMS)

- 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.
- Everyone will check into their rooms in Makkah 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).

### 17 JULY 2015 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

### 18 JULY 2015 JEDDAH

- We check out and proceed to Jeddah/Madeenah airports
- Do not forget to take all your belongings
- Resist the urge to shop at the last minute; we will not wait if you delay
- Have a reward-filled ibaadah





## HAJJ PROGRAMME OF ACTIVITIES

### 14th September 2015 (TAKE OFF DAY) ABUJA

- We converge 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
- We will assist during the process of check in until we board the flight(s)
- Please be at the airport early to avoid missing your flight.

### DUBAI

- We will have stopover in Dubai (it could be brief or long, depending on the connection time)
- Please hand over your international passports to our designated officials if there is need to get hotel vouchers for the group
- Please use the boarding gates advised by the group leader; sometimes the boarding gates change from what you have on your boarding pass.
- Do not lose your boarding passes!
- Keep your international passports on your person to avoid leaving it in the aircraft accidentally

### 15th September 2015 (2ND DHUL HIJAH) MADEENAH

- We observe all airport formalities and proceed to our respective
- If the rooms are not yet ready, we will proceed to the restaurant for a drink or go and say the next prayer before returning to our rooms.
- All items consumed from the mini fridge in each room shall be paid for by the consumer
- We will arrange ziyaarah the next day or at any time that our schedule may permit.



## HAJJ PROGRAMME OF ACTIVITIES

17th September 2015 (4TH DHUL HIJAH)

### MADEENAH

- We will give you luggage tags in preparation for check out
- Arrange your bags at your doorstep early the next morning
- All luggage will precede us to Makkah today, or be carried in our buses
- Carry only essential items in a small bag with you on the bus.
- Prepare for ihraam by buying the garment if you don't have one

18th September 2015 (5TH DHUL HIJAH)

### MADEENAH/ DHUL HULAYFAH

- We will check out early today
- Before checking out, please take your bath for ihraam and wear the ihraam clothes. That was the Sunnah of the Prophet (SAW).
- 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
- We will do Hajjut-Tamat'u, which means doing Umrah, removing the ihraam and assuming it again on the 8th day of Dhul Hijjah for hajj proper.
- Note the position of your bus well to avoid getting lost at Dhul Hulayfah. The buses are similar; note where yours is parked very well
- N.B: Sometimes, the Ministry of Hajj officials will delay the release of passports and we may wait for quite a while after checking out in Madeenah, where this is so, please forebear it, it is one of those things agents have no control over.



## HAJJ PROGRAMME OF ACTIVITIES

18th September 2015 (5TH DHUL HIJAH) MAKKAH

- We will re-submit our international passports as we enter Makkah this day
- 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 do your Umrah.
- If the rooms are ready, check-in, take a shower if you can, it was another Sunnah the Prophet (PBUH) used to observe, and then proceed to do Umrah and remove the ihraam.
- Please allow your room leader to allocate your bed(s)
- Between today and the day of Tarwiyah, when the hajj rites proper begin, please use your time to serve Allah and rest adequately. There is no rush to shop for anything; the prices reduce after the Hajj days

21st September 2015 (8TH DHUL HIJAH, THE DAY OF TARWIYAH) MAKKAH/MINAA

- We will move to Minaa today
- We do not check out as the rooms have been paid for until the end of Hajj. Please do not leave anything of value in your bags or even the hotel safe
- Take only the essential things you will need in Minaa
- We take our baths, wear the ihraam clothes and proceed to Minaa chanting the talbiyah. This WAS the sunnah
- Our staffers will guide you to your respective tents
- PLEASE DO NOT LOSE YOUR ID CARDS- BOTH THE TENT ID CARD AND THE COMEREL ID CARD
- Please read up the Hajj rites book we give you and ask our guides about any aspect of Hajj that is not clear to you
- Avoid wasting time with useless talk lest you void your rewards



## HAJJ PROGRAMME OF ACTIVITIES

22nd September 2015 (9TH DHUL HIJAH, THE DAY OF ARAFAH)  
ARAFAH/MUZDALIFAH

- After breakfast, we move to Arafah from Minaa
- Immediately after sunset on Arafah, we move to Muzdalifah
- All those who had earlier indicated they would leave Muzdalifah before dawn will leave at midnight while the others remain till Subh prayers the next morning
- From experience, the traffic situation might be so bad that we would reach Minaa only in the afternoon next day. This is part of the lessons of hajj; may Allah reward you. If you are certain of your bearing and you wish to alight from the bus to proceed to Minaa on foot, there is no harm. Please note, however, that you will be on your own; there are no spare staffers to guide you if you miss your way.

23rd September 2015 (10TH DHUL HIJAH, THE DAY OF EID)  
MINAA

- At Minaa, proceed to do the stoning as soon as possible, cut or shave your hair and proceed to Makkah. It will be tedious, so brace your mind to endure the conditions. Take a lot of water to rehydrate your body often. You are also allowed to take a shower as many times as you desire
- We will not go to Makkah on this day. After stoning and shaving, return to your tents and continue with ibaadah. You are allowed to delay your tawaaful ifaadah until another day within the tashreeq days. Experience has shown that the traffic situation makes it very difficult to reach Makkah or return to Minaa on this day. You are however not obliged to follow this arrangement; just that we will not be responsible for your transport and we are not obliged to sort out any problems that may arise out of your choosing to act differently.



## HAJJ PROGRAMME OF ACTIVITIES

### MAKKAH

- When we finally proceed to do tawaaful ifaadah, pray two rakats behind the Maqam of Ibrahim if possible or anywhere around the Haram, drink Zam Zam water and do the sa'ay of Safaa and Marwah then return to your hotel room to take off the ihraam if you wish or return immediately to Minaa to take off the ihraam.

### 23rd to 25th September 2015 (10TH-12TH DHUL HIJAH, THE DAYS OF TASHREEQ) MINAA

- We will remain in Minaa stoning the three monoliths (jamaraat) in the order of meeting them seven times each
- Use the period to relax, worship, and gather good deeds. Shun excessive talks and time wasting activities
- We choose to use only two out of three possible days here because of the huge crowd that leaves on the 13th Dhul Hijjah. Whether spending two or three days, both are allowed
- We leave Minaa on the 12th Dhul Hijjah as early as possible, return to our rooms in Makkah, and pack our things in readiness for check out next day

### 28th September 2015 (15TH DHUL HIJAH) MAKKAH/JEDDAH

- As before, we will check out as described earlier and our luggage will travel ahead of us to Jeddah airport
- We will check individual rooms out and anyone with bills to settle will do so before we depart for Jeddah airport.

May Allah accept our exertions and Hajj Mabruur!



**UMRAH LAST TEN NIGHTS VIP PACKAGE INCLUDES:**

- Free Umrah and Hajj Rites book (revised and updated)
- Full board: Iftaar and Sahuur in both Madeenah and Makkah
- 5-Star Hotel in Makkah: Movenpick Hotel (10 nights)
- Umrah Visa
- VIP Buses in both Madeenah and Makkah
- Airport meet and greet (for those travelling with the group only)
- 10-litre Zam Zam water upon return to Nigeria

UMRAH LAST 10 DAYS VIP PACKAGE (ALL EXCLUDE TICKET FARE)	
<b>SINGLE:</b>	\$13,600
<b>DOUBLE:</b>	\$8,000 per person
<b>TRIPLE:</b>	\$6,500 per person
<b>QUAD:</b>	\$5,700 per person
DEPOSIT FOR TICKETS:	
<b>FIRST CLASS:</b>	N1,000,000
<b>BUSINESS CLASS:</b>	N700, 000
<b>ECONOMY CLASS:</b>	N300, 000



**UMRAH LAST TEN NIGHTS VIP PREMIUM PACKAGE INCLUDES:**

- Free Umrah and Hajj Rites book (revised and updated)
- Full board: Iftaar and Sahuur in both Madeenah and Makkah
- 5-Star Hotel in Makkah: Fairmont Hotel (10 nights)
- Umrah Visa
- VIP Buses in both Madeenah and Makkah
- Airport meet and greet (for those travelling with the group only)
- 10-litre Zam Zam water upon return to Nigeria

**UMRAH VIP LAST 10 DAYS VIP PREMIUM PACKAGE  
(ALL EXCLUDE TICKET FARE)**

<b>SINGLE:</b>	\$14,400
<b>DOUBLE:</b>	\$8,800 per person
<b>TRIPLE:</b>	\$7,100 per person
<b>DEPOSIT FOR TICKETS:</b>	
<b>FIRST CLASS:</b>	N1,000,000
<b>BUSINESS CLASS:</b>	N700, 000
<b>ECONOMY CLASS:</b>	N300, 000



### UMRAH VIP PACKAGE INCLUDES:

- o Free Umrah and Hajj Rites book (revised and updated)
- o Free transport to Abuja Airport from the National Mosque, Abuja
- o Full board: Iftaar and Sahuur in both Madeenah and Makkah
- o 5 -star hotel in Madeenah: Shaazal Madinah Hotel including Iftaar and Sahuur (2 nights)
- o 5-Star Hotel in Makkah: Movenpick Hotel including Iftaar and Sahuur (10 nights)
- o Umrah Visa
- o VIP Buses in both Madeenah and Makkah
- o Airport meet and greet (for those travelling with the group only)
- o 10-litre Zam Zam water upon return to Nigeria

UMRAH FULL VIP PACKAGE (ALL EXCLUDE TICKET FARE)	
<b>SINGLE:</b>	\$15,200
<b>DOUBLE:</b>	\$9,000 per person
<b>TRIPLE:</b>	\$7,400 per person
<b>QUAD:</b>	\$6,600 per person
DEPOSIT FOR TICKETS:	
<b>FIRST CLASS:</b>	N1,000,000
<b>BUSINESS CLASS:</b>	N700, 000
<b>ECONOMY CLASS:</b>	N300, 000





### UMRAH VIP PREMIUM PACKAGE INCLUDES:

- o Free transport to Abuja Airport from the National Mosque, Abuja
- o Full board: Iftaar and Sahuur in both Madeenah and Makkah
- o 5 -star hotel in Madeenah: Oberoi Madina Hotel (2 nights)
- o 5-star Hotel in Makkah: Fairmont Hotel, Makkah (10 nights)
- o Umrah Visa
- o VIP Buses in both Madeenah and Makkah
- o Airport meet and greet (for those travelling with the group only)
- o 10-litre Zam Zam water upon return to Nigeria

#### A BRIEF ITINERARY

- o ABUJA-DUBAI: 5TH JULY
- o DUBAI-MADINAH : 6TH JULY
- o MADINAH-MAKKAH: 8TH JULY (last 10 nights pilgrims arrive Makkah)
- o MAKKAH-JEDDAH: 18TH JULY
- o JEDDAH-DUBAI: 18TH JULY
- o DUBAI-ABUJA: 19TH JULY

WE WILL ONLY MEET AND CONVEY THOSE TRAVELLING ON OUR TICKET ARRANGEMENT AND WITH THE GROUP PLEASE

### UMRAH FULL VIP PREMIUM PACKAGE (ALL EXCLUDE TICKET FARE)

<b>SINGLE:</b>	\$16,800
<b>DOUBLE:</b>	\$10,200 per person
<b>TRIPLE:</b>	\$8,500 per person
<b>DEPOSIT FOR TICKETS:</b>	
<b>FIRST CLASS:</b>	N1,000,000
<b>BUSINESS CLASS:</b>	N700, 000
<b>ECONOMY CLASS:</b>	N300, 000



### HAJJVIP PACKAGE INCLUDES:

- o Free Hajj Rites book
- o Free transport to Abuja Airport from National Mosque, Abuja
- o Half board in Madeenah at the Oberoi Madina Hotel (Bed, breakfast and dinner) - 3 nights
- o Half board in Makkah at Movenpick Hotel (Bed, breakfast and dinner) -10 nights
- o Hajj Visa
- o Saudi Royalty Cheque
- o VIP Buses in both Madeenah and Makkah
- o A+ VIP tents in Minaa and Arafah
- o Airport meet and greet (for those travelling with the group only)
- o 10-litre Zam Zam water upon return to Nigeria

### HAJJVIP PACKAGE (ALL INCLUDE TICKET FARE)

<b>SINGLE:</b>	\$26,000
<b>DOUBLE:</b>	\$16,800 per person
<b>TRIPLE:</b>	\$14,700 per person
<b>QUAT:</b>	\$13,600 per person



### HAJJ VIP PREMIUM PACKAGE INCLUDES:

- Free Hajj Rites book
- Free transport to Abuja Airport from National Mosque, Abuja
- Half board in Madeenah at the Oberoi Madina Hotel (Bed, breakfast and dinner) - 3 nights
- Half board in Makkah at Fairmont Hotel (Bed, breakfast and dinner) -10 nights
- Hajj Visa
- Saudi Royalty Cheque
- VIP Buses in both Madeenah and Makkah
- A+ VIP tents in Minaa and Arafah
- Airport meet and greet (for those travelling with the group only)
- 10-litre Zam Zam water upon return to Nigeria

### A BRIEF ITINERARY

- ABUJA- DUBAI:  
**14TH SEPTEMBER**
- DUBAI-MADEENAH:  
**15TH SEPTEMBER**
- MADEENAH-MAKKAH:  
**18TH SEPTEMBER**
- MAKKAH-JEDDAH:  
**28TH SEPTEMBER**
- JEDDAH-DUBAI:  
**28TH SEPTEMBER**
- DUBAI-ABUJA:  
**29TH SEPTEMBER**

**WE WILL ONLY MEET AND CONVEY THOSE TRAVELLING ON OUR TICKET ARRANGEMENT AND WITH THE GROUP, PLEASE**

### HAJJVIP PACKAGE (ALL INCLUDE TICKET FARE)

<b>SINGLE:</b>	\$29,600
<b>DOUBLE:</b>	\$18,900 per person
<b>TRIPLE:</b>	\$16,200 per person

# 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. The terms and conditions above as well as the agreement mentioned are available at [www.comerel.com](http://www.comerel.com) for free download. Please avail yourself the opportunity to download them and peruse.

### IDRIS BABANGIDA SULAIMAN

#### Why Comerel?

I was with Comerel during Umrah and was impressed with the organisation, level of preparedness in, and help they provided for the trip. So when I decided to go for Hajj I thought their package will be more suited for my purpose. Comerel provides enough information for first timers for the Hajj. I was influenced by this and by the kind of assistance they provide to their pilgrims during the exercise.

#### Induction Course

The Induction was very informative especially the Health Talk by Dr Kana, and the lecture on Hajj rites by their Ameerul Hajj. Even though they said they will provide more information during the Hajj exercise, I feel that the course has already given all information that a first timer needs to know for the Hajj.

Let me also say that, bringing Dr Kana to speak to us on health issues shows commitment on our wellbeing, that Comerel cares about our welfare, and are keen to give us all we need to know on medical conditions while on the Holy Land. And with this Ebola problem, this lecture by Dr Kana gives me the confidence of knowing how to conduct myself during Hajj.

I enjoyed the power point presentation, as everything was there to see and connect with the words of the speaker. Listening to a speaker without the support of images and words will not make remember the presentation very well, but what we saw today, with the power point and the jokes that the speakers created, will make everything stick to your mind.



### FALMATAWAKIL

#### Why the Comerel?

Comerel deserves commendation. Like 13 years back, I travelled for Hajj on my own for five days... it was so terrible for me. I decided not to travel again but after a few years I saw Comerel advertising on TV and I decided to join. Actually, at first I was nervous and I was afraid i would experience the same thing as the last time I went on Hajj, but actually from the beginning, immediately we got to Madeenah I was so surprised. I was still praying and asking God not to let it be the same as the previous one.

When we went to Makkah, I was so impressed with their warm reception, the hotel accommodation and the upgrade of the hotel accommodation. In fact, I was so impressed

#### Minaa tents

Immediately I saw the accommodation in Minaa I was so impressed; very neat and not too many in a room. Therefore, I was impressed because Minaa is the main aspect of Hajj not the hotel accommodation in Makkah or Madeenah.

#### Hotel rooming arrangement

In Comerel, every pilgrim is a friend. Immediately you meet your room mates, you know this is a friend because Comerel makes

us feel we are together, we are the same and we feel at home. You will feel as if you want to remain together and never part.

### Referrals

I have referred many to use Comerel's services among who is my husband. I told him everything about Comerel, I decided to bring him for Umrah for him to know and feel it, and he is impressed. I also introduced many of my friends.

### Oberoio Madina Hotel

Actually, Comerel is noted for using Madinah Hilton and initially we thought we would return to Madinah Hilton because I went for Umrah with Comerel earlier and we used Madinah Hilton. The GM informed us that we would not be accommodated at the Hilton again and that they have changed it to Oberoi Hotel. Deep inside me, I was thinking that we could not get a hotel better than Madinah Hilton. I did not know that Oberoi is even better than Hilton is with their accommodation and even their food and everything, perfect! I lack nothing here and I thank Comerel for giving us the chance to experience another hotel like Oberoi Hotel.

### Ease of Logistics

From the beginning, they tell you hajj is not like Umrah and people say that is the difficult one but with Comerel Hajj is even easier than Umrah because you just feel at home and the state of mind, the environment and everything...spiritually you are very calm.

### Advice to First timers

I have nothing to say to Comerel because I feel they are experts at what they do. My first time friends were nervous and did not know what to expect with Comerel. Actually, I have tagged myself as Comerel ambassador without the GM or anyone announcing my name. I am really

impressed and happy and I know definitely my friends will come and thank me too.

### Comerel's Future prospects

I wish and I pray and I know that Comerel will reach other states; not only Abuja. By God's grace, I know Comerel will be among the travel agencies in all states.

### Local Dishes

That was the best part of everything. We had a wide variety of Nigerian dishes in Madeenah. The only thing we lacked was burabisco and miyan kukah because I am a Kanuri woman. I think the GM will include it subsequently. Aside that, I think everything was perfect and everyone was happy.

### Female Ad Hoc Staffers

If the company will add more women, I think it would be nice. We need more women to assist the company and I volunteer to be one of them. I am already an ambassador of the company without being recognised. Currently, only the MD's wife is performing the role of a female ad hoc staffer.

Performance rating: 95%



### TOLANI ADETUNJI JUNAID

#### Dubai Transit (outbound)

So far so good. From my experience at the induction course, I think it is good. Then from Abuja to Dubai was also good except for the delay of the Emirates flight from Abuja, which was not the fault of Comerel. We landed in Dubai and everything went well. When we moved to the hotel, (I was part of the second group that spent a night in Dubai) I think it was a fantastic opportunity, the fact that we were able to rest. But then again, Comerel should try to perfect the Dubai arrangement in subsequent years if the pilgrims will have to stay in Dubai because the time we spent at the airport trying to check into the hotel get the (transit) visa and enter Dubai should not take as much time as it took. Although I also know that it is beyond Comerel's control but if it could be shortened, I think it will do well because we spent up to three, four hours at the airport. So far, I think it is a fantastic opportunity

#### Madinah Arrival/Meet and Greet

Arriving in Madeenah was smooth sailing. We did not spend a long time at the airport. As soon as we arrived, Comerel buses were waiting for us. While in the bus, we were given the card keys to our hotel rooms. The MD of Comerel received us as we arrived at the hotel; he was already at the lobby. He received us and we checked in immediately. The hotel was fantastic with a great view. We were just next to

the Masjid. In fact, it was less than one minute's walk. The facilities at the hotel afforded us five-star treatment. I think it cannot be better than this

#### Rooming/Roommates selection

I think it was perfect. I was the last person to arrive my hotel room in Madeenah, I met three other men, and we were able to blend immediately. In fact I had met one of my roommates before at training and at the airport but I did not know were roommates. Initially when I was coming, I was not too comfortable with the idea of having roommates, but when I entered the room and saw the men and the room, which was large enough and had two separate conveniences, I just relaxed. We got a five-star treatment; you cannot doubt it.

#### Ease

For some of us who are first timers, what we always hear is that hajj is very difficult and inconvenient but for me the experience so far has been wonderful. I am quite sure it is also because of the service provider and by that, I mean Comerel. In terms of all the arrangements they have been able to put in place, I think it is going on very well.

#### Information flow

From the daily bulletins, they tell us what to do and roommates share information. The briefings so far are OK.

#### Feeding

That is another area that I wish to commend Comerel on. It was like I was at home in Nigeria. We had both local dishes and continental dishes served. We had amala, pounded yam, tuwo, egusi ...anything you can eat in Nigeria....

#### Value for money

I have no regrets about the huge sum I paid for this service. In addition, it is a service to Allah. The money does not bother me; Allah gives and takes. Before I saw Comerel, I saw cheaper options. I think your organisation is about the most expensive one in Nigeria today but if I want to do hajj again, again and again, I will still use Comerel.

Performance rating  
75% as at Madeenah



### AMINATU ABDULLAHI OYAGBOLA

#### Why Comerel?

I have been wanting to perform the hajj pilgrimage in line with my religion for many years and there were several challenges for me as a working woman. I cannot go to Saudi on my own and in any case, I didn't know all the steps. That was always a challenge every year. Beyond having the resources to buy a ticket, how would I get my visa? How would I organize and schedule my flights? The problems of booking accommodations in the right places at the right time that would be convenient...I just wanted that administrative headache taken away from me since I had the resources by the grace of God to pay for it.

I was very fortunate that my mother came across another friend who had experienced Comerel and was full of glowing commendations and recommendations about how professional they were and so on....

Initially I was a bit sceptical that it is a Nigerian

organisation that is fully owned (by Nigerians) and I hoped it would be run in line with international standards. That was because I had already identified an international agency that I was going to use...but my mother said that this friend of hers had used them (Comerel) and had also used some international agencies in the past and she was able to compare the two and she said Comerel met all her expectations. Therefore, we decided that inshaAllah it would be more convenient for us.

My mother and father live in Abuja so she was able to get the Comerel brochure and all the details for the trip and she shared that with me, gave me all the costs and everything. All I had to do was pay

#### Ease of procedure

The procedure to make payments and all of that was very straightforward. What I like about the Comerel service is the fact that they kept us updated. They kept sending SMS messages and even in my own case, email messages. I was corresponding by email from Lagos... I was able to keep in touch with the office. Therefore, the logistics arrangement was very, very good. Once my mother was able to make the payment on my behalf, the itinerary was sent and we had our receipt issued in line with international best practice. When you pay for your ticket, you get your printout; everything has been scheduled. The commitment they made in terms of hotel accommodation, feeding requirements and transportation were all fulfilled. Where there were any changes we were duly advised of the reasons why the changes were made. Therefore, alhamdulillah, I am satisfied.

#### Corporate Governance Standard

The corporate governance standard is what makes me as a Muslim in particular very happy. That we have an organisation that believes that their word should be their bond; that what they say, they should adhere to it. If anything



changes, in line with good corporate governance and in line with ethics and ethical standards, then you should let the people whom you are serving know the reasons for the changes. That was exactly what they (Comerel) have done.

Initially, we were supposed to be in a particular hotel. Along the way, something occurred that did not make it possible and they explained. They made alternative arrangements and in fact, they upgraded the hotel facilities for us, which turned out to be even better than where we were originally supposed to be put up.

### Ease of the rites

Comerel takes away all the burden and difficulty away from the pilgrim. It does not mean that the pilgrimage itself will not be hard because there certain aspects of it that are still going to require determination, resilience and definitely sacrifice. That is there and we will all do that, but you can sleep comfortably, eat comfortably and you can go from point A to point B reasonably comfortably. Then you can focus your mind, time and energy on performing the Hajj in line with the dictates of Allah.

### Time management

Before, I used to tell myself that before I could embark on Hajj, I had to have six weeks free in the office, which is very difficult when you are a working professional. My annual leave is not more than 25 days. How was I to get six weeks? What about the other things I need to do within the course of a year? That was one of the reasons that I could not embark on the hajj before now.

However, when my mother mentioned this option of Comerel Travels it became clear to me that I could just dedicate two weeks and perform the Hajj and insha Allah that is what I have done.

### Induction course

For me as a first timer who really had very little information and very little idea about what it is actually about. You can read the entire books in the world but talking to somebody who has gone through the experience and that person sharing the experience with you is completely different from what you may read in a book. The induction course was extremely useful. What I liked in particular was that Comerel actually prepared a model of what the Ka'bah and the entire process looks like. They role modelled everything for us physically.

They took us through every single aspect and every single description of every single part; what you should say and do at every stage. Even as far as explaining at what point to drink the Zam Zam water and how to drink it...even the way we should prepare ourselves for ihraam. They had given us a beautiful booklet, which also summarises everything, every step of the way but in addition, they gave practical demonstration of what is expected, what you needed to do and the do and don'ts.

There are so many misconceptions about Hajj that people tell you about and sometimes they are wrong but they (Comerel) were able to tell us (the right things to do). What I also liked was that over and beyond the logistics and planning as well as the spiritual preparation, they were able to explain how to prepare physically for the journey...there was a preventive aspect that most travel agencies do not address in terms of preparing you in advance which was very useful.

### Future prospects and advice

I think that there is a very bright future for this company; I think they have just started. I do not think enough people know about Comerel and the services they render. Therefore, I think one area in terms of feedback is that they need to invest a lot more in their communications, in their public relations and in how they market

their services. Of course, one of the most powerful marketing tools is word of mouth, you know, the taste of the pudding is in the eating; so those of us pilgrims that have benefited from the Comerel service and experience can go and spread the word.

Performance rating: 80%



**DALHATU SAKI MOMOH**

**Why Comerel?**

I have been on hajj seven times before. This is the first time I would travel with an agency because I used to travel myself and make my own arrangements. Last year, I met some of my friends and saw the arrangement they made. I asked them whom they followed that made the arrangements so perfect and they said there is a company called Comerel and that I should try them. They said everything there is VIP. I said I am also doing VIP arrangements but they said this one is better than the one I am doing. I believed that if anyone is catering for a large group (crowd) he would not be able to satisfy all of them and this was why I always made my own arrangements previously.

**Movement to Arafah and back to Minaa**

It was so perfect. I just came out and boarded the bus to Arafah and the bus waited for us, took us to Muzdalifah, waited for us and took us back to Minaa. That was very unusual. Normally, when I wanted to go to Arafah, it would take about two hours before getting

transport to Arafah. After we finish the exercise, I would spend about an hour or more before getting another bus to Muzdalifah because people would be scrambling for all available buses. This time, I was in the tent when I was told it was time to leave Arafah and I found our bus waiting. I enjoyed all the arrangements I cannot specifically say I enjoyed one service better than the other.

**Airport Meet and Greet**

The arrival at the airport was OK. Immediately we came out of the airport, we saw the buses waiting for us and they conveyed us to the hotel, which was perfect.

**Movement to Makkah from Madeenah**

The bus that conveyed us to Makkah was too slow. That was the only disadvantage I know of following the Comerel group. Since it is the government-approved speed limit, there is nothing one can do about it, but I remember that on my own arrangement (using a jeep) I would be in Makkah in four hours but this time it took almost 12 hours.

**Madeenah**

The hotel service and the feeding arrangement in Madeenah were excellent. There was a wide variety of dishes from which to choose. I search for African dishes anywhere I go in the world. Surprisingly, here, I did not have to search; they were already served.

**Transport**

The bus was very luxurious; it was 2014 or 2015 model. What I complained about was the speed, which was too slow for me. However if that is what the government regulations have designed for them, no problem. For me I felt the bus was moving at 60 kilometres per hour

### Value for Money

What I paid is still in the neighbourhood of what I used to spend on my own arrangements. The price is not much; I think it is averagely OK.

### Staff

They are friendly in nature and their service is good

### Minaa

Minaa was good. However, although I saw A Plus on my tag, the service I received was not A Plus; I would say A. Especially the food arrangement in Minaa...

### Value for Money

I could concentrate more on the spiritual exertions because I did not have to look for any service, Comerel already took care of that. I got excellent service.

I have already convinced another friend to patronize Comerel. I will travel with his family and my family next year, insha Allah. I have experienced different services over the years; this the best service I have received so far.

Performance rating: 90%



### NUHU DANBURAMABUBAKAR

I have been with Comerel for a long time now, alhamdulillah. They have done well and year in year out, they have tried to improve. I think

what helps them is that they try to take feedback from their passengers and use that feedback to improve on their services every year.

When Comerel started, they had two packages; the Special and VIP packages to cater for two categories of people. One who could not pay for the bigger package (the VIP) could pay for the smaller package (the Special). Over the years, they have tried to define their market and they need to focus on that market. I think that has helped them to become more focused by trying to remain in a niche of the market and improving that niche. It would have been difficult trying to fill several niches of the market; they would not have been where they are today.

### Standard of Service

Each year, what they try to do is to improve the services of this category (i.e. the VIP). They use their feedbacks very well and it has helped them to improve. If you look at the market as a whole in Nigeria, you see that Comerel is in the top category because they have created a niche at the top. They have ensured that they keep to their name and this means ensuring that you do not lower your standards and improve every year.

When I subscribe to Comerel, I have no doubt that I will get the best of services. I know I will get value for my money. For a customer, what keeps you coming is the knowledge that the services are there. If not, take it that it would be the last patronage. Why Comerel has been able to retain the patronage of many of us for many years is because they render the services that will keep us.

### Spiritual Guidance

For them (COMEREL) to include in the team an Ameer, it means they know the importance. Once you have people that come together

there has to be a leader and that is quite important because of the knowledge the he will impart from time to time. In addition, there are other people assisting him in guiding people and in giving the required information about the whole process. Where people are having doubts, they clear those doubts and where they require information, they give the information.

### Team Doctor

Another improvement is the team doctor, which is very important. For any travel agency to be mindful of health and medical issues it is good.

### Madeenah Accommodation

In Madeenah, we were expecting to be taken to Madinah Hilton but were we lodged at the Oberoi. I understand that Oberoi is more expensive than Hilton is but we still prefer to stay in Hilton because to us, the services in Hilton are much better than the services we got in Oberoi. The only reservations I have are not in Madeenah. Like the one in Makkah, I think that they should make better arrangements for food like the one we had in Madeenah. They should also make better arrangements for food in Minaa and Arafah. Many of the people complained that the food was not enough. When we left Arafah, we expected some kind of food package for us to take to Muzdalifah but there were none.

### Transport

The buses are good enough for the trip; very conducive and very good arrangement. They should keep it up. I think the buses are the top of the range that I could see.

### Proudly Nigerian

I am very happy and delighted to see a Nigerian company competing with its international peers. For me the stickers that they put on the buses saying, 'Proudly Nigerian' gives me pride

that this is a Nigerian company that is not ashamed to show to the other countries that yes, we can do it, and yes, this is a Nigerian company. They are advertising Nigeria and showing the world that Nigerians can be seen in that category. To me, if I have the opportunity I would give them an award for flying that sticker because they are flying Nigeria and showing the world that we are all proud to be Nigerians.

### Housekeeping in Movenpick

The cleaning of the rooms in Movenpick is better than at Zam Zam Hotel. This is my first time at Zam Zam. I guess when you compare a five star hotel like Zam Zam to Movenpick, the difference is clear. My disappointment was that initially, I thought that I was paying for Movenpick but I ended up in Zam Zam rather than Movenpick. I do not know what informed that decision but the most important thing is that we have an acceptable hajj.

Performance rating: 70-90%

## MAGAJI MAHMUDALHAJI

### Why Comerel?

I was passing by one year on the way to Jamaraat and I saw and liked Comerel's tent arrangements. Then a sister of mine came on Hajj with Comerel and when we met in Makkah, she told me how much she enjoyed the services.

### Staff

They are very, very friendly. I did not encounter any difficulty in paying for the package. The biggest difference between Comerel and other agencies I have patronised is that we are together with the staff all the time. From the MD to the lower cadre, we did everything together. That encouraged me with Comerel. The MD showed that he is practising the

## FEEDBACK FROM OUR PILGRIMS

Sunnah of the prophet of staying with his companions.

### Reception at Madeenah

I was well received in Madeenah. Immediately we arrived, our buses were ready and we moved to the hotel. I enjoyed the local dishes in Madeenah. I especially liked the cow-leg soup.



# MEMORIES FROM HAJJ 2014



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# MEMORIES FROM HAJJ 2014



# MEMORIES FROM HAJJ 2014



# MEMORIES FROM HAJJ 2014



# MEMORIES FROM UMRAH 2014



# MEMORIES FROM UMRAH 2014



# MEMORIES FROM UMRAH 2014





# MEMORIES FROM UMRAH 2014



# MEMORIES FROM UMRAH 2014



# MEMORIES FROM UMRAH 2014







### **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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