

# HAJJ

2016/1437AH



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



Accredited Agent

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

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

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





# HAJJ PROGRAMME OF ACTIVITIES



**1ST  
SEPTEMBER 2016  
(TAKE OFF DAY)**

## **ABUJA**

- We meet at the National Mosque (only those in Abuja)
- We move from the mosque 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.

## **STOPOVER**

- During stopover, please remain with the group
- Please do not lose your boarding pass
- Do not sleep in the airport mosque away from the group; you could miss your flight

## MADEENAH

- We observe all airport formalities and proceed to our respective hotel rooms
- If the rooms are not yet ready, we can go to the restaurant for a drink or go and say the next prayer before returning to the 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 permits.

2ND  
SEPTEMBER 2016  
(1ST DHUL HIJJAH)





**4TH  
SEPTEMBER 2016  
(3RD DHUL HIJJAH)**

### **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

## 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

5TH  
SEPTEMBER 2016  
(4TH DHUL HIJJAH)





**9TH  
SEPTEMBER  
2016  
(8TH DHUL HIJJAH,  
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



## 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.

**10TH SEPTEMBER 2016**  
**(9TH DHUL HIJJAH,**  
**THE DAY OF ARAFAH)**





**11TH SEPTEMBER 2016  
(10TH DHUL HIJJAH,  
THE DAY OF EID)**

### **MINAA**

- At Minaa, proceed to do the stoning as soon as possible then cut or shave your hair. The hady will be slaughtered on our behalf by the agency responsible for that but Ameerul Hajj will be there to supervise and collect some of the meat for frying and distribution to all pilgrims. You can remove your ihraam at this point. 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. The Shari'ah allows us to delay Tawaaful Ifaadah until another day within the tashreeq days (11th, 12th and 13th of Dhul Hijjah). 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.

## 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

**11TH TO 13TH  
SEPTEMBER 2016  
(10TH-12TH DHUL HIJJAH,  
THE DAYS OF TASHREEQ)**





**13TH  
SEPTEMBER 2016  
(12TH DHUL HIJJAH)**

### **MAKKAH**

- When we finally reach Makkah to do Tawaaful Ifaadah, pray two rak'ats behind the Maqaam Ibrahim, if possible, or anywhere around the Haram; drink Zam-Zam water; perform the sa'ay of Safaa and Marwah then return to your hotel room to take a shower and relax.

## 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!

15TH  
SEPTEMBER 2016  
(14TH DHUL HIJJAH)





# HAJJ REGULAR PACKAGE

We have the honour of introducing our new Regular Package this year. Previously, we have had a semblance of a budget package on request but this, year, we are making it official for Hajj as we did for Ramadan Umrah.

The package is different from the other well-known packages of VIP and VIP Premium. To begin with, we will allocate the rooms on a first come, first served basis. The rooms are suites of varying sizes. We have 2-bed, 4-bed twin space, 6-bed twin space and 8-bed twin space suites. The occupants will find the rooms large and conducive. The Madeenah hotel, Golden Tulip hotel, is just 5 minutes away from the Haram on foot, while Retaj Albayt Suites Hotel is right within the Clock Tower in the Haram in Makkah, so proximity is not an issue.

The tents in Minaa and 'Arafah will be the A Tents and not the A+ types the VIP option pilgrims will use. This means no en suite conveniences or private feeding.

Another unique attribute of this package is the single price. There is only one price for the Regular Package. We hope you will like it and we are eager to get your feedback.

# HAJJ REGULAR PACKAGE (INCLUDES TICKET FARE)

## \$9,650 PER PERSON

### HAJJ **REGULAR** PACKAGE INCLUDES:

- **Free Hajj Rites book**
- **Free transport to Abuja Airport from National Mosque, Abuja**
- **Return ticket (Economy class by default) to Saudia (Abuja-Madeenah, Jeddah-Abuja)**
- **Half board in Madeenah at the Golden Tulip Hotel (Bed, breakfast and dinner) - 3 nights (1st to 4th Dhul Hijjah)**
- **Half board in Makkah at the Retaj Albayt Suites Hotel (Bed, breakfast and dinner) - 10 nights (4th to 14th Dhul Hijjah)**
- **Nigerian Local Dishes in Madeenah and 'Arafah**
- **Hajj Visa**
- **Saudi Royalty Cheque**
- **Hady in Minaa**
- **VIP Buses in both Madeenah and Makkah**
- **A tent in Minaa and Arafah**
- **Airport meet and greet (for those travelling with the group only)**
- **5-litre Zam-Zam water upon return to Nigeria**



## HAJJ VIP PACKAGE

(ALL INCLUDE TICKET FARE)

SINGLE:	\$25,600
DOUBLE:	\$17,400 per person
TRIPLE:	\$15,500 per person
TRIPLE:	\$14,450 per person



# HAJJ VIP PREMIUM PACKAGE

(ALL INCLUDE TICKET FARE)

SINGLE:

\$28,350

DOUBLE:

\$19,750 per person

TRIPLE:

\$17,850 per person





#### HAJJ **VIP** PACKAGE INCLUDES:

- Free Hajj Rites book
- Free transport to Abuja Airport from National Mosque, Abuja
- Return ticket (Economy class by default) to Saudia (Abuja-Madeenah, Jeddah-Abuja)
- Full board in Madeenah at the Oberoi Madina Hotel (Bed, breakfast, lunch and dinner) - 3 nights (1st to 4th Dhul Hijjah)
- Half board in Makkah at Movenpick Hotel (Bed, breakfast and dinner) - 10 nights (4th to 14th Dhul Hijjah)
- Nigerian Local Dishes in Madeenah and 'Arafah
- Hajj Visa
- Saudi Royalty Cheque
- Hady in Minaa
- VIP Buses in both Madeenah and Makkah
- A+ VIP tents in Minaa (9 persons per tent) and Arafah both with private toilets
- Airport meet and greet (for those travelling with the group only)
- 5-litre Zam-Zam water upon return to Nigeria

## HAJJ **VIP** PREMIUM PACKAGE INCLUDES:

- Free Hajj Rites book
- Free transport to Abuja Airport from National Mosque, Abuja
- Return ticket (Economy class by default) to Saudia (Abuja-Madeenah, Jeddah-Abuja)
- Full board in Madeenah at the Oberoi Madina Hotel (Bed, breakfast, lunch and dinner) - 3 nights (1st to 4th Dhul Hijjah)
- Half board in Makkah at the Royal Clock Tower Fairmont Hotel (Bed, breakfast and dinner) - 10 nights (4th to 14th Dhul Hijjah)
- Nigerian Local Dishes in Madeenah and 'Arafah
- Hajj Visa
- Saudi Royalty Cheque
- Hady in Minaa
- VIP Buses in both Madeenah and Makkah
- A+ VIP tents in Minaa (6 persons per tent) and Arafah both with private toilets
- Airport meet and greet (for those travelling with the group only)
- 5-litre Zam-Zam water upon return to Nigeria





### **A BRIEF ITINERARY**

- ABUJA- MADEENAH: 1ST SEPTEMBER
- MADEENAH-MAKKAH: 5TH SEPTEMBER
- MAKKAH -MINAA: 9TH SEPTEMBER (DAY OF TARWIYAH)
- MINAA-'ARAFAH: 10TH SEPTEMBER (DAY OF 'ARAFAH)
- ARAFAH-MUZDALIFAH: 10TH SEPTEMBER
- MUZDALIFAH-MINAA: 11TH SEPTEMBER (EID DAY)
- MINAA MAKKAH: 13TH SEPTEMBER
- MAKKAH-JEDDAH: 15TH SEPTEMBER
- JEDDAH-ABUJA: 15TH SEPTEMBER

- **NOTE: ALL DATES ARE TENTATIVE. THE ACTUAL DATES CAN ONLY BE DETERMINED WHEN THE SIGHTING OF THE CRESCENT FOR DHUL HIJJAH IS ANNOUNCED. THE ACTUAL DATES MIGHT DIFFER FROM THESE DATES BY A DAY, GIVE OR TAKE, OR REMAIN AS WE HAVE THEM HERE.**

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

## MEMORIES FROM HAJJ 2015



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# FEEDBACK FROM OUR PILGRIMS



Adijat Yeside Kazeem

**HOW I CAME TO KNOW COMEREL**

This is my first Hajj and I came with my father. I chose Comerel based on recommendation from my brother who had been on Hajj two or three years earlier with the same company. When we decided

to travel for Hajj, we

did not look elsewhere; we decided to come with Comerel. So far so good, it has been a good experience. We stayed close to the mosque (Haram) in Makkah and Madeenah. We took a flight from Madeenah to Jeddah and from Jeddah we boarded taxis to Makkah. Fairmont was a good hotel.

**UNBEATABLE EXPERIENCE**

The fact that you had SIM cards for us when we arrived; that was very good because it seems getting a SIM card in this country is very difficult. Thank you very much for that.

As a firm, I think Comerel has the right ethos. It is looking to ensure that it can do things properly and trying to make Hajj as seamless as possible. At least I get that from the spirit, the people I interact with, and the way it tries to do things; at least from my experience. I get the sense that it wants to make it easy for people. I get the sense that if you turn up, you will be fine. As long as you listen to people, they will organise a good Hajj for you.

There was a book given which I found useful; a concise book, which set out what to expect from Hajj. Given that this was my first experience, it was quite nice not to have to read voluminous books of more than 300 pages. It was nice reading something really short and concise.

Other things I liked include the bulletin. I quite liked it. I want to see more of that and I will talk about that later. The bulletins try to summarise

what to expect on each day and give you useful tips like prayer times, meal times, meal restaurant, how to load recharge cards; logistical things, which put you at ease, especially when it is your first time. There is nothing like information overload; you want to know things but you want to know them in bite size as you come along. Then you want information about the next bit. The continuous flow of information is always a good thing.

**ADVICE TO THE COMPANY**

For me, you should improve on the information. The book is very useful and I referred to it many times at every stage, trying to find out what to do and which prayers to make. Mine has become rumpled because I hold it while performing the tawaaf. I want to ensure I can do the prayers as we go along. It is palm size and was very useful.

The bulletin started well and was very useful but did not continue as well. For example, were a bit confused when we were preparing to leave Makkah for Minaa; I know there was supposed to be a briefing which couldn't happen due to no fault of yours, but if the information could have been in the fliers in the morning instead of the evening, it would have helped.

The Nigerian dishes in Madeenah, Minaa and Arafah were a fantastic idea because not everyone likes Continental or Non - Nigerian dishes. So I really appreciate organising local dishes for the Nigerian contingent. If I was to say, I would like to see that in Makkah, if possible, because that is the only place we do not get it. It is always nice to have Nigerian options.





*Adjua Falmata Kwaku*

**LONG STANDING RELATIONSHIP**

I have been using Comerel for several years now. One of the reasons is that I am satisfied with the accommodation arrangements they make and the feeding. The logistics is good too. You need patience, calmness and rest to perform any

pilgrimage. If these things are taken care of, it makes the process easier; you have fewer things to agitate you.

**UNBEATABLE EXPERIENCE**

I have used Comerel three times now and each time, I see an improvement because they work with feedback and I am generally satisfied.

To be honest, why I choose Comerel is because of the accommodation, feeding and logistics. Accommodation in terms of the distance to the worship places. For example, you are as close to the Masjidul haram as possible; in Minaa you are close to the Jamaraat as possible and in Madeenah, you are as close to the Prophet's mosque as possible, so it makes life much easier for you to perform this pilgrimage.

Also, you don't have to worry about feeding, you are given good food, it makes life easier to. I am particular about accommodation. I think generally, the category of people I meet in Comerel rooms are usually mature and easy to get along with.

If you go to Comerel's website, which is [www.comerel.net](http://www.comerel.net), you can get details about all aspects of their packages including prices and dates of departure and arrival. They also have the phone numbers of their staff with which you can reach them in case you are not clear about anything. They also keep you updated through emails and text messages.

I think generally, they have improved their website; there is more information on it. Formally, there used to be other packages but I noticed they have streamlined them to just two. These new hotels are better than the former ones.

**INDUCTION COURSE**

For me, it is always good to have a reminder. It is good I attended the Induction Course because there are certain alterations in the normal way you do things this year.

Actually, I think most first time pilgrims prefer to do Hajj with the pilgrims' boards because they want to do it the right way. However, if you attend this Induction Course with the quality of information and materials you will be given, I don't think you will have a problem in addition, you will be guided by the staff on what to do, so it is not an issue.

**VALUE FOR MONEY**

To be honest, to get good service, you have to pay for it. Comerel is a bit pricey but if you are one who wants good services and you do not want to be disappointed, at the end of the day, it is worth it. To me, you have either good quality or low quality.

I used another agency for my first Hajj and I compared their services with Comerel's; the difference in their fares at the time was just NGN50,000 but I could see the difference in the services. I think the difference between Comerel and others is largely in terms of quality of services rather than prices.

For now, there is a large disparity in the prices. Comerel charges almost double what others are charging but you get the services you want, really. They are pricey but you get the satisfaction.



Air Cdre Muhammad G. Ilyasu (rtd)

**LONG STANDING RELATIONSHIP**

I am an old customer of Comerel. I have known Comerel for almost 15 years now. Firstly, Comerel is always up and doing; they do it the way they promised to do it. They always keep you up to date about their activities and whatever the pilgrims are exposed to, the

staffers are exposed to. We have had situations where some agencies will bring people to Saudi and they disappear. That is not the case with Comerel; its staff are always with the pilgrims, come rain, come shine. That is one of the reasons I have kept returning to Comerel.

**IN MADEENAH**

In the past, Comerel was using Hilton hotel. On one of the trips, I was coming to Madeenah with my family. The MD suggested to me, "Why don't you try Oberoi?" I was a little suspicious but with time, I have discovered that Oberoi is a hundred times better than Hilton in so many ways. The rooms are better, the hotel is more modern, the internet facility is excellent and the catering facility was quite fantastic. I must equally add that Comerel was quite in charge in Madeenah but it was a different ball game in Makkah. I think our stay in Madeenah was quite good.

I disagree that the proximity of the Oberoi hotel to the women's area is a minus for it. If you look at the mosque gates, you will see there are prayer areas for men to the left of the hotel and you could take a short walk to the right side to join the larger group of male worshippers. The female prayer area is sandwiched in the middle; I do not think that is a problem. In addition, when you finish your ziyaarah, it is easy to just stroll back from the prophet's tomb area into Oberoi.

**AIR TRANSFER WITHIN SAUDIA**

I was excited that we were going to fly to Jeddah from Madeenah. However, I had mixed feelings. Of course, flying meant we would do the usual 5-6 hour journey in 50 minutes. However, flying has its own challenges. The airport formalities and the stress of battling with ones' luggage in ihraam was another challenge. Largely, flying

presented less stress than coming by road. The delay in Madeenah was the airline's fault and although I do not know what led to the problem we had with transport on landing in Jeddah, but typical of Comerel, they once again showed their proactive attitude and the problem was resolved.

**IN MAKKAH**

I want to believe the Fairmont hotel in Makkah, where we stayed, is the best around the vicinity of the haram; however, there is this problem with the lifts. A serious problem did not give the tranquillity to perform your rituals in a normal manner. For instance, if I had any challenge that meant I needed to get back to the room, sometimes I did not even wait to do my adhkaar in the mosque, which is not convenient. You will also find that the lifts are crowded with people. I think that is just one minus about this Fairmont hotel. Otherwise, the rooms are quite comfortable and the catering services were quite good.

I suggest if it is possible to get another five-star hotel within the Clock Tower, I think it will solve the problem. Honestly, that lift problem is serious. I have stayed in Movenpick before; they do not have this problem.

**ARAFAH ARRANGEMENTS**

The arrangements on Arafah were far better than that of last year. The rooms were sufficient and the air-conditioning was working perfectly. The meals were superb and no one complained. I want to commend Comerel for their arrangements. I will introduce more of my friends to Comerel, inshaAllah.

**ADVICE TO THE COMPANY**

When the MD started, he was operating alone. it was through this kind of interaction the business has grown to what it is today. I will encourage you to keep on doing your best. I do not know of other agencies, but as far as Nigeria is concerned, I think Comerel is high up there above others. Just keep doing your best.



*Alhaji Abubakar Muazu*

**L O N G  
S T A N D I N G  
R E L A T I O N S H I P**

I have known Comerel for almost 10 years now. First, I saw their advert, then a friend of mine who happens to be a pilgrim of Comerel told me about their services. Since then I have been patronising them.

Either my family members or I travel with them each year. I really enjoyed my trip to hajj with Comerel last year (2014). I had no reason to complain of inefficiency or anything.

Even before we left Abuja, their people enlightened us on what to do. Comerel did an excellent job. All those we travelled with commended Comerel.

**UNBEATABLE EXPERIENCE**

Alhamdulillah, I think Comerel is one of the best agencies so far because of my experience with them. Since my family members and I started travelling with them, there have been yearly improvements in their services. One thing I have realised with Comerel is that when there is a problem and we tell them, by the next year they would correct it. Therefore, maa sha Allah, we have undergone an Induction Course in Abuja, which is very educating and enlightening.

I found nothing about which to complain. I found everything satisfactory. However, I am not saying people cannot complain and this is normal for pilgrims. However, when you compare your experience in Comerel with other agencies, you find that you cannot come close to Comerel. You cannot complain. The mistake many make is to compare their pleasure travels to other countries with Saudi Arabia; and because you pay so much to Comerel, you expect them to take all the sufferings. There are things beyond Comerel. For instance, the traffic and certain rules pilgrims must abide by.

**INDUCTION COURSE**

The Induction course is very important. Islam needs reminders. No matter how knowledgeable you are, you will forget one or

two things and at times, you will learn something from somebody, so it is always good to attend these lectures. The good thing is the interaction. For instance, we were able to raise the issue of poor feeding last year at Arafah with the Hajj Commission representatives. Comerel is not responsible for providing the food at 'Arafah; it is the responsibility of the Hajj Commission to ensure what they paid for was provided. The official promised to do something about it. That is one of the benefits of the Induction course.

**VALUE FOR MONEY**

No one is perfect but I think Comerel is one agency in Nigeria that is constantly trying to improve on its performances year by year. If we can have more of agencies like Comerel in Nigeria, people will not see Hajj as going to suffer.

Sincerely, all that Comerel ought to do as an agency, they are doing well and they are improving each year. If there is anything out of place, I expect people to forgive and feel they are human beings who cannot be a hundred per cent perfect. And we should not compare our pleasure trips to Europe with Hajj because there are many differences between the two. We are bound to suffer some hardship on Hajj; no matter how rich or poor you may be and this is one of the lessons we learn from Hajj. I thank God we have joined the most reliable and efficient agency.

**IN MADEENAH**

We were received at the airport in Madeenah. The reception at the hotel in Madeenah was all right; it was fantastic. The hotel they took us to was all right and we were right in the bus, on the way to the hotel, when the keys to our hotel rooms were handed over to us, which was excellent. One thing a pilgrim or any traveller wants is to rest once he arrives at his destination. Once we reached the hotel, we went straight to our rooms. The breakfast, lunch and dinner was all right; we were not missing home because they tried to keep us at home far away from home. We were very comfortable. Sincerely, Comerel does all that is within their control. They even surprised us by providing local food in Madeenah, which we were not expecting.

**AIR TRANSFER WITHIN SAUDIA**

The other thing, which impressed me this time around, was coming by air from Madeenah to Jeddah. It was a very good experience because last year I joined Comerel, we spent close to 14 hours on the road due to the traffic. You know there is a speed limit here in Saudia, which cannot be exceeded, which made the driver go slowly. In addition, the procedures with the Hajj authorities made us spend a long time on the road but this year, we thank God and even though there was some delay, you cannot fault Comerel because they don't own the air service. It was the airline, which delayed us for almost one hour.

The only thing I noticed that they have to correct is that when we arrived Jeddah, the buses that were supposed to take us to Makkah were not there, so they had to make impromptu arrangements to convey us to Makkah in taxis. That was the only thing I noticed was not well arranged. I am sure maybe it was because it was the first time they will be arranging going to Makkah by air that led to the hitch.

**IN MAKKAH**

The hotel they put us in Makkah was excellent. The buses that took us to Minaa were right on time and they were good. The only thing in Minaa was the rooms were too small and had up to nine pilgrims in a room. They should reduce the number per room or make that a feature for the VIP Premium. This was the only thing most pilgrims complained about.

**ARAFAH ARRANGEMENTS**

The arrangements on Arafah were far better than that of last year. The rooms were sufficient and the air-conditioning was working perfectly. The meals were superb and no one complained. I want to commend Comerel for their arrangements. I will introduce more of my friends to Comerel, inshaAllah.

**ADVICE TO THE COMPANY**

What to do to grow is to expend your services. Look beyond Abuja pilgrims and try to establish a good rapport with the Saudi authorities. I understand some of the problems we faced in Minaa were due to some problems with the service providers. See how you can improve the relationship you have with them.

Look for investors and take advance payments to get funds for your operations. Ask people to pay in advance. When you join Comerel, you see the value for your money.



*Dalil Wanka*

**HOW I HEARD ABOUT COMEREL**

I heard from a friend who had performed Hajj with Comerel and about the arrangements of hotel, transportation and the Induction Course. He had many good things to say and that influenced my decision to travel with Comerel this year. I had done

hajj before through the Kano State pilgrims' board.

Part of the reasons I joined Comerel was the accommodation. My friend had told me it was very close to the Haram. During my previous Hajj experience, I stayed far away from the Haram and I could not go all the way to the Haram some of the time. You cannot quantify the reward one gets for praying in the Haram in cash.

Another aspect was the tent in Minaa. In my previous experience, I actually slept outside, as I could not get space within the tents. Then the food arrangements and even guidance was lacking, that is why I am with Comerel this year.

**UNBEATABLE EXPERIENCE**

I have no complaints with the processes Comerel follows. They gave me a brochure, I went to their website, and I read the testimony of previous pilgrims. I have not had any bad experience. I was informed constantly via text about every aspect of the process.

Right from the airport in Abuja, I discovered Comerel had staffers on ground to facilitate our check in. We were given Comerel tags. In Dubai, the Comerel Staff again assisted with getting our boarding passes. When we got to Madeenah, it was a smooth transition to the buses and we even got our cardkeys for the hotels right from inside the buses; so that was a smooth transition too.

**INDUCTION COURSE**

The Induction Course was extremely important. I have learnt a lot attending it. For example, I learnt you did not have to do tawaaf on the 10th of Dhul Hijjah; I did not know that. The Hajj being one of the five pillars of Islam has to be

done well. I advise everyone to attend the Induction Course and get the most from it. The practical session is even more important. You cannot go to Saudia and not do the right thing.

When I travelled with the pilgrims' board, I did not even know when we would depart for Saudia; you just listened to the radio for the announcement. When I came to Comerel, it was different. Even the Induction course is an indication of their excellent arrangement. The health tips were quite useful. I will have more to say when I finally travel for the Hajj.

**IN MADEENAH**

The hotel in Madeenah was excellent; I was very happy with it; it was money well spent. The food was beyond excellent; we were very happy with that too.

**AIR TRANSFER WITHIN SAUDIA**

It was a pleasant surprise that we flew to Jeddah on our way to Makkah from Madeenah instead of the long bus ride. We thank Comerel for that.

**IN MAKKAH**

The hotel in Makkah was excellent and another helpful thing was the daily bulletin; it was extremely helpful. I also had cause to deal with the doctor and he was very helpful. I thank him and Comerel for that.

**MINAA ARRANGEMENTS**

Coming to Minaa, I would like Comerel to reduce the number of people in the rooms in Minaa. As a beginner, I felt the number was too much until I checked other tents and found it to be the same; all the same, if there is something that could be done, I would like you to do something about it.

**ARAFAH ARRANGEMENTS**

In Arafah, the tents were excellent and the food was excellent. Overall, Comerel has delivered what they promised to do and even more; so I am extremely happy and delighted.

I guarantee that in the next three, four, five years, you will continue to see pilgrims personally recommended by me travelling with Comerel. I have to bring my wife too, so you will see me either this year or the year after.



*Maryam Aliyu*

**HOW I CAME TO KNOW COMEREL**

I have wanted to come for Hajj in the last three years. Any time I enquired which agency I should use, the answer was always Comerel. If you want the best; Comerel. So, alhamdulillah, I made the right choice.

**UNBEATABLE EXPERIENCE**

Alhamdulillah, the process of registration has been straightforward and easy. The front desk officers answered my questions and they were knowledgeable enough to attend to my enquiries.

The handbook I was given was useful but coming to the induction course and interacting with others was important to me; especially as a first timer, it prepared me for what was to come on the trip. I will score Comerel **98 per cent** because no one is perfect. I expected Hajj to be difficult but I also expect that Comerel will make it easier for us.

I expected VIP treatment and I got it. I expected comfort too. I received a phone call or was it a text message saying all my documents are ready. When I got there, they explained all about the trip, let me know I was a room leader, and showed me the names of my roommates. They were very friendly. I had no problems with the staff.

**IN MADEENAH**

I was very excited to be in Madeenah for the first time. The immigration was a bit long but the buses were waiting for us as we emerged from the airport. Everything was on time and the buses were air-conditioned, which was good as the weather was very hot. The Amir gave us our room key cards in the buses. The MD and his wife received us at the hotel. There were drinks and refreshments waiting for us. It was a great hotel very next to the masjid and the food was great. I really liked the hotel.

**AIR TRANSFER WITHIN SAUDIA**

The trip from Madeenah to Jeddah took us like twelve hours. The flight was delayed. At first, I was happy about it, thinking we would be in Makkah before you know it, but then I didn't think there would be any delay in the flight. We were a bit tired, but alhamdulillah, it was a bit better than going by road.

**IN MAKKAH**

I was a bit disappointed in the Fairmont Hotel because I preferred the Oberoi in Madeenah. That Oberoi was really, really, amazing. The Fairmont hotel was OK but I preferred the Oberoi. I preferred the services and the food. The good thing about Fairmont is that it is in the Haram. I could just go downstairs and pray in the Haram but the feeding was not very great. We were spoilt in Madeenah. We had a restaurant to ourselves and the food was delicious, but in Makkah, it was not up to my expectations.

In Madeenah, we were supposed to be in a quad room but due to some reasons, it was just two of us. My roommate and I were told that in Makkah, one person would join us and I thought it would be a three-bed arrangement but to my surprise, it was a twin bedroom and the third person was given a smaller bed. It made the room a bit congested.

**MINAA ARRANGEMENTS**

I guess you are not supposed be comfortable in Minaa. Minaa was Ok but for the ACs that were not cooling. Comerel bought stand fans for us, which was better than nothing. Apart from the air-conditioning, Minaa was OK.

**ARAFAH ARRANGEMENTS**

I absolutely enjoyed the Arafah time. We had time to rest and we prayed in comfortable conditions. It was beautiful. There was AC, the carpets...I do not know how to describe it, it was an amazing experience! The food was good. I am more of a continental kind of person so I only looked for the continental dishes.



Sen. Mohammed Danjuma Goje

**HOW I HEARD ABOUT COMEREL**

I have known Comerel for a long time, but really, two things made me start patronising them this year. I have known Siddeeq for long and I knew he was running a travel agency but I didn't know much about them and I didn't make any effort to enquire about them

until about two years ago (2013). As we were leaving Madeenah to Jeddah, these buses with Comerel stickers overtook us and I said, 'What is this Comerel, Comerel?' I was told, "That is Siddeeq's company". I did not say anything.

Last year (2014) when I came for Hajj was when I knew Comerel very well because we stayed together at Minaa. I came under another private company but we stayed as neighbours with Comerel. I saw how the Comerel pilgrims were properly organised. Not only that, I saw a lot of people I know who were with Comerel. For example, the current governor of Sokoto State who was then the Speaker of the House of Reps. One of my colleagues, Senator Bayero Nafada was there, and my younger brother Abubakar Muazu was there. So I became interested, seeing their very attractive organization in Minaa and I asked how they came about Comerel. They told me everything and from there, I made up my mind that if I come for Hajj the next year, I would try Comerel.

Finally, when we returned to Nigeria, I called Abubakar Muazu and he gave me more details, because I only saw the Minaa segment of their operations. I asked how they were treated in Madeenah, Makkah and Arafah. So I made up my mind and here we are; seven of us. So far so good, I have nothing to regret. From the starting point in Nigeria up to here in Madeenah where we are having this interview, I am very satisfied with the organization.

**STAFF DEDICATION**

I would also like to say I observed very well from Madeenah up to Makkah, I observed the high level of commitment of the Comerel staff. Almost every member

of staff in Comerel seems to be very interested and very much committed to the job and I think this has gone a long way to make your company what it is today.

**AT MADEENAH AIRPORT**

The only place I saw a small lapse was the way your passengers struggled to get their luggage at the Madeenah airport. Something must be done about this luggage aspect. I saw luggage dumped outside the airport just like that and it is not good. I do not know maybe it was a policy but that is one area I think was not good. Otherwise, I am very much impressed especially with the restaurant where you have the option of Nigerian dishes as though you were at home and the option of Arab food. Very good, very excellent, very good arrangement!

**IN MADEENAH**

We were received at the airport in Madeenah. The reception at the hotel in Madeenah was all right; it was fantastic. The hotel they took us to was all right and we were right in the bus, on the way to the hotel, when the keys to our hotel rooms were handed over to us, which was excellent. One thing a pilgrim or any traveller wants is to rest once he arrives at his destination. Once we reached the hotel, we went straight to our rooms. The breakfast, lunch and dinner was all right; we were not missing home because they tried to keep us at home far away from home. We were very comfortable. Sincerely, Comerel does all that is within their control. They even surprised us by providing local food in Madeenah, which we were not expecting.

**AIR TRANSFER WITHIN SAUDIA**

I would like to commend the idea of carrying passengers by air for comfort and reduced stress on your pilgrims. You are reducing the journey time by about 7 hours. It is a commendable move. I really liked it because it reduced the stress of road travel but we ended up spending more hours than we would have spent on the road. You need to improve on that arrangement. I commend you for quickly overcoming your transportation challenges in Jeddah. You really overcame the problem

I see you made to tactical errors on our way to Makkah from Madeenah. The first is the time you fixed for our

arrival in Makkah. A Thursday night is the worst time to arrive Makkah because the next day is Jumu'ah when there will be crowding. Even on normal days outside Ramadan and Hajj seasons, if you arrive in Makkah the night before a Jumu'ah, you will encounter a large crowd. This will impede the performance of the Umrah. In my opinion, we should have prayed Jumu'ah in Madeenah or we could leave Madeenah earlier that Thursday.

#### **IN MAKKAH**

Coming to the hotel in Makkah, the Fairmont was an excellent hotel but I would like you to make further provisions to differentiate. There are very high net worth individuals who may like to take suites because they receive many visitors. You should provide for that and let those who want that option pay. I was lucky you made that provision for me.

#### **MINAAARRANGEMENTS**

So far so good, the movement from Madeenah to Jeddah to Makkah; very excellent. We came to Minaa it was also good. The situation in Minaa is, by my understanding, beyond your control. We are designated African non-Arab, so we get the lowest treatment from the Mu'assasah and their officials. All the same, in future, I want to recommend that you give people the option of paying for not more than five or six persons per tent. Just make provision for one or two rooms, which you can label as Premium Plus for people who can pay right from Nigeria. Add the cost and ask those who can afford it to pay.

#### **ARAFAHARRANGEMENTS**

No matter what arrangements you make, Hajj will always have hitches and difficulties but I must say you made an excellent arrangement in Arafah. It was very excellent. The transportation from Minaa was excellent. We left Minaa early in the morning, we got here without hitches, and we arrived into very well arranged and well-prepared chambers. The chambers were good, the environment was excellent and the feeding arrangement was very good. You cannot provide more than you have provided at 'Arafah. This is your best outing.

Overall, for a Nigerian company to penetrate the system and achieve this level of success like Comerel has done is highly commendable, highly commendable and I think if you continue along this route, the sky is your limit.

When the Emir of Kano came visiting our tent and asked me how the situation was, I said it was good. He asked if

there was any problem and I said there was no problem. He asked what my assessment was and I replied that so far so good, and that was my true assessment of the situation. I think His Highness was also pleased with that reply and in any case, he has seen the environment for himself. The environment here is very excellent.

#### **ADVICE TO THE COMPANY**

Where I think you can grow is that when I looked at your pilgrims, many are from Abuja; only few are from neighbouring states. If Comerel wants to grow bigger, it should reach out to other parts of Nigeria. You need to expand and reach out. Comerel must device means of getting more customers across the country. You need to have more publicity. I had known Siddeeq owned an outfit doing this business but I never knew this was the one until two years ago when their buses overtook us and I saw the 'Proudly Nigerian' stickers and I asked and I was told that is Siddeeq's company. If I as a former minister, two-term governor and two-term senator did not hear about them until two years ago, you can imagine the low awareness in the states. Do a lot of publicity work; your organisation is excellent, compared with any other travel agency.





*Alhaji Munir Ibrahim Lawal*

**WHY COMEREL?**

I have been attending Hajj pilgrimages for quite some time now. The first ones I attended were through the Pilgrims' Welfare Board; FCT to be specific. I graduated to travelling with a UK company. I tested them and they too were good; better services than I had from the

FCT. However, since I joined Comerel, I think it is the climax; except otherwise changed by Comerel. This is a company I have developed liking for in terms of the services they are providing; in terms of the managerial skills of their workers and in terms of feedback.

If you want to know that a company is moving forward, they have feedback approach to services. You want to know how you are rated first hand from the pilgrims. This is part of the improvements Comerel has adopted. This is why I travel with Comerel. The services are super; it is the best, number one in Nigeria. There are other companies too who are trying but I have never seen any like it. I have travelled with most of them but so far, I have not seen any company like Comerel.

I do not want to mention them. They are in Lagos and up until now I still use them but for my people in the Southwest. They also wanted to come with Comerel but for one reason or the other, probably Comerel does not airlift much from Lagos so I prefer them to go through those companies. Yet, when they return, they have feedback from Comerel pilgrims and they say next time I want to take them on Hajj, they want Comerel. It shows Comerel services are still the best in Nigeria.

**RETURNING PILGRIMS**

The managerial skills and the review process the company undertakes each year makes its clients return repeatedly. Comerel does not want to stand or sit and think their name will speak for them; they want to see what their clients think of their services. Any company that is willing to do that is willing to improve and definitely, people will keep returning to any company that is improving each

year. Each year you go, you see new things entirely; improvements on the last services they rendered.

I do not think there is any aspect of their services that I think they have not performed well or that they have not improved on. They are just good in all facets of Hajj operations, which is why you see so many people wanting to do their Hajj with Comerel. In terms of accommodation, airports meet and greet; it is royal. You land and receive key to your room. Unless there is a mix-up in your documents, which they are sorting out, each pilgrim receives his room key on arrival. Cars and buses await you; they are superb.

I think the Hajj Commission should study their operations as a model for appraising and improving their own Hajj operations. Comerel started on a footing of change; trying to snuff life out of such a business is not possible. Even if you want to create seven-star services, Comerel is already seven-star. What criterion could you use to knock out that kind of business?

The government should allow private companies take up the Hajj operations. There should be freedom to do business. People from Kano come to Abuja to travel with Comerel and people go to Kaduna to travel with other companies. It depends on your capacity.

Comerel has been very good to us the pilgrims. Every year, they change, based on the complaints they receive. That is what you see in a company that wants to grow its business and they should be encouraged.

I remember a year or two ago when a pilgrim was erroneously given a room lower than what he paid for. He complained to Comerel and they took up the matter with the hotel. The room was changed immediately.

I think Comerel should be commended, there are others but sincerely speaking, this company, the public should watch it. Do not be surprised one day they will be like the Emirates family with their own aircraft and hotels.

**UNBEATABLE EXPERIENCE**

Alhamdulillah, with Comerel, if you have travelled with them once, you will always like to travel with them.

They are full of ideas and innovations. Every year, they keep on innovating based on feedback. They are waxing stronger yearly. The first steps in Abuja after paying for the services are to introduce the pilgrims to a compulsory two-day induction course. It is a programme where the pilgrim is introduced to how to perform both Umrah and Hajj; the do's and don'ts and the benefits.

Based on the package you subscribed to you are placed under a category and each category has its benefits. You have VIP and VIP Premium based on your capacity. What I know them for is that they are full of ideas and they are quick to respond to challenges.

### **IN MADEENAH**

I stayed at the Oberoi in Madeenah. I think Comerel should maintain the hotel. The hotel is close to the haram and the rooms are beautifully furnished, the services are super and the feeding is not bad at all. It has the advantage that most Nigerians do not converge there, giving the pilgrims privacy.

### **AIR TRANSFER WITHIN SAUDIA**

Another thing, which surprised me about Comerel's quick response to challenges was when they considered that road travel from Madeenah to Makkah, was tedious and changed it to air travel. The journey of about 10 hours took us about 3 hours. This highly commendable. This is why I say they have very quick responses to challenges despite the challenges of changing policies of the Saudi government.

### **IN MAKKAH**

In Makkah, the Fairmont hotel was supposed to be for only the VIP Premium pilgrims. Comerel's rooms in the VIP hotel, Movenpick could not be confirmed and they had to upgrade all pilgrims to the Fairmont hotel at no extra cost. Other challenges cropped up this way and Allah has helped them proffer solutions immediately.

Fairmont is not a bad hotel, but I have my reservations. I think Comerel wants to give the best to its pilgrims but I think there might be better hotels around the haram they can find. I think it is the services not the class of the hotels that should matter. I prefer the Oberoi in Madeenah to Fairmont. If we have similar hotels within the Haram, I suggest Comerel take those to lower the cost of its packages.

### **MINAA, ARAFAH, AND MUZDALIFAH ARRANGEMENTS**

From Minaa to 'Arafah, unless Allah is on your side, you cannot predict what will happen. So far, Allah has been kind to Comerel. Apart from pilgrims coming late to their buses, Comerel has been very successful in its movement from Makkah to Minaa and Minaa to Arafah and Muzdalifah.

Unlike others where you have very tight spaces, there were only nine people per tent room in the tent rooms. In the past, we would go out to use common facilities; toilets, ablution areas in a particular place, but it is now personalised. If you are in a tent, you have your toilet en suite. That can still be improved upon. The only problem I see is that instead of nine pilgrims, they can have maximum of five for the VIP Premium. If you wish to pay for a whole tent, you can pay for that.

The feeding was not bad. Unlike the centralised feeding system, you have personalised feeding point for each tent room to avoid shortage of food. It was a very beautiful arrangement. It was well organised.

### **ADVICE TO THE COMPANY**

The Induction Course is OK. So far, so good. The only advice I have for Comerel for them to stay afloat in the business is there should be some kind of incentives and waivers in their modus operandi. If an intending pilgrim wants to make full payment for next year's hajj or Umrah; if the person is paying at once, Comerel should give a discount and it should cut across board. Comerel can use that money to pay upfront for their operations. Concessions and discounts should be given to those who wish to subscribe to this arrangement.



*Hajiya Rakiya Gambo Ilyasu*

**WHY I RETURN TO COMEREL**

The Comerel service keeps me coming back to them. Comerel is known for service. They are known for reliability and efficiency. Comerel is known for trying to give comfort to their pilgrims and that is what every pilgrim wants. Hajj is not a bed of roses; it is

filled with tough activities, so you need a tour operator that you can give you the best. When you give them all they require, you go to sleep until the travel date comes. Comerel is quite reliable. They are a part of my family. We do not hide any lapse we notice from them. They are always ready to improve their services and that is good for business.

**UNBEATABLE EXPERIENCE**

For the years we have travelled with Comerel, alhamdulillah there has been improvement every year. The hotels have always been very beautiful. I know before, we were using Madeenah Hilton hotel in Madeenah which was getting old. Now they have changed to Oberoi. The buses too have been changed.

Back in 2007 we used some buses and the toilets were not usable. For about three years now, the buses have en suite toilets which one can use which makes the long journey less difficult and bearable. Believe me if you have to go outside the buses to use the general conveniences, it can be horrible. The buses are very beautiful and air conditioned now. It is travelling made easy for you. I have no challenge with travelling with Comerel, personally. I am happy with their services and the service is A.

**INDUCTION COURSE**

Every time you come for the Hajj Induction, you learn something new. You can never know everything about a particular activity. I learnt so much.

I learnt that in Minaa, each tent will have its own en suite conveniences and that is good because conveniences make life so tough in Minaa. You have so many people

waiting in line to use the general conveniences.

**VALUE FOR MONEY**

People say they are very expensive. Of course, when you see the services you will know that no service comes cheap that way. Good services never come cheap especially as you are going to Saudi Arabia; the things are not cheap. If you see the amount paid for each tent alone, you would exclaim and wonder if that was just for a tent. However, when you see the tent, you will see the difference.

Our tents were very close to the Jamaraat. Of course, if you pay for the cheaper ones, you will trek about five miles to the Jamaraat. I have done that before, so I know both sides. I am happy with their services; really, I do not think I have any challenge with their services at all.

## TERMS AND CONDITIONS OF SERVICE

1. COMEREL is not responsible for any negligence that results in any sort of inconvenience for the pilgrim if the negligence was not the fault of COMEREL and its staff.
2. Where any default is proven to be the fault of our staff, the extent of our liability is refund of the principal sum paid to us less a 10% ADMINISTRATIVE CHARGE.
3. Any complete refund mentioned on the brochure is understood to mean the total amount paid less a 10% administrative charge.
4. Any ticket refund is handled by the airline; COMEREL does NOT pay refunds on tickets until the airline pays.
5. There is NO REFUND on group tickets unless the trip was aborted through COMEREL's fault.
6. COMEREL reserves the right to alter its travel dates and check in dates where it deems such an action to be in the best interest of the pilgrims. This shall be done with prior notification.
7. Any room option on the brochure is subject to availability after the planning of the rooming list. Where the room option you want is not available, you will be requested to downgrade or upgrade to the next available room option. This will be done after consulting with you.
8. COMEREL staffers are not porters and should not be looked upon to carry luggage for any pilgrim. The extent of the staffers' responsibilities is mentioned in the programme of events in the brochure.
9. All information in the brochure is correct as at the time of going to press. Any alteration resulting from events or policies not within our control thereafter shall not be blamed on COMEREL and does not attract any refund unless in the unlikely event of not providing a suitable and commensurate alternative.
10. The extent of our liability in the unlikely event that a pilgrim's luggage is missing while in the exclusive custody of one of our staff is as stipulated by the Warsaw Convention as Amended by the Hague Protocol: US\$26 per kilogramme for checked luggage and US\$514 per person in the case of hand luggage.
11. Where the government of Nigeria, United Arab Emirates, Saudi Arabia or any transit country refuse any pilgrim entry due to a visa on his/her international passport, the affected pilgrim will not be refunded in part or in full by COMEREL.
12. Any destination we have mentioned in the package, which is cancelled by the government officials in Saudi Arabia without adequate notification from the said officials is not COMEREL's fault and will not attract any refund please.
13. An abrupt change of mind resulting in the cancellation of any trip less than four weeks to the departure date will not attract a refund.  
If payment was done less than four weeks to departure, any cancellation by the intending pilgrim will not attract a refund by default.
14. Delays in getting visas from the Saudi Embassy in Nigeria, which can cause a delay in flight date or time is not COMEREL's fault and will not attract any refund.
15. All service fees in Saudi Arabia are paid way ahead of the pilgrims' arrival and the service providers do not refund them; COMEREL shall only honour any refund claim where it was our fault.
16. Do not pay into our accounts until we have cleared you. Please contact us before making a payment.
17. COMEREL absolves itself and its staff of any blame in the unlikely event that a pilgrim is deemed to have committed an offence according to the laws of any of the countries they visit through COMEREL.
18. Failure to read these terms and conditions is not an excuse to demand a refund. Please take time to read it and our agreement.
19. Apart from single occupancy options, any other room option is subject to the availability of other intending pilgrims willing to pay for the same option. Otherwise, the intending pilgrims will be advised to choose the next available option.
20. The terms and conditions above as well as the agreement mentioned are available at [www.comerel.net](http://www.comerel.net) for free download. Please avail yourself the opportunity to download them and peruse.



### 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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