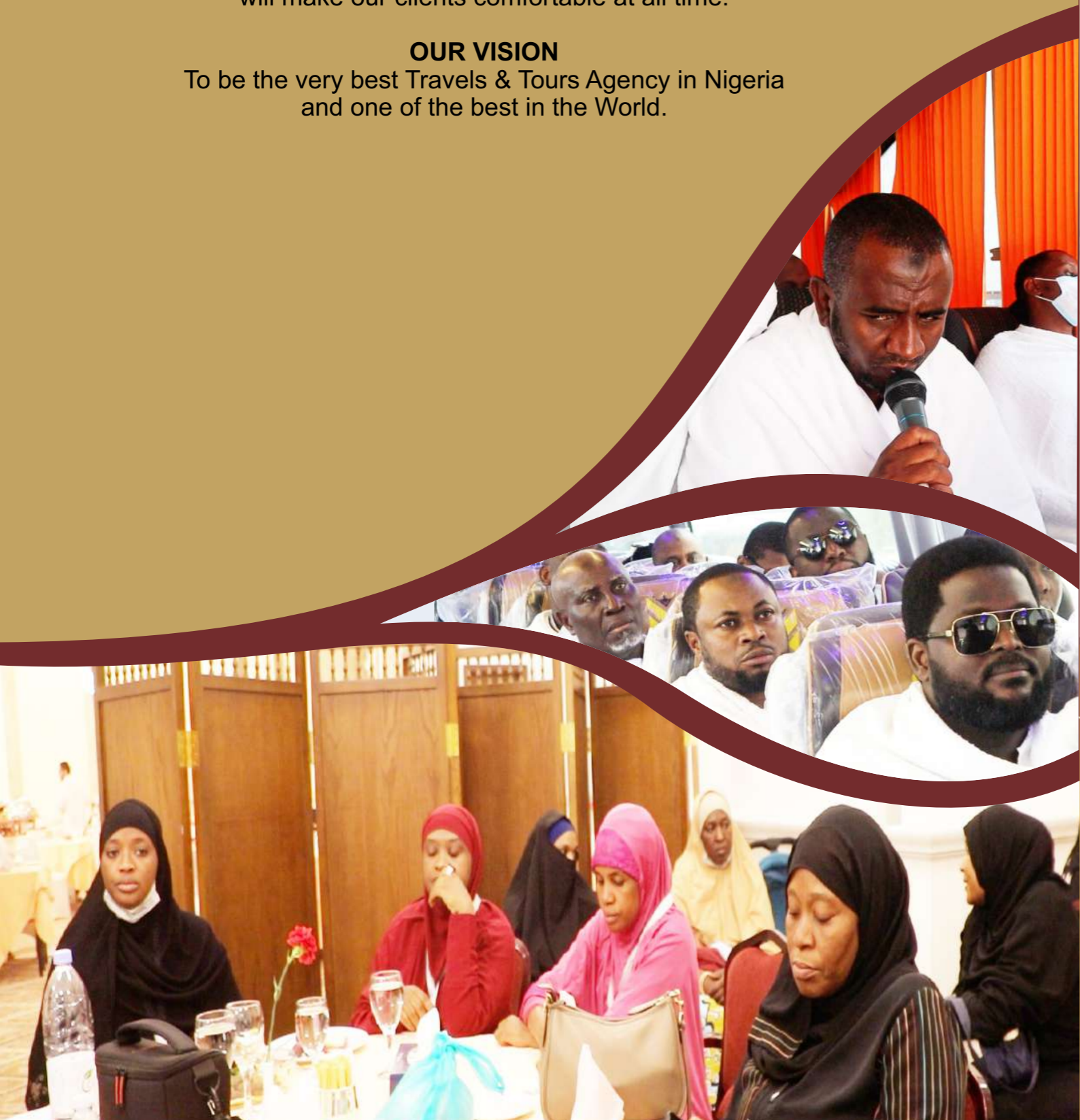


OUR MISSION

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

OUR VISION

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



**2024
1445AH
PACKAGES**

UMRAH & HAJJ

Suite A10 Bensima House, 3 Red Sea Close, Off Aguiyi Ironsi Street,
(Behind National Boundary Commission, Opp. Maitama District Hospital)
Maitama, Abuja, Nigeria.



Accredited Agent



+234 909 426 7496,
+234 805 667 0013, +234 803 314 2480

www.comerel.com.ng

info@comerel.net

IMPORTANT NOTICE:

- ⦿ All payments, passports and other documents must be in our office latest two weeks before departure date for Umrah Ramadan.
- ⦿ All necessary Hajj documents and payments should be in our office latest end of March 2024, to be able to meet up with the Saudi deadline.
- ⦿ The hotels mentioned in this package are all subject to availability. In that regard, where a chosen hotel is not available, the most suitable alternative will be provided.

ACCOUNT DETAILS

1	ACCESS BANK	₦ ACCT	0016625525
		\$ ACCT	0016819199
2	GTBANK	₦ ACCT	0023246167
		\$ ACCT	0023246174
3	TAJ BANK	₦ ACCT	0001932004
		\$ ACCT	0001932358
4	ZENITH BANK	₦ ACCT	1011008104
		\$ ACCT	5072458586
5	FIRST BANK	₦ ACCT	2007608856

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

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

SAUDI ENTRY VISA

COMEREL processes one-year Saudi multiple entry visas for both adults and children for issuance by the Embassy.



SUMAYSHA

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

SHOP NO. 16 & 17, AREA 1, SHAGARI PLAZA, GARKI - ABUJA FCT.
TEL: 08035307513, 08066027602, 08075197202.
Website: www.sumaysha.com

OPERA-005

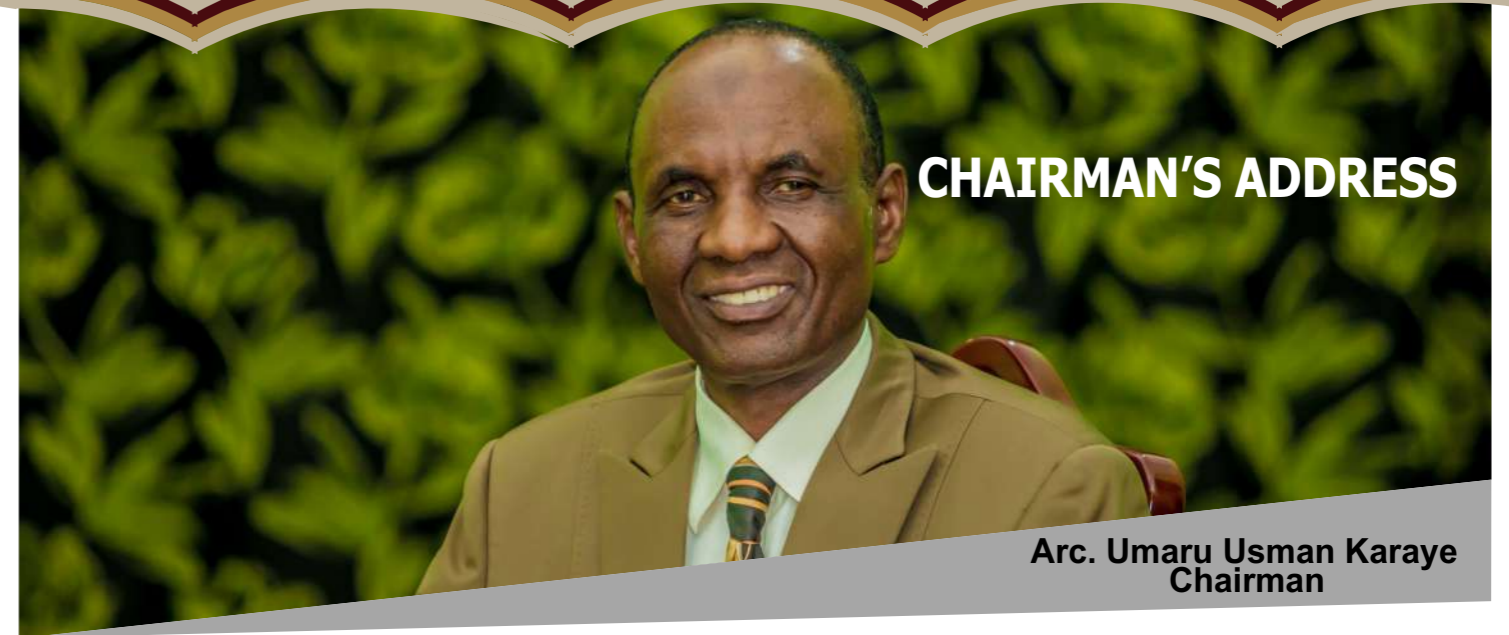




ASK
MEDICAL & DIAGNOSTICS

**No. 15 Mississippi Street, Off
Alvan Ikoku Way, Maitama, Abuja.**

Tel: +2348130456300, +234 9133765377
Email: reception@ask-mdc.com, info:@ask-mdc.com
Website: www.ask-mdc.com



In the name of Allah, the Gracious, the Merciful

All praise is due to Allah. We praise him, seek His help, seek His forgiveness, and seek refuge in Allah from the evil within ourselves and our evil deeds. Whoever Allah guides, there is none to misguide him. Whoever Allah leads astray, there is none to guide him. I testify there is no God but Allah alone, without any partners, and Muhammad, peace and blessings be upon him, is His servant and messenger.

My Dear Brothers and Sisters in Islam, Assalamu Alaikum,

I wish to reaffirm that Comerel's focus will forever be to provide its esteemed customers with the usual efficient and reliable logistics services that will ensure their comfort and freedom to concentrate on the spiritual rites for which they are in the Holy Land.

To achieve this, Comerel continues to innovate new ideas to respond to its customers' changing needs and the regulators' requirements both at home and in the host Country. In addition to the unique African Cuisine in the 5-star hotels and at Arafat, Comerel provides exceptional accommodations to our pilgrims in a serene and safe location at both Minaa and Arafat. Comerel also excites its Customers with the quality of its transportation system and provision of guidance for all spiritual activities.

These feats can only be achieved through the support of our customers, especially those who have kept faith with us for all the excellent and challenging years.

This year's challenges are unique, and so is our preparation to mitigate them. Our host Country has come up with several policy changes for Hajj operation, such as early closure of the Hajj portal, necessitating early payments for all Hajj services. At home, the continuous weakening of the naira value is weakening intending pilgrims' chances to make it to the Holy Land. Consequent upon these, our newly introduced Hajj packages aim to address these challenges without compromising the quality of service we are known for.

Comerel's high performance is recognised by both our Customers and the Regulator. For this reason, Comerel has been selected to be one of the few successful tour operators (110 in all) and is among the handful (only 40) that will lead the Hajj operations this year.

So, we look forward to meeting you in the Holy Land, where and when we will walk the talk, Inshaa Allah.

Assalam Alaikum.



MD'S WORDS

**Abubakr Sideeq Muhammad
MD/CEO**

Last year's Hajj left a bitter taste on the palate of some pilgrims, especially in the Mashaa'ir; thanks to the reasonable judgement of these Hujjaaj, they absolved Comerel of all blame in the incident. Since we started Hajj operations about two decades ago, we have never repeated a mistake or received the same complaint twice. Our services are evolving constantly, addressing the needs of our pilgrims and improving standards. Thus, our pilgrims will have a different experience in 2024 than the Mashaa'ir disappointment of Hajj 2023.

The current Brochure has several packages for Ramadan and Hajj 2024. we tried vainly to lighten the rates compared to what was charged last year. Fluctuations in foreign exchange rates hamper pilgrims' payment for the services offered by Comerel. It is heartening, however, that our pilgrims attest that they have value for money and remain loyal to the company despite the vicissitudes of life. Even those caught in the net of false claimants to VIP Hajj services return to Comerel with feedback that encourages us and serves as solacement.

Ours is a unique service in the industry. The VIP buses Comerel uses in Hajj operations may look like the ones used by our competitors; the model and number of seats set them apart - one is an old model, ours the latest; one has 49 seats, ours only 30. You can put your pilgrims on the Haramain High-Speed Train from Madinah to Makkah; the devil is in the class of the tickets they travel. Whoever claims to offer Comerel standard services should be prepared to

- perfect Meet and Greet at airports,
- ensure timely arrival of buses in all movements, especially on the 10th of Zulhijjah on the return journey to Minaa,
- provide proper meals (not even Nigerian cuisine) and beverages in Arafah and Muzdalifah,
- arrange adequate transportation for its pilgrims leaving Minaa to Makkah on the 12th of Zulhijjah after the Jamaraat ritual and
- coordinate suitable accommodation in Jeddah on the 14th of Zul Hijjah for all pilgrims with late departure dates.

The above embodies the Comerel standard, which competitors have repeatedly and lamentably failed to meet. Ask the pilgrims they serve!

The Budget Package

In this Brochure, we introduce the Budget Package, for Hajj 2024, which, though not a VIP arrangement, will serve more pilgrims who want a standard package at a low cost. Since it is not VIP, the Budget has three-star hotels in Makkah and Madinah (near Haram), economy class tickets on the Haramain High-Speed Train and D Tents services in the Mashaa'ir. Pilgrims used to Comerel Premium options should stick to them as this package has less in common with the VIP Packages regarding services and movements in the holy territories. However, Comerel will, as much as practicable, given the rates charged, render comfortable services to pilgrims on the Budget Package.

Finally, we thank our pilgrims for their faith in what we do and for their patronage. We welcome the new entrants to the Comerel contingent to Hajj 2024. Rest assured, whatever options you choose, VIP or Budget, it is still *Comfort, Efficiency and Reliability!*



16. Any destination mentioned in the package, which is cancelled by the government officials in Saudi Arabia without adequate notification from the said officials is not the Agent's fault and will not attract any refund to the pilgrim.

17. An abrupt change of mind by the pilgrim 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.

18. Delays in getting visas from the Saudi Embassy in Nigeria, which can cause a delay in flight date or time is not Agent's fault and will not attract any refund.

19. All service fees in Saudi Arabia are paid way ahead of the pilgrims' arrival and the service providers do not refund them; the Agent shall only honour any refund claim where it was its fault.

20. The Agent absolves itself and its staff of any blame in the unlikely event that the pilgrim is deemed to have committed an offence according to the laws of any of the countries they visit through the Agent.

21. Failure of the pilgrim to read these terms and conditions is not an excuse to demand a refund, the pilgrim is hereby advised to read this agreement.

22. The pilgrim's passports and payments must be in the Agent's office latest one week for Umrah or one month for Hajj before the pilgrim's departure date.

23. The pilgrim shall ascertain that all the information in his/her international passport is correct, with at least 6 months validity by his/her departure date and without any hindering documents for his/her trip like an Israeli visa or stamp. Also, avoid traveling with anything having Jewish inscriptions on them.

24. The Agent 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 Agent's staff.

25. The Pilgrim shall ensure that he/she uses the Agent's Pilgrim ID Card accordingly.

26. The pilgrim's children and infants on pilgrimage must have separate International Passports.

27. All rooms are double occupancy by default. Any additional occupancy will be based on availability and any extra bed may be smaller than the original two beds, which will be allocated on a first come, first served basis. If the hotel chosen by the agent for the pilgrims has no further accommodation, the agent shall provide accommodation in another hotel with similar standard to the one earlier chosen for the pilgrims.

28. The Pilgrim must notify the Agent's doctor of any unusual or militating medical conditions. This is to help the pilgrim in case of emergencies.

29. Pilgrim should avoid using the chain lock on the inside part of his/her room doors when alone and when the pilgrim is sharing a room, it is not allowed for whatever reason.

30. The pilgrim's children must be accompanied by either a parent or a guardian, and they are primarily responsible for maintaining discipline and order among their children/wards. The Agent will not be responsible for the movements of any child outside the itinerary of the package. Exceptions to this will be discussed and agreed upon by both parties.

31. Hajj dates are flexible, as they depend on moon sighting. They are not exact. Any date in Dhul Hijjah can differ by a day both ways. The dates used for the itinerary are therefore subject to moon sighting.

32. The Saudi Ministry of Awqaf and Islamic Affairs issued a new directive on 14th December 2017 forbidding taking photographs and recording videos within the two holy mosques in Madinah and Makkah respectively. This also includes their roofs. In the light of this, pilgrim should kindly keep his/her camera phones and cameras away. These items may be impounded by the security operatives guarding the mosques.

ITINERARY FOR UMRAH RAMADAN, 2024

FIRST TEN NIGHTS

TAKE OFF DAY

March 10, 2024

DAY 1 TO DAY 3

**MADINAH
March 11 – 14**

DAY 3 TO DAY 10

**MAKKAH
March 14 – 21**

RETURN DATE

March 21, 2024

LAST TEN DAYS

TAKE OFF DAY

March 25, 2024

DAY 1 TO DAY 4

**MADINAH
March 26 – 30**

DAY 4 TO DAY 14

**MAKKAH
March 30 – April 9**

RETURN DATE

April 9, 2024

**UMRAH RAMADAN SUPERIOR
(FIRST TEN NIGHTS PACKAGE)**

PACKAGE OPTIONS

- **Madinah Hotel**
Emaar Royal
- **Makkah Hotel**
Pullman ZamZam

**COST IMPLICATION
(PRICES DO NOT INCLUDE TICKETS)**

DOUBLE OCCUPANCY: \$3,800 PER PERSON

TRIPLE OCCUPANCY: \$3,200 PER PERSON

SINGLE OCCUPANCY IS AVAILABLE ON REQUEST



Emaar Royal Hotel



Pullman ZamZam

WHAT YOU GET

- **THREE (3) NIGHTS IN EMAAR ROYAL HOTEL, MADINAH (BED, IFTAR AND SAHUR)**
- **SEVEN (7) NIGHTS IN PULLMAN ZAMZAM HOTEL, MAKKAH (BED, IFTAR AND SAHUR)**
- **UMRAH VISA**
- **VIP TRANSPORTS**

TICKET DEPOSIT

First Class: 5 Million, Business Class: 3 Million, Economy: 1.5 Million

**COMEREL TRAVELS & TOURS
TERMS AND CONDITIONS OF SERVICE**

1. All payments to the Agent should be made only through the designated bank account given to the pilgrim. The Agent's staffs do not collect cash and payment of cash is strictly prohibited. Pilgrim should ensure that he/she gets the Agent's official receipt for every payment made.
2. The pilgrim shall NOT pay into any of the Agent's accounts until he/she has been cleared to pay and this is in the mutual interest of both parties.
3. Pilgrim shall complete all payments before all travel documents are presented to him/her by the Agent. Under no circumstance will a pilgrim get travel documents without complete payments.
4. The Agent reserves the right to increase the price of its package if a situation warrants it. Where this happens, the pilgrim will be notified.
5. The Agent or its staff shall not be responsible for any negligence that results in any sort of inconvenience to the pilgrim in the course of the pilgrimage if the negligence was not the fault of the Agent or its staff.
6. Where any default is proven to be the fault of the Agent's staff, the extent of its liability to the pilgrim is refund of the principal sum paid to the Agent less a 10% ADMINISTRATIVE CHARGE.
7. Any complete refund mentioned on the brochure is understood by both parties to mean the total amount paid by the pilgrim less a 10% administrative charge.
8. Any ticket refund is handled by the airline; the Agent does NOT pay refunds on tickets until the airline pays.
9. There is NO REFUND on group tickets unless the trip was aborted through Agent's fault.
10. The Agent 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 pilgrim. This shall be done with prior notification to the pilgrim.
11. Any room option on the brochure is subject to availability after the planning of the rooming list. Where the room option the pilgrim wants is not available, the pilgrim will be requested to downgrade or upgrade to the next available room option. This will be done after consulting with the pilgrim. Where it is an upgrade, the pilgrim will pay the difference and if it is a downgrade, the Agent will refund the difference.
12. The Agent's staffs are not porters and should not be looked upon to carry luggage for the pilgrim. The Agent's staff may help pilgrim at their sole discretion.
13. The information in the brochure is correct as at the time of issuance. Any alteration resulting from events or policies not within Agent's control thereafter shall not be blamed on it and does not attract any refund unless in the unlikely event of not providing a suitable and commensurate alternative.
14. The extent of the Agent's liability in the unlikely event that the pilgrim's luggage is missing while in the exclusive custody of one of the Agent's 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 pilgrim in the case of hand luggage.
15. Where the government of Nigeria, United Arab Emirates, Qatar, Saudi Arabia or any transit country refuse the pilgrim entry due to a visa on his/her international passport, the affected pilgrim will not be refunded in part or in full by the Agent.

FEEDBACK FROM HAJJ 2023 PILGRIMS

We gathered immediately after Asr; we went there, and they opened the gates for us. It was fantastic! Fantastic! The arrangement, like I said, has been top-notch. Insha Allah, anytime I am coming for Umrah or Hajj, or if I see anybody that I can recommend, I will surely tell them to patronize Comerel because, so far so good, the experience has been outstanding. Alhamdulillah!

VALUE FOR MONEY

I have summarized everything to tell you that everything has been good because right from when I got to Madinah, I was the only one on my flight, but somebody was there to wait for ONLY me. He got a car for me that took me to my hotel. When I got to my hotel, the MD was there waiting for me and took me to my room. The mosque and my hotel is just like less than one minute distance, from my hotel to the mosque; and likewise in Makkah, the same thing. We are in the Clock Tower. So it is being so far so good. Alhamdulillah Rabbil Aalamin. It's value for money. I got value for my money, Alhamdulillah. Kudos to you guys at the Comerel, MashaAllah.

MASHA'IR

Not only in Munna, even at Madinah and when we are at Makkah, even at Arafat, I was able to eat my local delicacies, which you can't see elsewhere, and the foods are up to standard, like five-star treatment. Alhamdulillah, MashaAllah.

Just like I said earlier on, even with the inadequacies of the Saudi authorities, Comerel was still able to fight for us to get more convenient VIP tents at Munna and Arafah. Right. Even in my experience at Muzdalifah, you can see that people have their local delicacies. Anyone that wants to eat Tuwo, get Tuwo. If you want to eat Semo, you get Semo. If you want to get rice, you get rice and small chops. So, Alhamdulillah. They have been wonderful. May Allah continue to bless them.

CHALLENGES AND RECOMMENDATIONS

What I consider to be a challenge is just one. For most of us, the tent we expected at Munna was different from what was given to us. And this is not Comerel fault. It is a general problem that we observed this year, and it's reported even in all International media that Saudi, the tents provided this year were not up to the number of pilgrims even with that because I don't want to count it as their fault. It is not their fault. There is nothing they can do. They have made their payment; they made all the necessary arrangements.

But then, when Saudi says this is what we can give you, there is virtually nothing they can do. So, as far as I am concerned, I won't consider it a challenge.

It is not a challenge but a general challenge not only to Comerel. In the circumstances, they have done well. In the circumstances, they have done well. They should continue being good.

I came with them because of what I heard: they are always top-notch, they give first-class services and Alhamdulillah, I got first-class services in the circumstances, and I am happy with them. By the grace of God, my friends, my family.. my family won't even listen to me if I want them to go elsewhere.

It's always Comerel! Insha Allah.

UMRAH RAMADAN PREMIUM (FIRST TEN NIGHTS PACKAGE)

PACKAGE OPTIONS

- **Madinah Hotel**
The Oberoi Madina
- **Makkah Hotel**
Al Marwa Rayhaan

COST IMPLICATION (PRICES DO NOT INCLUDE TICKETS)

DOUBLE OCCUPANCY: \$5,750 PER PERSON

TRIPLE OCCUPANCY: \$5,000 PER PERSON

SINGLE OCCUPANCY IS AVAILABLE ON REQUEST



The Oberoi Madina

WHAT YOU GET

- **THREE (3) NIGHTS IN THE OBEROI MADINA HOTEL (BED, IFTAR AND SAHUR)**
- **SEVEN (7) NIGHTS IN AL MARWA RAYHAAN HOTEL, MAKKAH (BED, IFTAR AND SAHUR)**
- **UMRAH VISA**
- **VIP TRANSPORTS**



Al Marwa Rayhaan by Rotana

TICKET DEPOSIT

First Class: 5 Million, Business Class: 3 Million, Economy: 1.5 Million

**UMRAH RAMADAN SUPERIOR
(LAST TEN DAYS PACKAGE)**

PACKAGE OPTIONS

- **Madinah Hotel**
Emaar Royal
- **Makkah Hotel**
Pullman ZamZam

**COST IMPLICATION
(PRICES DO NOT INCLUDE TICKETS)**

DOUBLE OCCUPANCY:	\$9,050 PER PERSON
TRIPLE OCCUPANCY:	\$7,100 PER PERSON
QUAD OCCUPANCY:	\$6,200 PER PERSON
SINGLE OCCUPANCY IS AVAILABLE ON REQUEST	

WHAT YOU GET

- **FOUR (4) NIGHTS IN EMAAR ROYAL HOTEL, MADINAH (BED, IFTAR AND SAHUR)**
- **TEN (10) NIGHTS IN PULLMAN ZAMZAM HOTEL, MAKKAH (BED, IFTAR AND SAHUR)**
- **UMRAH VISA**
- **VIP TRANSPORTS**

TICKET DEPOSIT

First Class: 5 Million, Business Class: 3 Million, Economy: 1.5 Million



Emaar Royal Hotel



Pullman ZamZam

FEEDBACK FROM HAJJ 2023 PILGRIMS

The transportation to see all the sites and the Mosques. We prayed at Quba as well. Perfect! Again, like I said earlier, being able to see the Raudah and all that was great. If only those areas I touched on could be worked upon and addressed, where if there are complaints made, they should be addressed and spoken to immediately.

OVERALL RATING

Well, regarding what we are doing next, what time to gather, the logistical aspect, yes, it was good. It can always be better. I mean, you learn from every Hajj. I'm sure you have lessons you take back. So, there are areas of improvement, but (generally), it was good. It was good. But feedback, of course, is not just on logistics. It's also on the issues I raised earlier; when there are complaints, they should be addressed forcefully and immediately.



ENGR. IBRAHIM SHUAIBU

My name is Ibrahim Shuaibu, and I am an engineer based in Lagos, **HOW I CAME TO KNOW ABOUT COMEREL**

Actually, I came to know about Comerel about two years ago. This NTA Ramadan lecture series - Sahur Live. Then, I decided to declare that if I go for Hajj, I will try

Comerel and see whether they keep to the least of their advert... So Alhamdulillah, 2023, I was ready, financially and spiritually, and Alhamdulillah, so far, they kept to their advert. Their service is top-notch. I got value for money and am really impressed by their service. Actually, I am impressed. They treated us well. Right from where we were in Abuja to coming to Madinah, their logistic service was top-notch. Alhamdulillah, I made the right decision to choose them.

ACCOMMODATION AND FEEDING IN MADINAH

The accommodation is excellent; at least the hotel is standard. We were treated very well. The food was very delicious, and it was very okay. They were able to give us African dishes as well, which we badly needed in this kind of situation. Alhamdulillah, Comerel they really tried.

The hotel accommodation and everything in Madinah is fantastic.

The hotel is just a walking distance to the Haram, very close to the Masjid An Nabawy. Alhamdulillah, at least that made it very easy for us to observe our prayers, and it was good, Alhamdulillah. Everything went well and I will still encourage Comerel to do more, to keep up the good work and Alhamdulillah, the sky is their limit. Alhamdulillah.

ZIYAARAH

Actually, I feel relieved that what we studied, the books, I came to see live, both the experience and firsthand, so the spiritual upliftment to me, actually, Alhamdulillah for Comerel for this service. I really appreciate their effort in seeing us through these site visits. Alhamdulillah. I appreciated it.

RATING

Since we are still on transit, so far so good, if it's to rate from 0 to 10, I will give them like 8/10 but let's see to the end of the journey. Let's see how it goes.



MOHAMMED SALIHU OLOWO

ASSALAMU ALAYKUM

Alhamdulillah! Robbil Aalamin. All thanks be to Almighty Allah, for His Mercies on us. The experience has been perfect, Alhamdulillah Rabbil Aalamin. This is not my first time coming to Hajj, but this is my first time coming with Comerel, and the

difference is clear. I can see that, Comerel, they have an arrangement. The arrangement is top-notch. Even with the inadequacies of the Saudi Authority this year, because of the surge in the number of pilgrims to Saudi Arabia, you can see that Comerel still comes top and kudos to them, Alhamdulillah. I could do what I was meant to do, and I thank Almighty Allah. Kudos to Comerel!

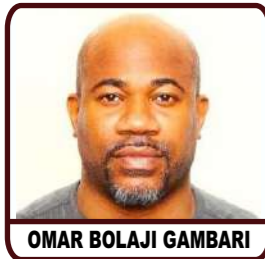
AMEERUL HAJJ

Just like I said, this is not my first time. I can tell you that I enjoyed the Umrah, too. Because of the able Ameer of the Comerel, he was able to lead all of us. At every point in time, he told us what we were supposed to do, and in most cases, what takes people almost an hour; we were able to do it within thirty-fourty minutes because we were lucky again that there was no crowd. And that has to do with the experience of the Comerel. They knew when they would tell their pilgrims to go, and by the time we went there, there were few crowds, Alhamdulillah. It was a very fantastic experience. MashaAllah.

ZIYAARAH

Alhamdulillah, the experience in Raudhah, too, is still part of the success story of the Comerel. I remember the last time I came; I had to be there like 3 - 4 hours before time. Even with that, I was unable to enter the Raudhah itself, but this time around, they told us, "By 3:30 pm, everybody should gather."

FEEDBACK FROM HAJJ 2023 PILGRIMS



OMAR BOLAJI GAMBARI

MY NAME IS OMAR BOLAJI GAMBARI. I'm from Kwara state. My experience in Madinah, Makkah and Masha'ir

Alhamdulillah, this is my first Hajj. It has been a richly rewarding spiritual experience. I've been trying to come for many years, but

for some reason or another, it just didn't happen. Until this year, mashAllah, Allah made it possible for me to (attain it).

Regarding the experience, our reception in Madinah was excellent. From the airport, we were met by COMEREL agents. They took care of everything. Our transportation... they gave us our room keys. We didn't have to do anything at the Reception. Our luggage and everything were taken care of perfectly. Feeding arrangements were also perfect in our hotel in Madinah. Instructions were given timely to the group as to what we were doing, when we were going, what time to meet, and so on and so forth. Of course, when dealing with a large group of people, sometimes there needs to be better communication in terms of timing, but it's been a great experience.

Madinah to Makkah, perfect! Makkah, too, perfect! We arrived at the hotel. Our luggage came up. One of our suitcases went missing, but the staff did everything they could to find the luggage and brought it in time. There was also a slight mix-up with our room, but that was also professionally handled by the staff to ensure we were completely satisfied with all the arrangements.

So, Madinah, perfect! Makkah, perfect! Everything was great! Communication-wise and logistics. There were a few problems moving from Makkah to Mina in terms of what we had been told to expect. Now, we are later made to understand that it was beyond the organisers' fault, right? However, we would have preferred, Wallahi, if they had been more communication with us, especially when complaints were made in the group that haba Malam then these are the issues that we have, somebody should at least respond to that, but there was no response. But we understand that this is a complicated undertaking. But, as clients who have paid for the service, we fully expect that everything will be taken care of. And if there's a problem, it will be explained to us thoroughly. That was lacking. But still, in all, in Minaa, we made the best of it. The feeding arrangements, which were also late to expect, were not precisely the same. And again, there needed to be more communication. We weren't explicitly told, " Oh, this is the place where you go and eat", and what have you.

But if I were to give COMEREL up unto that point a mark, at that point, I'd say maybe 7.5 to 8 over 10 to that point, that being because I can see everything else that is going on around us and truthfully, as a Muslim, I must speak the truth, we are having it much better than most people, Alhamdulillah. From Minaa to 'Arafah, Perfect! We came out of our tents; the bus was waiting for us. We entered our bus; the bus almost took us to our tent. We had a short walk. Again, because of the arrangements with the Saudis, what we later expected did not happen. But Alhamdulillah, we were here to offer our supplications, our prayers. Things went well.

There was separate feeding for us, which was perfect! We ate food brought from home, and we were in a foreign land eating Nigerian food. If you are a traveller, you know what that means. we have continental food as well. But in 'Arafah, we are eating Nigerian food. Amazing! Amazing! MashaAllah! Arrangements there are perfect! Transportation from 'Arafa to Muzdalifah is also perfect! Of course, there's a lot of traffic, but that is not in the control of the COMEREL operators.

In Muzdalifah Kai! Kai! There was food! There was water! If you look all around us, Wallahi people are looking for water and food to eat (and drink). I ate home food. I ate white rice with meat and stew.

We're not expecting it, but maybe just water. But to be able to eat here, Alhamdulillah, and from that point, you can say it's stomach much infrastructure wo, but I would give COMEREL 9/10. So, up until this point, I'm speaking to you now, we are satisfied, except for the few areas on which I spoke.

ZIYARAH AND RAUDAH

I neglected to mention that when we were in Madinah, we went on the Ziyarah. The highlight, of course, was when we visited Qiblataini, we visited (where) the Battle of Uhud (was fought), the site. Of course, we prayed in the Prophet's Mosque many times, but the absolute highlight was the Raudah. We were admitted into the section where the Prophet () used to conduct his prayers, a very emotional moment, Wallahi. I can't describe it in words, really, the experience of being able to see that, and highly privileged because there were very few of us inside that section. You see, there were literally thousands of people lining up on the other side. They could not access the section that we were in. And then also after that, we were able to pass in front of the Prophet's grave, Peace and Blessings of Allah be upon Him.

This was organized by a COMEREL, seamless experience. Literally thousands of people trying to enter, but we got in, many of us. (The security personnel) looked at the list, admitted us, and it was perfect.

UMRAH RAMADAN PREMIUM (LAST TEN DAYS PACKAGE)

PACKAGE OPTIONS

- Madinah Hotel
The Oberoi Madina
- Makkah Hotel
Al Marwa Rayhaan

COST IMPLICATION (PRICES DO NOT INCLUDE TICKETS)

- DOUBLE OCCUPANCY: \$12,200 PER PERSON
- TRIPLE OCCUPANCY: \$10,400 PER PERSON
- SINGLE OCCUPANCY IS AVAILABLE ON REQUEST

WHAT YOU GET

- FOUR (4) NIGHTS IN THE OBEROI MADINA HOTEL (BED, IFTAR AND SAHUR)
- TEN (10) NIGHTS IN AL MARWA RAYHAAN HOTEL, MAKKAH (BED, IFTAR AND SAHUR)
- UMRAH VISA
- VIP TRANSPORTS

TICKET DEPOSIT

First Class: 5 Million, Business Class: 3 Million Economy: 1.5 Million



The Oberoi Madina



Al Marwa Rayhaan by Rotana

ITINERARY FOR THE HAJJ 2024

TAKE OFF DAY JUNE 7, 2024

Unless there are no flights, we will depart for Madinah on this day.

DAY 1 TO DAY 4 MADINAH JUNE 8 - 11

Our arrival day in Madinah. You will be given oral polio vaccine and another antibiotic at the point of entry; please accept them. Typically, after immigration formalities, international passports are to be submitted to the appropriate officials.

The patience Hajj demands starts here. Usually, we distribute the hotel room keys in the bus enroute the hotel. This means you merely label your luggage with your room number and give to the concierge at the hotel and it shall be brought to your room. You can then proceed to your room without the hassles of checking in.

The meal times and prayer times will be given to you in the welcome bulletin. The COMEREL prayer mat on your bed is a souvenir. Please rest well and get ready for Ziyaarah and visits to the other places of interest the following day or the next. Also, ensure that you get your ihram cloths if you have none. When to check out and where to place your luggage will be discussed in the bulletins. The journey to Makkah will be by Haramain High Speed Train / by Air via Jeddah. You should be prepared to wear your ihram from the hotel and to make your intention for Umrah immediately after take-off.

At that point, you begin to chant the talbiyyah (see handbook given to you for details). All luggage will proceed to Makkah by road ahead of the group. After reaching Jeddah airport, you will be transferred to VIP buses which will convey you to Makkah by road. There are checkpoints on the road; they are compulsory stops, please bear with the situation patiently.

DAY 4 TO DAY 7 MAKKAH JUNE 11 - 14

The hotel keys to your Makkah rooms will be distributed on the way to Makkah from Jeddah unless something unforeseen happens.

The talbiyyah continues until you sight the haram. There is usually a lot of chaos on this day and you should prepare your mind for it. The traffic situation may mean you will disembark from the bus some distance to the Haram and trek to the hotel. If things go as planned, however, we will deliver you to the hotel basement from where you label your luggage with your room number, ensure it is picked up and then you proceed to your room. The luggage will be brought to your room, supervised by our staff. You will get the times of prayer and information about meal times and feeding are from our bulletin.

You can take a shower and then head to the mosque to perform Umrah. After Umrah, you will remove your ihram clothing and take a shower. Take advantage of being in the Haram to get to the mosque early, say all your prayers in the mosque and amass as many good deeds as possible.

Treat people kindly, give to the poor and control your anger and tongue. Await our instructions via bulletins to pack in readiness for the movement to Minaa on the 8th day of the month of Hajj, the day of Tarwiyah. Typically, we distribute small bags which should carry only the essentials you need for the trip. A good rule of the thumb is to carry an extra ihram and medications (if any) as well as telephone chargers and any valuable you have in your bag in the hotel (money, jewellery and electronic gadgets).

DAY 7 (TARWIYAH) MINAA JUNE 14

On this day, we head out early. This means you should take your bath and prepare for the ihram early. The intention for Hajj is said aloud from your hotel room. Please proceed to the designated take-off point and board the buses when requested to. Breakfast is usually eaten at Minaa. Please eat well, rest well and do as much remembrance of Allah as you can. Avoid idle talk as much as possible and keep in mind what brought you. Also, keep the hope of Allah's reward fresh in your mind and make it the sole motivation for each good deed you contemplate or do.

FEEDBACK FROM HAJJ 2023 PILGRIMS

MUNA

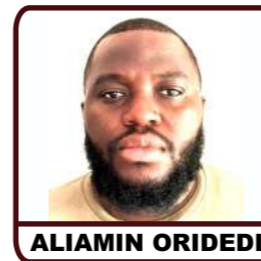
Everything was perfect with me. I don't have any complaints or any issues. We cannot be 100% sure of what will happen between now and midnight, but everything is perfect; that is how God wants it to be. I have no complaints about anything. All the staff have been doing well. They are doing great.

REFERRAL

Comerel is a good organization I can recommend to anyone who wants to go for Hajj. Join them for Hajj; they will not lose anything or even get more from whatever money they pay. God willing, if I am to travel again next year, I will go with Comerel.

ASSALAMU ALAYKUM

I am Alhaji Aliamin Oridedi
Experience from Pilgrims in
Diaspora



ALIAMIN ORIDEDI

I want to start with a quote by Hunter Thompson: "Anything worth doing is worth doing well," and I will say that my experience with Comerel is impressive! I went

from not knowing if I could meet the Hajj trip this year to all the pieces (that formed a complete picture afterwards). When we contacted the COMEREL group, they started working on our behalf, and Alhamdulillah (here we are on Hajj 2023). So it's been a fantastic journey so far. I am highly impressed with their service, the level of communication, the professionalism and the attitude of every single person, from the Media Team up to the MD; the work ethics are behind them trusting the whole plan and keeping their name, which I believe adds value to the organization. So, Alhamdulillah, I am grateful to be part of this group.

ACCOMMODATION AND FEEDING IN MADINAH

As far as the package is concerned, you get what you paid for. Some will say the package is a bit pricey. There is value to what I paid for, with my experience in the Comerel group. We are still in Madinah and will go to Makkah Insha Allah later today. My experience in Madinah thus far has been fantastic. The Proximity from our hotel here at the Emaar Royal to the Haram is about a few minute's walking distance. The food in the Hotel was excellent, and with accurate service, we could do our Ziyaarah, which was a fantastic excursion. The transportation service was excellent. The Ameer was very detailed. Right now, everyone is happy, and Ameer is always ready to answer questions and educate you. Because Islam is a religion of peace, too. You're learning more and more about Islam every day. So I am grateful here.

ZIYAARAH

I mentioned earlier, the perfect logistics in terms of getting everyone together to participate in these activities (Ziyaarah, Raudha), transportation, and picking us up right from hotels and conveying us to these various occasions, we were educated on the existence of these different areas like Quba Mosque, some areas we have visited, battle of Uhud, and be physically there seem monumental thoroughly. Spiritually, being physically present where such historic events are held is a big deal. Overall, Comerel has done an amazing job. If I want to do this again, I have no doubt that I will be doing it with them. Alhamdulillah

HOW I CAME TO KNOW ABOUT COMEREL

It is fascinating, as I said earlier. In the Diaspora, getting a Hajj package is very difficult. My wife and I, my Dad, are at a point where we said we should wait till next year and try again. I spoke to my father-in-law, and then he reached out to the MD at Comerel, and they talked to us about using our Nigerian passports. I didn't have one at the time. They were able to pull strings for us to expedite the renewal of the passports. All the particulars that are needed to get this process done. What I am saying, in essence, is that it's not just about the packages. It's about the overall service. Whatever your situation is regarding your ability to travel or make a trip, they can help. They have the right network, people in different areas, and ministries to help you achieve your goal, to help you accomplish that Fifth Pillar of Islam, which is going to Hajj having a good and acceptable Hajj. Alhamdulillah.

RATING

Well, as we are yet to get to Makkah, I don't expect less in Makkah. Based on my experience in Madinah, I would give Comerel a solid 8 and a half out of 10. This 8 and a half is really high. But I am highly impressed by everything. I forgot to mention, we have Nigerian food in the whole time. You can choose from international cuisine, and you can choose to eat something else, but Nigerian food is provided. I think that is amazing. I think just the logistics behind getting those things here, getting people to prepare that for breakfast, is impressive. God bless everyone involved in it.

FEEDBACK FROM HAJJ 2023 PILGRIMS

The security officers wouldn't let us go through certain gates, but at some point, the Amir talked to them, and they allowed the females to walk through those closed gates. The men were diverted to pass through the main route. It took them around an hour to find their way back to their tent, but for us, the ladies, it was easy to get there. Ameer and two other people led us to our tent through a shortcut, which was already closed, but they opened it because he spoke to them.

We got there, and we settled in. We had dinner. The next day, we had another session where we had to all gather after Asr to do the stoning. We left together as a group and came back as a group on the second day. They didn't allow us to go through the shortcut, but... Comerel should be proactive in providing information. For example, Comerel already knew the days the pilgrims would be here. So one thing they could have done, from day one, was provide that information to people before they even ask because if you don't give that information, they will still ask.

NEW ACQUAINTANCES

I am happy with the new friends that I made. They made the whole process easy for me. They made me feel like I was part of their family. They are friends that have now become sisters to me.

RECOMMENDATION

Comerel would be more professional if they had everything or other information provided before people ask for specific details. Because you still have to give those additional information anyway, why don't you prepare ahead?

How they were providing information in Madinah, let them have that for Makkah, too. Document it. And offer it to people before they ask for it. And when people have questions, be sure somebody is readily available to answer those questions.



ABDULBARRI ORIDEDI

HOW I CAME TO KNOW ABOUT

COMEREL

I contacted Comerel through my father/brother-in-law, who had been coming to Umrah and Hajj with the company.

COMING WITH COMEREL

I reside in the US and could not access the Hajj website. I almost lost hope before my father-in-law in Lagos said NO! Don't lose hope... Because I don't have a Nigerian Passport, I have an American Passport; my Nigerian passport has expired, and they said I have to make NIN, which I found challenging to do in the US. As God will have it, everything was planned, and I got the passport. Then, we made the payment through Comerel.

This is my first time coming with Comerel, but I am so very impressed so far; with all how they've been treating us, they've been treating us well; we don't have any issues.

They received me and my son in Jeddah, and we boarded our other plane from Jeddah to Madinah. So, getting to Madinah, Comerel has already made an excellent arrangement for our Hotel, where we are to stay, and arranged our breakfast, lunch, dinner and everything. They made us feel as if we were at home, so I appreciate the crew from the head to the bottom. They took good care of every one of us. I'm proud of them and will recommend them to any new and returning pilgrim.

MADINAH HOTEL

We stayed very close to the Mosque our Prophet MUHAMMAD, Sallallahu Alaihi wa Sallam, built. We are just about 5 minutes from the Mosque, which the prophet Muhammad built many years ago, and based on what I have been hearing from all my imams and Muslim preachers, I was there live to see things by myself. I can't believe it; getting to where Muhammad was buried, I burst into tears because I was overwhelmed to see the place.

ZIYARAH

In Madinah We visited Raudah! We visited Uhud, where the battle of Uhud took place. Seventy of the Prophet's companions were killed; we went there, we prayed for them, and we prayed for our Holy Prophet Muhammad Sallallahu Alaihi wa Sallam. We prayed for him, too, and we went to the mountain to see how beautiful the place was.

RAUDAH

Everything was so perfect. The Comerel staff organized our visit, making our travelling so smooth that we had no problem.

UMRAH

When we left Madinah for Makkah, we boarded the train, and the journey was smooth, being my first time performing Umrah in Makkah. One of the staff assisted me. He explained how I should move around and what I should recite; I will say it's so great, everything was so great.

HOTEL IN MAKKAH

The Hotel in Makkah where we are staying is very close to the Haram, is even inside the Haram, and is very convenient for us to do our five daily prayers.

RATING

I can grade Comerel between 1 and 10. I will give them nine (9) because they've been there for us, taking care of our needs and making sure we are on the right track.

ITINERARY FOR THE HAJJ 2024

DAY 8 ARAFAH JUNE 15

Early in the morning, we will head out for 'Arafah. Breakfast will be served there, insha Allah. Please read up what is expected of you at 'Arafah from the booklet we have given you for the purpose. Please listen to the sermons and use your time wisely.

Sleep if you have to but do not forget to concentrate your efforts on prayers and similar devotions after the combined prayers of zuhr and 'asr. We will tell you which bus to board if you will be staying at Muzdalifah till dawn or proceeding by midnight. Just before sunset, we will board our buses and load food for the stay at Muzdalifah. At sunset, we will proceed to Muzdalifah.

DAY 8 - 9 MUZDALIFAH -MAKKAH -MINAA JUNE 15 - 16

Muzdalifah is an open place. There are no demarcations and no clear-cut boundaries for people. This leaves a lot of room for chaos. We will strive to get a good spot for our pilgrims and spread our carpets. We will pray Maghrib and 'Ishaa combined and eat dinner. The main task here is to rest and prepare for the next morning.

Avoid separating from the group on the way to Makkah. If things go as planned, we might be lucky to reach Makkah before the Eid prayers. Pray and perform the tawaf and sa'y (please see your booklet for details). Please return to your hotel and await the bus to convey you back to Minaa. At this point, you do not need to be in ihram any further. Upon reaching Minaa, please endeavour to stone the Jamratul 'Aqabah and return to your tent with the group. Please avoid separating from the group.

DAY 10 - 12 MINAA JUNE 16 - 17

In Minaa, please keep remembering Allah, listening to sermons, reading the Quran and generally amassing good deeds. Avoid fights and altercations. Please be patient. On the day we leave for Makkah again, we will trek to the tunnels leading to the area known as 'Aziziyah where all buses must wait to pick their pilgrims.

DAY 12 - 14 MAKKAH JUNE 18 - 20

The days in Makkah will be spent judiciously. Please remain patient and steadfast in performing your acts of worship. On the day of departure, please do your farewell tawaaf and prepare to leave.

If you have used the hotel's services or consumed any extra items from the mini fridge in your room, kindly settle the bill to reduce the delay we encounter trying to get pilgrims to settle their bills at the last minute. May Allah accept our worship.

RETURN DATE JEDDAH JUNE 20, 2024

The airport here is not too friendly and we may have to endure a long wait standing in a queue. Please be patient. Please remember the luggage allowance on your ticket. Try not to exceed it or prepare to pay for it in advance.

DETAILS OF DAILY MOVEMENTS ARE OFTEN SUSCEPTIBLE TO CHANGES; THEREFORE, THEY WILL BE CONTAINED IN OUR DAILY BULLETINS.

HAJJ PREMIUM OPTION 'A' (RAYHAAN)

PACKAGE OPTIONS

- **Madinah Hotel**
The Oberoi Madina
- **Makkah Hotel**
Al Marwa Rayhaan

COST IMPLICATION

DOUBLE OCCUPANCY:	\$26,500 PER PERSON
TRIPLE OCCUPANCY:	\$24,100 PER PERSON
QUAD OCCUPANCY:	\$22,800 PER PERSON
SINGLE OCCUPANCY IS AVAILABLE ON REQUEST	

WHAT YOU GET

- **THREE (3) NIGHTS IN THE OBEROI MADINA HOTEL (FULL BOARD)**
- **TEN (10) NIGHTS IN AL MARWA RAYHAAN HOTEL, MAKKAH (HALF BOARD)**
- **TENT 'A' IN MINAA AND 'ARAFAH**
- **HADAYA (SACRIFICIAL LAMB)**
- **HAJJ VISA**
- **VIP TRANSPORTS**
- **HARAMAIN HIGH-SPEED TRAIN TO MAKKAH FROM MADINAH (BUSINESS CLASS)**
- **FREE CUSTOMIZED HAJJ AND UMRAH RITES BOOK**
- **ECONOMY CLASS RETURN TICKET**
- **FREE 5-LITRE ZAM-ZAM UPON RETURN (MUST BE COLLECTED WITHIN A MONTH FROM THE DATE OF RETURN. OTHERWISE IT IS FORFEITED)**



The Oberoi Madina



Al Marwa Rayhaan by Rotana

FEEDBACK FROM HAJJ 2023 PILGRIMS

So we settled in the tents on the eighth of Zhul Hijjah, and then on the 9th, the Comerel Team was there to pick us up to take us to the Mount of Arafah. That was on Arafah day. We were there, and we were served breakfast.

We were supposed to have beds, but we ended up having a rollout couch a convertible seat that could be stretched out to be a bed. Those could have been more comfortable. But I was more focused on Hajj and staying positive throughout the process. A couple of people didn't particularly like that. We ended up being about 9 in my room or thereabout. Then we all had to share one toilet, which was also challenging because the toilet was not flushing, and then we did complain to one of the ladies who came around. She took note but never came back to do anything about it. We still had to go outside the room to use the toilet. But we could shower here and do the ablution in the bathroom.

The bus was timely when they came to pick us up for the Arafah on the 9th of Zulhijjah. The bus was punctual. The whole arrangement was in order. So we were in line, and as soon as the bus came, we strolled down to where the buses were parked and then we went up to the VIP section of the Arafah area, and we were served breakfast, we were served lunch, and before sunset, we set out, and it was pretty rowdy as well. I mean, there were many people. So we walked down to the bus, which was easy to find. It was just a walking distance, and the GM had prepared our minds. He told us there would be some walking because the buses could not reach a certain point. So we got on the bus. There was traffic. That's how the traffic typically would be. I was expecting there would be much traffic. It took us a couple of hours, about 6 hours, to get to Muzdalifah. At Muzdalifah, we got there before midnight. We got off the bus. I had previously asked Khamis, "Do we need to buy a mat?" Because somebody had told me that you need to buy those flimsy mats. Earlier, I asked Khamis, but he said, "Oh! You don't need to bother about all that".

So, I was happy that Comerel provided the thick rug like a carpet for us to stay on. Many people needed to figure out where or what to sit on, but we had those thick rugs Comerel provided. And we were all settled down, and some people went to the bathroom. But the bathroom at Muzdalifa could have been better. It was in a horrible state. By the time we settled down, we had dinner. After some time, people who didn't want to spend their night at Muzdalifa left, and I stayed back to spend the night there. Some of the Comerel team went with those who wanted to go, and some of them stayed with some of us who wanted to wait for the night. So that was good. We stayed for the night, prayed the Subhi prayer, and left.

So, for me, the main reason why I stayed back was because I came down with my husband and my father-in-law. I knew my husband would have to accompany me if I wanted to leave. But I also tried to be considerate because I didn't want to leave my father-in-law alone, although I knew he was in good hands.

But if I had to leave them, my husband would go as well, and by staying behind, he had made new friends. I wanted him to stay with his dad. I also wanted to experience the stay overnight, being my first Hajj.

I was able to sleep. I took a nap on the mat. The mat was thick enough and comfortable. The description that somebody gave me was, "OK, you have to travel with a light, flimsy mat, and then when you place it on the ground, just try to make sure that you move away the stones so that you don't feel uncomfortable". The one that Comerel provided was pretty thick, and I didn't feel any of the stones hooking me.

CHALLENGES

There is no point in stating the challenges beyond Comerel's control. This year has challenges, which I am sure Comerel and any other agency out there faced. But one other thing I suggest to Comerel is that the communication was good when we first arrived at Madinah. They would tell us the plan for the day before people asked, but it seemed like once we got to Makkah, that slowed down. I understand everybody was tired, but Comerel prides itself in providing top-notch services to pilgrims. Therefore, they should communicate vital information effectively to their pilgrims.

PREVIOUS EXPERIENCE

On my previous visit, I had not stayed in a hotel right in front of the Haram. So, staying in the one right in front of the Haram makes it very easy to access the Haram and makes the whole process easy for me.

JAMARAAT

The half part of the Muna was the first day we started the stoning. We left Muzdalifah, went to Makkah to do the Tawaaf and sa'yi, and then returned to Muna. The bus couldn't get beyond the point where the tunnel started, so we had to walk from the tunnel down to the tent area. First, we had to do the stoning; walking through the tunnel was challenging because it's slightly sloppy and upward sloppy when you go in. So it was so hard and scorching, and all of that is beyond Comerel's control.

We did the stoning with the GM leading us through. They were the ones who helped us to navigate to where we were able to do the stoning because I was not even sure how to find our way there. So how would we have done that if they were not there? But they were there to help and guide us. After we left the Jamaraat, we tried to walk to where our tent was and remember, we had been to Muna before, so we already saw that the stoning area was right across from where the tents were, but I needed to figure out how we got there. It wasn't far, but the men faced some challenges coming back because we could see our tent ahead of us; accessing them, however, became a challenge.

FEEDBACK FROM HAJJ 2023 PILGRIMS

Next time I'm coming for Hajj, I'm following COMEREL. So, there are a few people here. They've seen how we are and are so amazed that they want to join the COMEREL group next time. They're already committed to it. We have already achieved this.

They just saw how we're living. They see me eating Tuwo, and they'll be like, wow! You guys get Tuwo; yeah, COMEREL gave us Tuwo. Ah! harda Fura? Eh

I appreciate the experience.

IMPRESSION



HAFISAT MOTUNRAYO ORIDEDI

My impression when we first arrived was excellent. We didn't come with the team from Nigeria. We came from the US, including my husband and father-in-law. By the time we got to Jeddah, or before we got to Jeddah, you know, while in transit, I got a communication from the Comerel representative that the

person who was going to receive us at the Jeddah Airport would be there. So, we communicated throughout that process, and when we arrived in Jeddah, they were there waiting. Based on what the Ameer said, they have been waiting a couple of hours, about 16 hours. They had been waiting for us, they received us, it was welcoming, and I was happy about it because I was nervous that we were coming by ourselves from the US. I wanted to know how the arrival at Jeddah would be, but it was good that they were there to receive us upon our arrival. As soon as we came out of the Immigration area, they were there to welcome us.

MADINAH

This would be my third time being in Saudi. But this would be my first Hajj. At Madinah, it was good, the dishes, we had the options of Nigerian meals, which I have missed so much. So I enjoyed the Nigerian meals. That's the Tuwa, the Fura. Those were good, and it was good to have a different option from the Asian food that we had at the hotel.

ZIYAARAH

The Ziyaarah went well as well. We were told when the Ziyaarah was scheduled for, and the bus was made available. It's close to several spots, and that was good.

HOTEL

The hotel was pretty close to the Haram. So, it was close to Haram and may have been easy for us to access the Haram and before we arrived, they already booked the visit to the Raudhah. It was already scheduled ahead of time for us. That made it easy, too. All other preparation that was done before we came or before we had to do those things; those activities, the preparation that was on the ground was helpful, and it made it easy for us also to plan our day.

The stay at Madinah was pretty good. In terms of how they handled our bags, they took them from us upstairs. Having somebody hold your hand and help you through that process was excellent and helpful and made it easy. My experience in Madinah was good. If I were to rate it over 10, that would be an 8/10.

AMEERUL HAJJ

Having the Ameer was helpful, although Comerel had provided the Hajj guidebook. Although something was unclear in that book, it was good to have somebody on the ground who could answer those questions for us and guide us through.

MAKKAH AND MASHAA'IR

We came by train from Madinah to Makkah, and it was the business class coach. So, as business class passengers, we had access to the lounge when we got to the train station. So we could have drinks here and there until it was time for us to board the train.

The Ameer came around to let us know that we would be arriving at the Miqaat very soon and that the announcement would be made to let us know when to make the intention for Umrah. Umrah was first before Hajj. So, when we got to the Miqaat, we made our intentions. We already did the Ghusl before leaving the hotel. It was convenient that we didn't have to go to the physical Miqaat to take the bath there.

Yes, we had that luxury of making Ghusl in the hotel, donning our Ihram and making intention when passing by the Miqaat. So that was good, and the train ride went smoothly. I was also impressed by the fact that by the time we got to Makkah, we were given our hotel keys on the bus before leaving the train station. That was good because before leaving Madinah, we had sent our bags. The Comerel team had brought our bags to our hotel and helped us to bring some of our bags in. So, in my case, one of my bags was taken to my husband's room, and he was able to bring it back to me. So, it was good that all of that had been done, and that shows it was taken off us, and I didn't have to worry about my bag. We got off the train, and by the time we got to the hotel, we already had our room keys and numbers. So, we weren't waiting around in the lobby, so we just had to drop some things off and then went to do the Umrah. So, that was helpful. That was good. So that was for the Umrah, and then we had a few days to rest before starting the whole Hajj process.

MUNAANDARAFAH

We went to Muna on the 8th of Zhul Hijjah. We packed our bags and were ready for the whole Hajj process. We went to Muna, and a day before, or the morning, the MD announced that they had paid for 20 tents, but they only got 3 out of 20 rooms for the women; I should have paid more attention to the men. The problem was beyond Comerel's control because of the nature of this year's pilgrimage, with the most significant number of pilgrims in history. That glitched the whole process for them as well. I want to believe they did their best to help us through.

HAJJ PREMIUM OPTION 'B' (FAIRMONT)

PACKAGE OPTIONS

- Madinah Hotel
The Oberoi Madina
- Makkah Hotel
Fairmont

COST IMPLICATION

DOUBLE OCCUPANCY: \$27,400 PER PERSON

SINGLE OCCUPANCY IS AVAILABLE ON REQUEST

WHAT YOU GET

- THREE (3) NIGHTS IN THE OBEROI MADINA HOTEL (FULL BOARD)
- TEN (10) NIGHTS IN FAIRMONT HOTEL, MAKKAH (HALF BOARD)
- TENT 'A' IN MINAA AND 'ARAFAH
- HADAYA (SACRIFICIAL LAMB)
- HAJJ VISA
- VIP TRANSPORTS
- HARAMAIN HIGH-SPEED TRAIN TO MAKKAH FROM MADINAH (BUSINESS CLASS)
- FREE CUSTOMIZED HAJJ AND UMRAH RITES BOOK
- ECONOMY CLASS RETURN TICKET
- FREE 5-LITRE ZAM-ZAM UPON RETURN (MUST BE COLLECTED WITHIN A MONTH FROM THE DATE OF RETURN. OTHERWISE IT IS FORFEITED)



The Oberoi Madina



Makkah Royal Clock Tower Fairmont Hotel

HAJJ DELUXE PACKAGE

PACKAGE OPTIONS

- **Madinah Hotel**
Shaza Regency Plaza
- **Makkah Hotel**
Pullman ZamZam

COST IMPLICATION

\$17,500 PER PERSON

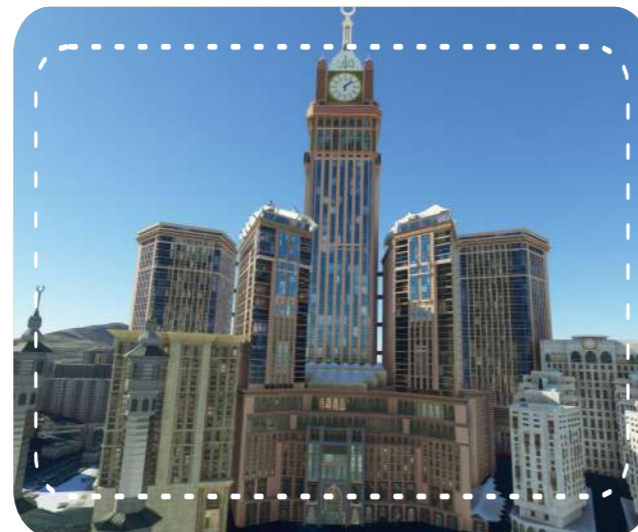
(7 PERSONS IN A SUITE WITH TWO TOILETS)

WHAT YOU GET

- **THREE (3) NIGHTS IN SHAZA REGENCY HOTEL, MADINAH (FULL BOARD)**
- **TEN (10) NIGHTS IN PULLMAN ZAMZAM HOTEL, MAKKAH (HALF BOARD)**
- **TENT 'A' IN MINAA AND 'ARAFAH**
- **HADAYA (SACRIFICIAL LAMB)**
- **HAJJ VISA**
- **VIP TRANSPORTS**
- **HARAMAIN HIGH-SPEED TRAIN TO MAKKAH FROM MADINAH (BUSINESS CLASS)**
- **FREE CUSTOMIZED HAJJ AND UMRAH RITES BOOK**
- **ECONOMY CLASS RETURN TICKET**
- **FREE 5-LITRE ZAM-ZAM UPON RETURN (MUST BE COLLECTED WITHIN A MONTH FROM THE DATE OF RETURN. OTHERWISE IT IS FORFEITED)**



Shaza Regency Plaza



Pullman ZamZam

FEEDBACK FROM HAJJ 2023 PILGRIMS

I heard a Allahu Akbar. By then, I got out of bed, went into the restroom, did my Wudu, came out, and still got the first Rakaat. So, Alhamdulillah, the hotel was very convenient, and the proximity was very nice to the mosque.

TRAIN TO MAKKAH

That (train to Makkah) was a smooth transition, Madinah to Makkah. Very smooth.

UMRAH BEFORE HAJJ

The Ameer Hajj was a speed master during the Tawaaf. He was the one who led us during that Tawaaf, but we had to tell him to calm down; we had people behind us, especially the ladies, but he made it seem easy, too. I wouldn't say it was easy, but he calmed it. We enjoyed following him and the Du'as he recited, the supplications he told us to do during that Tawaaf and the Sa'yi. He's been very helpful. He made it easy for everyone during the Safa and Marwa, especially for the girls. They needed him there. If not, it would have been tough for them. I'm unsure if it's the first time, but you could tell we're asking him questions, and he's telling them that this is what you need to do. This is what you need to do. That was very helpful.

MASHA'IR

I never came in here with any expectations. The only expectation that I came here with is how demanding Hajj is. And I will repeat it: You guys made it very easy for everyone, and Alhamdulillah, we thank you for your efforts, like the logistics, transportation, and everything you made it very easy for everyone. You'll come down when the bus is ready. When you say the bus leaves at 7:00, certainly by 7:00, the bus is there. We have to wait for people to come down. So, when it comes to time, I give you that. You don't play with time. You say 4 p.m., and assuredly, 4 p.m. is the time. So kudos to you for keeping time!

ARAFAH

The best part of Arafah was that we left Mina on time. We said we would go right after Subh, and that happened. The buses were waiting for us outside the tents. We got to the Arafah ground, the buses dropped us off in front of the gates, and the entrance to the tent was, give and take, two minutes right from the gate to our tent. And after we got in, we had breakfast. We took a power nap for about an hour to get the energy flowing for the remainder of the day, and kudos to Comerel for the dishes, too. For the African dishes, we got all sorts of Tuwo, Tuwon Shinkafa, Tuwon Alkama, Semo, Miyan Kubewa, Egusi, harda Fura ma. But I didn't take Fura because I didn't want it to make me sleep. So I ate breakfast, took a quick nap, an hour, two-hour nap, and woke up. We did the needful, which took us there.

Then, the most challenging part of coming out was the traffic. I heard Arafah to Muzdalifah is like an eight-kilometre journey. But it took us six hours. I was counting. We got on the bus around 6:30 pm. We got there past 4:00 am. So imagine. And I couldn't sleep. I couldn't sleep. I was just there waiting for God to take us to Muzdalifah, but at some point, we got there, Alhamdulillah.

MUZDALIFAH

That was an amazing experience. I have never had anything like that. Your carpets were terrific and very comfortable. We had the best experience in Muzdalifah out of all the travel agents. And the food you brought us too. The Shayi, I thank you for that. You gave us a fantastic experience.

JAMARAAT

The first Jamarat, the first stoning, we did yesterday. Returning, we walked more than 10 kilometres before returning to the tent. I've never experienced anything like that, but Alhamdulillah. I'm fortunate I walked 10 kilometres. I know some people walked more than that. That's all I can say. It was tough, but Alhamdulillah, I know some people walked more than that, maybe double or even three times what I did. So, I'm not even complaining anymore.

This long walk was because of the traffic control. That's what it is called. The security agencies were trying to control traffic. Most of the exits were shut off. We all go in one direction, all the way to the end of the road, and then everyone will find his way back to their tent. My tent is one of the first few tents coming out of Jamraat, so I had to go down to make a U-turn to return. But today wasn't as tough as yesterday because we found a way to return faster and easier than yesterday. So, Alhamdulillah. If we were to stay here tomorrow again, I'm sure we'll find a shorter route than we did today. You know, every day you experience something new. You go through experiences and find an easier way of doing things.

RECOMMENDATIONS

You have done a great job in communication. You can do more in terms of communication. You can do way more because some group members complained about food when we got to Makkah. No one said anything about food, breakfast, lunch, or dinner. We were all just left to figure things out on our own. So if you can expand on that, that's all I have to say. That's all the recommendations I could make at this moment. Do better in terms of communication.

REFERRAL

I've already recommended Comerel to someone. He's here right now. He came and we ate yesterday. We are here to Subhi, and he said I'm following you guys next time. I'm following COMEREL.

FEEDBACK FROM HAJJ 2023 PILGRIMS

Another thing the company did in Arafat was to provide a private space where you can go and have your meals, which is fantastic. They offered a private eating area for one day, and we had our meals there. And we left Arafat after sunset towards Muzdalifah.

As I mentioned earlier, Hajj has its challenges; we spent some time on the bus, but Alhamdulillah, when we got to Muzdalifah, they provided us with mats with rugs, and we had a place to sit. We sat there, they provided us with refreshments, we had food, tea and what have you.

We left Muzdalifah on time. In fact, like me, I got Salatul Fajr in Masjidul Haram, mashaAllah. We prayed Fajr there, did our Eid, Dawaf, and Sa'y, and returned to Mina to do the Jamarat. That was yesterday, and everything was smooth, Alhamdulillah.

Today, we are here. Today is the 11th day of Zul Hijjah; we are at Mina, we have done the Jamarat, everything was fantastic, Alhamdulillah, Alhamdulillah.

JAMARAT

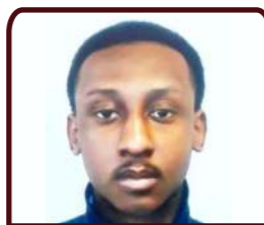
Jamaraat is one of the most exciting things because the tents here are five minutes away from the Jamarat, which is relatively easy. We did the stoning, and when we were returning, our tour guide knew the roads, so we got our way. In about 20 minutes or so, we were back in our tents. Alhamdulillah. That's the jackpot. Staying near the Jamarat is vital. Because if you don't stay near the Jamarat, you have to walk about 40 minutes to one hour to get to the Jamarat and go back to do the same thing.

MADINAH

In Madinah, the hotel is at the doorstep of the Masjidul Haraam. As you exit the hotel, you enter the Masjidul Haram. It's just at the doorstep. There's nothing between the hotel and the masjid. That's fantastic. Alhamdulillah. Even at Makkah, the (hotel is) the same distance. Alhamdulillah.

AREAS OF IMPROVEMENT

There's always room for improvement. There are things beyond the company. This is hard. Though you prepare, there are policies. The government in Saudi, too, has its policies. But yes, there is room for improvement, as I mentioned earlier. There is room for improvement. Like the movement from Madinah to Makkah, Comerel should consider making pilgrims pray Jumu'ah before leaving Madinah.



SADIQ JA'AFAR

SalamAlaikum,
My name is Sadiq Jafar. I came here from Kaduna State. I live in Abuja. I was fortunate to be part of the COMEREL Group 2023 Hajj.

THIS IS MY FIRST HAJJ.

Yes, it's my first time actually for Hajj. Umrah is my third time, but this Hajj with Comerel is the best. I haven't been to any, and this is the first; I hope I get something easier because, for the first time, I've been telling other people that as a first-timer, I'm fortunate to have been part of this team because it was very seamless and very easy for me. I wouldn't only say easy, but you guys made it very easy for me.

EXPECTATIONS

When people talk about Hajj, they talk about the toughness of it, like how hard it is. As I said previously, you guys made it easy, from the transportation to the logistics, that you made everything seem easy, and What people were saying for you guys is, you know, I don't have to put it in words. However, MashaAllah, that's all I can tell you; you made it bearable. Yeah, you made it bearable.

MADINAH

I have two experiences in Madinah because the whole group went for Ziyarah the day I landed. I wasn't part of the WhatsApp group, so I didn't know we were going for Ziyarah. So I missed that. Someone told me we were going for Ziyarah, but I said I couldn't because I just landed today and needed to rest. So I missed that. But the best part of Madina was the Raudah in the Masjid Nabawy. The organization, the way you set it up, set up an appointment; this is the first time I've heard that you can set up an appointment for a specific group of people to go into Raudah till this Hajj. You set up an appointment, and you got everyone to go in there. There was no hassle, nothing. We made it, we prayed, we came out. So, Alhamdulillah. That was the easiest, most effortless entry into Raudah I've ever encountered.

THE OBEROI HOTEL

The hotel is very okay. One experience, I don't want to say, but I have to. I woke up while the Adhan was going on for Subhi. By the time I went down, I got the first Rakah. So that's how close to the mosque it is.

HAJJ BUDGET PACKAGE

PACKAGE OPTIONS

- Madinah Hotel
Deyar Al Eiman
- Makkah Hotel
Al Kiswah Towers

COST IMPLICATION

Tentative Rate

**\$6,000 PER PERSON
(IN A QUAD ROOM)**

WHAT YOU GET

- THREE (3) NIGHTS IN DEYAR AL EIMAN HOTEL, MADINAH (FULL BOARD)
- TEN (10) NIGHTS IN AL KISWAH TOWERS HOTEL, MAKKAH (HALF BOARD)
- TENT 'D' IN MINAA AND 'ARAFAH
- HADAYA (SACRIFICIAL LAMB)
- HAJJ VISA
- VIP TRANSPORTS
- HARAMAIN HIGH-SPEED TRAIN TO MAKKAH FROM MADINAH (ECONOMY CLASS)
- FREE CUSTOMIZED HAJJ AND UMRAH RITES BOOK
- ECONOMY CLASS RETURN TICKET
- FREE 5-LITRE ZAM-ZAM UPON RETURN (MUST BE COLLECTED WITHIN A MONTH FROM THE DATE OF RETURN. OTHERWISE IT IS FORFEITED)



Deyar Al Eiman Hotel



Al Kiswah Towers

ALL BUDGET PACKAGE PAYMENTS SHOULD BE MADE TO THE JAIZ BANK ACCOUNTS BELLOW

JAIZ BANK

N ACCT

0000283836

\$ ACCT

0008389868

ACCOUNT NAME: COMREL TRAVELS & TOURS NIGERIA LIMITED

NOTE: ALL THE HOTELS MENTIONED ABOVE FOR BUDGET PACKAGE ARE TENTATIVE

MEMORIES FROM HAJJ 2023



FEEDBACK FROM HAJJ 2023 PILGRIMS



SHEHU JIBRILA

My name is Shehu Jibrila, and I'm part of the Hujjaj of 2023. MashAllah, Alhamdulillah!

Nigeria to Madinah

Alhamdulillah, Alhamdulillah, Alhamdulillah. Hajj is something other than something that you will

come on a vacation. It's not something that you just come for enjoyment or holidays. Hajj is a call of Allah. And when Allah calls you, you answer that call. And it comes with its challenges. You don't have smooth exercise. However you prepare, there are going to be challenges. But Alhamdulillah, the company did well.

We landed here in Madinah from Nigeria, and the transportation from the airport to the hotel was fantastic. I mean the food, you have all the local dishes, the Masa there, Amala, the Semo, and more. Sometimes, you travel out and get tired of the continental plates. So the company did well by providing these local dishes. And Alhamdulillah, we enjoyed them. And the stay in Medina was fantastic. And again, what they did exceptionally was the arrangement for the visit to the Raudah. One of the challenges that Pilgrims usually face in Madinah is how to access the Raudah site and say their prayers without hitches. But Alhamdulillah, Allah gave us that opportunity in His infinite mercy, and the company did well. They organized the Raudah visitation.

We were there. We only spent five or ten minutes before we were ushered into the Raudah. We were the only people in the Raudah. We had almost 30 to 40 minutes undisturbed. In fact, I had to stand up and say all the people should come and say their prayers. It's not like they are chasing me. So Raudah was fantastic, and that's the peak of Madinah. If you're in Madinah and you don't get to go to Raudah, your Madinah visit is not complete. Masha'Allah.

Then, coming to Makkah from Madinah, usually during Hajj, they convey you in buses. That takes like seven, eight hours roughly because you have to stop at every checkpoint to do the headcount, check the passports, and what have you. But we used the train, Alhamdulillah, and were there on time. The train station was superb. The movement from the hotel to the train station, then from the train station in Makkah to the hotel, was smooth and fantastic: Alhamdulillah, Alhamdulillah.

Our only problem was that we couldn't pray the Jumu'ah prayer in Madinah. By the time we were in Makkah, the Jumu'ah prayer was over. But Alhamdulillah, we are Musafirun, we are Hujjaj. So, insha Allah, Allah will reward us for missing the prayer. Because we have the intention, but it's not written that we will make the prayers in either of the Haramain. MashaAllah.

And the stay in Makkah, Alhamdulillah. The hotel was good. As I told you, Hajj is not leisure. If you are coming for Hajj, it's there in the Quran: "Wa tazawwadu fa inna khairaz zaidit taqwa". Make provision if you are coming to Hajj. But the best provision you can make for yourself is Attaqwah. When you have that Taqwah, everything will become easy for you. My advice to any intending pilgrim is, if you're coming to Hajj, make up your mind that you are coming to answer the call of Allah. You are doing this thing for the sake of Allah. You are not coming here for leisure or enjoyment. Yes, you will have it easy sometimes, but sometimes it comes with challenges. So zero your mind, and you'll be fine.

But if you come with expectations, there is something that you have to know. Like now, we are sharing the same room with one of the elites in our country. He is there with the two garments like any other pilgrim, and ordinarily, back home, you will hardly have access to his sitting room, talkless of sharing the same bedroom with him. But here in Hajj, we share the same bedroom and toilet with such a person.

So these are the challenges: Hajj could be more fun. The stay in Makkah was fantastic. And the movement from Makkah to Mina on the 8th of Dhul Hijjah was superb. We left Makkah very early. And that was kudos to the company because we were given our rooms on time when we came here. Everybody has his own bed space. There were no hitches. Unlike the other people who came in late afternoon and evening, they sat outside without any accommodation. It was just chaos. But Alhamdulillah, we were at Mina on time, sorted ourselves, everybody had his own bed space, and we had our breakfast, and everything was fantastic, Alhamdulillah. Also, we left very early when moving from Mina to Arafah on the 9th of Dhul Hijjah. The buses were there, so they conveyed us to Arafat, and we arrived on time. We got our space before anybody, so we sorted ourselves. People started coming in two to three hours later, and there was no place. It was unbelievable that things could be so disorganised. The crowd was enormous, about 3.5 million or so. For over 4-5 years, we didn't have a Hajj like this.

FEEDBACK FROM HAJJ 2023 PILGRIMS

They picked up our bags and baggage from us at the hotel in Madinah when we were about to proceed to Makkah. We went to Makkah via the Haramyn Speed Train. The speed train was luxurious. We travelled in the business class or executive coach, access was very smooth, and we rode straight to Makkah. We did Umrah before Hajj, so our pilgrimage was Hajj Tamattu'u. While on the train, we took our intention (Niyyah) for the Umrah. After that, we proceeded to Makkah. On getting to Makkah, we did Dawaf, and we did our Sa'ay under the guidance of Amirul Hajj. We had two more days to rest in preparation for the Hajj proper on the 8th of Zulhijjah.

Another aspect that makes life very comfortable for us is the food. We were able to eat the local food, so local food makes you look as if you are not away from home. If you are the type that likes Tuwon Masara, you eat it. If you want Amala, you can eat Amala, and if Miyan Kuka, then Miyan Kuka. So we were very comfortable, and the feeding was good. The hotel we stayed at Makkah was quite very close to the Haram. We were inside the Clock Tower, all you need is just five Minutes' walk to the Haram, so everything went well.

MUNA

Muna, unfortunately, there were some slight logistical challenges there. However, this was due to the number of pilgrims in 2023. We were told that this is the highest number of pilgrims in the history of Hajj. So we were housed in our tent, and premium services were provided, Alhamdulillah. So far, so good. We are happy, and I give it to Comerel.

ARAFAH

Then, on the 9th was the Arafat day. We set out early enough in a convoy for Arafat, and this is where you have to thank Comerel. The Arafat proper, we were in a VIP camp on the hill. No rigours of travelling at all: amazing. The primary purpose of Hajj is to pray; you pray for yourself, your country, your family, your father, and your relative so that we can all get Hajj Mabroor. A successful, accepted Hajj has no other reward except Aljannah. So, with the Comfort I experienced, I feel I'm already in al-Jannah, Alhamdulillah, because nothing prevents you from doing any Hajj rites. This is why we are in Saudi Arabia. So, no distraction. At Arafat, we ate local food, and we were able to pray all day, Alhamdulillah, and we thank God.

We look forward to doing more; I look forward to doing more Hajj with Comerel insha Allah.

AFTERARAFAT

After Arafat, we were driven in the bus back to Muzdalifah; we spent a couple of hours because we needed to spend a night there. Muzdalifah is a transit camp. We stayed there for about six hours. In other arrangements, you will be on your own at Muzdalifah, on the ground, in the dirt, and spend the night in hunger and thirst. But with Comerel is always Comfort in observing Hajj innovatively; we enjoyed resting on thick rugs with proper food, tea and coffee to refresh us. We prayed Fajr prayer there and after that we came back to Makkah.

MUZDALIFAH

So after we left Muzdalifah, we returned to Makkah to fulfil the remaining obligations; we did Dawaf, Sa'ay, the sacrificial lamb, cut our hair, and then went back to Muna. The good thing about it is that even though we paid for Comerel services, it is one thing to pay for something and quite another to get value for what you paid. Comerel is an example of an organisation that fears and puts God first. Comerel gave us more than we paid for. It has delivered on every bit of what it promised. Ours are the closest tents to the Jamaraat. What else can we ask for?

I was impressed with their logistical arrangements that make things easy for the pilgrims; when life is easy for you, you concentrate on what you come to do.. The weather in Muna, it is said, is about 50 degrees Celsius, but I never feel the heat; in the shot, we have to call them to come and turn off the AC. so they were able to get a premium location, a premium tent in terms of distance and Comfort. The experience in Muna is Ruget, a top-notch. We were near the Jamaraat and could do the stoning ritual relatively easily. So, Alhamdulillah, we thank God.

We spent two days, day one and day two, in Muna after we left Muzdalifa, so today, we are back at Makkah and preparing for departure since we have finished our Hajj rites.

SUMMARY

To summarise the whole experience, having a company where each staff member has good character, from the top management to the lower, that company has integrity.. I have no regrets about coming with Comerel. If I had to repeat this, I would still choose Comerel as the first, second, and third choice!

RATING

I am happy with the experience of being with Comerel this Hajj. Putting a number to rate the services may be difficult as everything could be better. Therefore, it will be hard for me to give Comerel 100/100. so I won't say 100%, but I will just remove .01. I will say 99.9% - excellent; thank you, Comerel.

MEMORIES FROM HAJJ 2023



MEMORIES FROM HAJJ 2023



FEEDBACK FROM HAJJ 2023 PILGRIMS

When I joined the Comerel Team in Madinah, they had already completed the first phase of Ziyaarah. We did the Ziyaarah with Prof Ali Isa Fantami, a Comerel pilgrim for 2023.

I am amazed by Comerel's effort in ensuring we have our local food, even though intercontinental dishes are available. This gives us a choice, including rice, Tuwo, Waina, and Amala. We have all our local dishes and feel at home.

The Zam-zam hotel we stayed in Makkah is luxurious and near the Haram Mosque. We had easy access to Haram to perform our prayers, and Comerel provided us with traditional food. They went above and beyond every expectation for comfort. May Allah bless them.

I am happy with their services. I have completed many Hajj journeys and can't even count how many times. I faced many problems in the past, but with Comerel this time, I did not experience a single problem. Considering they have been in the business for more than two decades, they should continue improving their services.

I am 100% satisfied with everything I experienced with them. All my previous Hajj journeys were without Comerel, and I usually stayed in tent A for the entire period. The difference this time was the influx of pilgrims, but I am content with the tent where we stayed.

I genuinely appreciate Comerel for their services, and I hope they continue their good work. I also hope, in the future, they can offer lower packages for Hajj and Umrah.



ALHAJI ABDULWASII OLATUNDUN

COMFORT IN MADINAH

Alhamdulillah, regarding Comerel's accommodation in Madinah, we can't ask for more; what else do we need? We got the Comfort to the maximum that we expected. Proximity: To go number-wise, it should be just 500 meters. Five hundred meters means just five-figure feet or less,

so proximity is excellent. Alhamdulillah

ZIYAARAH

On the point of Ziyaarah and the places we visited, we visited Mount Uhud, which was well organized; when we talked about logistics, we thought we were going to face logistic nightmares and logistics challenges, but Comerel know their onions, they know their stuff, they got it done. The timing was.... we were expecting African time, but now we're seeing Arabian time 3 o'clock was 3 o'clock.

On the Raudah, when we went to Rauda, to my amazement, my big surprise, we were the first persons, that very day, to go into Raudah, Alhamdulillah! Comerel thumps up to you.

We are in the process, and so far, so good. Comerel has met up with the expectations. My impression about Hajj was that it would be very hectic; although it was hectic, Comerel made it look very simple, Alhamdulillah, we thank God.

MY EXPERIENCE WITH COMEREL

The total experience was very inspiring; it was a good experience. We left Abuja from the National Mosque in a convoy, and I was very impressed with the punctuality. We boarded a Turkish Airlines flight at Abuja International Airport to Istanbul and from Istanbul to Madinah. Everything was seamless, a calculated effort from Comerel, moved by good experience. We stayed in transit in Istanbul for some time, but Alhamdulillah, it was not too boring. Finally, we took off and landed at Madinah. The arrival formality was hitch-free; we regrouped immediately after that, and our tour guide was already waiting for us. The exciting thing was the pickup of our bags, which was very interesting. Compared to other international trips, you worry about missing bags and luggage. Comerel picked up all our bags, all the way from the National Mosque, Nigeria, only for us to collect our bags in our rooms at the hotel in Madinah: impressive. That is a coordinated effort from Comerel. Alhamdulillah

MADINAH

We did all the rites we needed to do when we were at Madinah. We started from Quba; we observed our prayers at the Mosque in Madinah. We went to Mount Uhud with the Amirul Hajj, and the other group members were there. We did rites we needed to do at Mount Uhud; that was the first day. On the second day, we did go to Raudah; we were at Raudah, and Comerel, maybe, had been in this business of hajj organization for a while. I want to give that to them. Getting to the Raudah is always rowdy. To my amazement, to my surprise, we were the first set to get into Raudah hitch-free. So we did our two Naafilah there. We visited the prophet's grave (SAW) and did our prayers, and everything was smooth at Madinah, Alhamdulillah. We thank God for everything.

We spent two days at Madinah; after that, we proceeded to Umrah. Comerel ensured every logistics was organized well. Some little details matter that people ignore. Comerel did a lot; they came around and checked on us from time to time. They did not neglect even a slight challenge, which is normal when you travel.

FEEDBACK FROM HAJJ 2023 PILGRIMS

Jamaraat

Our first stoning was very interesting. It was a very long walk, and for those who went, for example, I didn't expect the long walk we would take. It was just by circumstance, going to the Jamaat and us losing our way. It was very interesting how we had to walk for a long time to find the tents. They blocked off most of the roads. So looking for tents was quite challenging. Even finding the streets was tough. But the second one, Alhamdulillah, was much, much easier. We did it. We finished our stone-throwing, and on our way back, we were able to navigate and know the road easier, and they also happened to open the streets that were blocked yesterday, so Alhamdulillah.

COMEREL did an outstanding job. Despite the problem they found at the tents, it was out of their control. There was nothing they could do about it. But apart from that, COMEREL needs no correction. Everything was perfect. Alhamdulillah.



ENGR. IBRAHIM MOHAMMED

EXPERIENCES

The 2023 Hajj.

My experiences were evident, and everybody believed that Comerel had tried beyond reasonable measures because one of the fundamental facts and fundamental reasons we embarked on this trip was to have Comfort, Efficiency and Reliability, which, at a point, we can give them a

score, a scale of 1-10. We can give it 9/10, which is okay. We don't have any challenges with the transition; between Madinah and Makah, the only thing I can say is that we wish to have Jumu'ah prayers in Madinah, which I believe could be an oversight or a miscalculation by either the management or the person in charge of dating because we will have love to have one Jumu'ah in Madinah and one ... but that one, maybe is just more job that will be ensured for the next schedule, because we never had that with them, and all the series of travel I had with them, we've never had that with them, but this year it comes, but I believe it could be an oversight or some reasons beyond what they can be able to adjust or work on.

STAY IN MADINAH

My stay in Madinah was excellent because the operation moved me by how they solved the problem of going to Raudah. Initially, you have to make a booking to make an appointment. However, this one, they have made general bookings and arrangements for the group, which is one of the most seamless visits to Raudah I have had in hajj, even during the normal Umrah, it's never easy like this, because you have to make a booking. Even if you are going, you are going with many people. However, this one we went; we were the only pilgrims, which was very complimentary and clear that I thumped Comerel up, and all our operations in Madinah were excellent.

MAKKAH EXPERIENCES

Coming down to Makkah, right from the train, the connection from the train, after the train, the movement from train to hotel everything was excellent. There weren't any hitching as far as I am concerned. While staying in the hotel, everything was okay and awesome, to mention but few; just as I rightly said... they have tried and met the expectations in both Madinah and Makkah.

RECOMMENDATIONS

The only lapse they had was the one I mentioned earlier about missing Jumu'ah in Madinah. We left earlier before the prayers; we missed the prayer in Madinah and the prayer in Makkah. Those are two flaws we had, but if the calculation were rightly done, we would have met all those things, yes! But that is the only way I can say they have a fault, but maybe it is beyond them. However, there should be an adjustment on timing; looking at the calendar, do all the calculations of the stay, starting from the first Zulhijja and going down to the day we are going to Muna and doing all the Hajj rites.

SERVICE RATING

The services are excellent; there is value for your money. Communication-wise, excellent, relatively, they have been there for you when you want them, excellent! Coordination is excellent; in fact, everything is excellent! 10/10



ALHAJI MUHAMMAD GARBA TAMBARI

Emir of Maradun

This is not my first trip with Comerel. About eight years ago, I followed them for Ramadan Umrah. I enjoyed their services during that trip, so I followed them again for the 2023 Hajj and experienced their services.

My first trip with them was to Umrah, the journey between Makkah and Medina. Their services were excellent, and even on this trip, I noticed improvements that exceeded my expectations. They care for their pilgrims to the highest degree regarding accommodation, feeding, transport, and logistics. I am satisfied with the services provided.

We stayed at the Oberoi Hotel in Medina, close to the Prophet Muhammad Sallallahu Alayhi wa Sallam's Mosque. I enjoyed my stay there, and I'm grateful for it. I hope they continue accommodating pilgrims in that hotel, as it's just a few meters from the Mosque.

I had tried many years ago to enter the main Raudah and pray, but I could not do so except to pass in front of it. However, with Comerel, I could finally enter and have enough time to pray and supplicate. This experience fascinated me a lot.

MEMORIES FROM HAJJ 2023



MEMORIES FROM HAJJ 2023



FEEDBACK FROM HAJJ 2023 PILGRIMS



MOHAMMED MOHAMMED AUWAL

EXPERIENCE

My first Hajj experience is a very memorable one. It was, I've had many testimonies from people who have attended Hajj many times, and they told me they found it quite challenging, but I already came with a mentality that I was determined to perform this Hajj, and

when I came, I didn't find it too hard. MashaAllah, Alhamdulillah. And there's a big gap between Hajj and Umrah. Umrah is easier to perform. You can finish Umrah in a day, in a couple of hours. But Hajj is a challenge.

EXPECTATIONS

I didn't have any expectations; this was my first Hajj, I didn't know what to expect.

TESTIMONIES

I had many testimonies of people who have followed COMEREL and other travel groups, but they've told me that COMEREL is the best. And I enjoyed my Hajj with COMEREL.

MADINAH

I was very impressed by the proximity to the Mosque, the Prophet's Mosque, and the hotel. Even if you haven't performed ablution, even when they call the prayer, you can quickly meet up with it. I love the fact that we're very close to the Prophet's Mosque, and I can attend all my five daily prayers on time.

ZIYARAH

This isn't my first time for the Ziyarah. I went to Umrah, so I was used to the experience of Ziyarah. But this time, it was much more different. You know this is Hajj, so there are more people here. So I found this very interesting to see more people than I usually see when I attend the Umrah.

PLACES VISITED

When I come from Umrah, I always do Ziyarah, Uhud, Masjid Al-Qiblatain, Raudah and all the other Ziyarahs.

RAUDAH

It (Raudah) was a wonderful experience; a once in a lifetime experience. It was relatively easy. If I could, I would every day, but circumstances...

MAKKAH

I love the hotel that the COMEREL has put us in. It was a very fantastic hotel, an excellent hotel, a premium hotel. I love the food they gave us at the hotel; it is almost like a home away from home. You know you have what you usually have at home; Kosai, Kunu, Tuwo. I found it very welcoming, making me adapt to the surroundings.

MASHA'IR

That experience was outstanding. I'm aware of COMEREL's problems regarding the tents, but it's part of the Ibadah, and we're not here to enjoy comfort and chill. We're here for one thing and one thing only: Ibadah. So I enjoyed the tents; they were pretty comfortable despite unforeseen circumstances. It's quite comfortable, and it was fascinating. The Muzdalifah was all right; everybody was at the same place, so there's no other experience or testimony you can share that is different for everyone.

Our stay at Arafah was exciting at first. At first, we were too many in one tent until COMEREL provided a solution and got us a separate tent. I want to commend COMEREL for that initiative. I also want to thank the Amirul Hajj and Professor Isa Ali Pantami, who were vital in helping me integrate into this first-time experience and helping me perform my Hajj easier. I appreciate them very much.

EQUALITY

It's a humbling experience, you know, regardless of your position in society and whoever you are, you still have to lay on the ground, and it's a very, very important symbol and one of the reasons why I loved it. It brought everybody on the same level; regardless of your position, you still have to lie down. That's one of the things I love about Hajj. You must undergo the same process as everybody, regardless of who you are.

COMEREL

COMEREL made everything much, much easier. They have been in this market for a long time, and they've been improving, and thank God I came; I attended my first Hajj in a period when COMEREL were at their best. Or are they still at their best? They are constantly improving. So, they made it easier. And I want to thank COMEREL, too, as a company.

COMEREL is a fantastic company and the best for the Saudi travelling agency, the whole travelling market for Hajj and Umrah.

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