



Accredited Agent



UMRAH & HAJJ

2026 / 1447AH
PACKAGES



IMPORTANT NOTICE

- All passports, payments, and other required documents must be submitted to our office no later than two weeks before your intended departure date for Umrah Ramadan.
- All required Hajj documents and payments must be submitted to our office by the end of March 2026 to ensure compliance with the Saudi deadline.
- The hotels mentioned in this brochure are all **subject to availability**. In that regard, where a chosen hotel is not available, the most suitable alternative will be provided.
- Comerel provides a flexible installment payment plan for its Hajj packages, enabling individuals to distribute the cost conveniently over a specified period. This initiative is intended to facilitate the planning process for Hajj, ensuring that financial constraints do not impede one's spiritual journey and allowing for a sense of ease and peace of mind.
- Please see **page 55 & 56** for full service terms and conditions.

ACCOUNT DETAILS

JAIZ BANK	NAIRA ACCT	0000283836
	USD ACCT	0008389868

- ALL PAYMENTS MUST BE MADE IN FAVOUR OF **COMEREL TRAVELS AND TOURS LIMITED**.
- CHEQUES AND CASH PAYMENTS ARE NOT ACCEPTED.
- DO NOT MAKE ANY PAYMENT INTO OUR ACCOUNTS UNTIL YOU HAVE BEEN OFFICIALLY CLEARED TO DO SO.

CHAIRMAN'S ADDRESS

Brothers and Sisters in Islam and Honoured Pilgrims,

On behalf of the Members of the Board of Directors, Management, and the entire staff of Comerel Travels and Tours Limited, I extend our warm greetings and sincere gratitude for considering our services. To our seasoned pilgrims, you have trusted us to accompany you on a journey of spiritual significance; to those still deciding on their packages, we welcome you to explore how we can support your sacred rites with comfort and ease.

Comerel Travels and Tours has operated in this field for over twenty years, and we are grateful that the quality of our services has continually improved over time. This progress owes much to the dedication and competence of our staff, but most of all to your ongoing patronage and constructive feedback, which continually motivates us to strive for excellence.

The challenges facing our industry are real, ranging from a harsh economic environment to evolving policies in both Nigeria and host countries, as well as from rising customer expectations to the proliferation of deceptive competition. Despite these pressures, we remain the operator to beat in Nigeria, recognised for our commitment to Comfort, Efficiency, and Reliability.

We are actively refining our approach to ensure we set and maintain high standards, particularly in the following areas:

- Enhancing what we do best to deliver greater comfort for our pilgrims
- Listening and responding to feedback from those we serve
- Proactively navigating the policies of host governments to minimise disruption
- Embracing innovation in how we deliver our services

Our ultimate goal is simple: to enable every pilgrim to perform their sacred rites with dignity and ease, free from distraction or inconvenience. We achieve this by keeping our promise—Comfort, Efficiency, and Reliability—and by standing ready to support you every step of the journey.

We invite you to join us for the 2026 Hajj and to experience travel and care that places your spiritual preparation at the heart of our mission.

Assalamu Alaikum Wa Rahmatullah.



ARC. UMARU USMAN KARAYE
CHAIRMAN



MD'S WORDS

USTAZ ABUBAKR SIDDEEQ MUHAMMAD
MD / CEO

Dear Esteemed Pilgrims,

In the quiet that lies before the first steps are taken, we present to you the Hajj 2026 brochure— a carefully drawn map inviting you to a journey that is more than a journey—it is a passage toward spiritual clarity and lasting peace. The Hajj calendar has shifted, and with that new rhythm comes fresh timing, logistics, and opportunity. We invite you to step into this revised cadence with confidence, knowing Comerel travels beside you every mile.

Why choose Comerel now is not merely a question of price but of assurance. For more than two decades, Comerel has stewarded pilgrims with a cadence of Comfort, Efficiency, and Reliability. This is not a slogan but a proven approach, embraced by countless travellers who returned with hearts fulfilled. Our logistics stand assumedly superior: our central Madinah hotels are maintained, with the Worth Peninsula now included after its warm reception in Hajj 2025. In Makkah, the Clock Tower establishments—Fairmont and Rayhaan—remain our trusted anchors, offering continuity and excellence. The brochure broadens horizons with more options, designed to accommodate diverse budgets without compromising the standards of care, guidance, and support that Comerel is known for. And we maintain a trusted partnership with Rawaf Mina, a choice endorsed in collaboration with NAHCON, enabling focused attention to access, Mashaa'ir movement, and timely transport. This continuity helps us meet yesterday's challenges and prepare for today's opportunities.

The calendar has changed, and our approach must reflect that reality. Early commitment enables pilgrims to secure preferred arrangements, smoother logistics, and a safer, more serene experience. We urge prospective travellers to enrol and finalise payments promptly; yesterday's timing sets the stage for a seamless journey, and delays may constrain available options. While cheaper, substandard alternatives may tempt with surface appeal, they cannot match the depth of Comerel's logistics, the reliability of transport, the warmth of meet-and-greet, and the spiritual guidance that accompanies every group.

What sets Comerel apart is not merely a list of features but a sustained ethos. Comfort is found in carefully chosen accommodation and efficient transfer arrangements that minimise fatigue and maximise time for reflection and prayer. Efficiency is evident in streamlined processes, from Nusuk coordination to on-ground movement, designed to reduce stress and cultivate serenity. Reliability speaks through a track record of punctuality, proactive problem-solving, and transparent communication that earns trust—time after time, pilgrim after pilgrim.

Hajj 2026 presents four thoughtfully designed options, each curated to meet different needs and budgets, yet all maintaining the standard of care and spiritual support you deserve. Our central Madinah hotels remain anchored by the Worth Peninsula, a development whose value and comfort were affirmed by pilgrims last year. In Makkah, the familiar hotels in the Clock Tower edifice—Fairmont and Rayhaan—continue to offer premium access and convenience. Nusuk, access cards, and Mashaa'ir logistics will be managed with our customary meticulous coordination, ensuring a smoother, more predictable experience.

Now is the moment to act. Enrolment secures a place in a journey conducted with reverence for faith and respect for time. Choose the option that aligns with your needs, and complete payment promptly to guarantee your preferred arrangements. You are not travelling alone but part of a family of care, united by a shared purpose and a commitment to your wellbeing on this sacred path.

Come, step forward with confidence. Comerel's pledge of Comfort, Efficiency, and Reliability is not merely our name but our promise to you—every kilometre, every prayer, every moment of reflection guided by a steadfast dedication to your sacred voyage. Let us walk this year's path together, with trust, clarity, and the assurance that your Hajj will be conducted with the utmost reverence, professionalism, and joy. COMEREL — where your faith meets our unwavering devotion.



UMRAH RAMADAN ITINERARY



FIRST 10 NIGHTS

Take Off
FEBRUARY 17, 2026

DAY 1 - 4 [MADINAH]
FEBRUARY 18 - 22, 2026

DAY 4 - 14 [MAKKAH]
FEBRUARY 22- 27, 2026

RETURN [JEDDAH]
FEBRUARY 27, 2026



LAST 10 DAYS

Take Off
MARCH 4, 2026

DAY 1 - 4 [MADINAH]
MARCH 5 - 9, 2026

DAY 4 - 14 [MAKKAH]
MARCH 9 - 19, 2026

RETURN [JEDDAH]
MARCH 19, 2026



RAMADAN PREMIUM 'A' FIRST 10 NIGHTS



MADINAH HOTEL THE BILTMORE (OBEROI) MADINAH



PACKAGE OPTIONS WITH PRICES (PRICES DO NOT INCLUDE TICKET)

ROOM OPTION	PRICE (\$)	APPLIED
DOUBLE OCCUPANCY	\$6,700	PER PERSON
TRIPLE OCCUPANCY	\$5,800	PER PERSON

SINGLE OCCUPANCY IS AVAILABLE ON REQUEST

Notice: Holders of valid **UK, US, or Schengen** visas are eligible for visas at points of entry into the Kingdom of Saudi Arabia. The cost of the Umrah visa (**USD 400**) will be deducted from their package.

MAKKAH HOTEL MAKKAH CLOCK ROYAL TOWER - A FAIRMONT HOTEL



PACKAGE INCLUSIONS

- THREE (3) NIGHTS IN THE BILTMORE (FORMALLY THE OBEROI) MADINAH HOTEL (BED, IFTAR & SAHUR)
- SEVEN (7) NIGHTS IN FAIRMONT HOTEL, MAKKAH (BED, IFTAR & SAHUR)
- UMRAH VISA
- VIP TRANSPORTS
- MEET & GREET

TICKET DEPOSIT

ECONOMY: ₺3M,
BUSINESS CLASS: ₺6M,
FIRST CLASS: ₺12M



RAMADAN PREMIUM 'B' FIRST 10 NIGHTS



MADINAH HOTEL THE BILTMORE (OBEROI) MADINAH



PACKAGE OPTIONS WITH PRICES (PRICES DO NOT INCLUDE TICKET)

ROOM OPTION	PRICE (\$)	APPLIED
DOUBLE OCCUPANCY	\$5,550	PER PERSON
TRIPLE OCCUPANCY	\$4,750	PER PERSON

SINGLE OCCUPANCY IS AVAILABLE ON REQUEST

Notice: Holders of valid **UK, US, or Schengen** visas are eligible for visas at points of entry into the Kingdom of Saudi Arabia. The cost of the Umrah visa (**USD 400**) will be deducted from their package.

MAKKAH HOTEL AL MARWA RAYHAAN BY ROTANA



PACKAGE INCLUSIONS

- THREE (3) NIGHTS IN THE BILTMORE (FORMALLY THE OBEROI) MADINAH HOTEL (BED, IFTAR & SAHUR)
- SEVEN (7) NIGHTS IN AL MARWA RAYHAAN BY ROTANA, MAKKAH (BED, IFTAR & SAHUR)
- UMRAH VISA
- VIP TRANSPORTS
- MEET & GREET

TICKET DEPOSIT

ECONOMY: ₦3M,
BUSINESS CLASS: ₦6M,
FIRST CLASS: ₦12M



RAMADAN PREMIUM 'A1' LAST 10 DAYS



MADINAH HOTEL THE BILTMORE (OBEROI) MADINAH



PACKAGE OPTIONS WITH PRICES (PRICES DO NOT INCLUDE TICKET)

ROOM OPTION	PRICE (\$)	APPLIED
DOUBLE OCCUPANCY	\$15,800	PER PERSON
TRIPLE OCCUPANCY	\$12,800	PER PERSON
SINGLE OCCUPANCY IS AVAILABLE ON REQUEST		

Notice: Holders of valid **UK, US, or Schengen** visas are eligible for visas at points of entry into the Kingdom of Saudi Arabia. The cost of the Umrah visa (**USD 400**) will be deducted from their package.

MAKKAH HOTEL MAKKAH CLOCK ROYAL TOWER - A FAIRMONT HOTEL



PACKAGE INCLUSIONS

- FOUR (4) NIGHTS IN THE BILTMORE (FORMALLY THE OBEROI) MADINAH HOTEL (BED, IFTAR & SAHUR)
- TEN (10) NIGHTS IN FAIRMONT HOTEL, MAKKAH (BED, IFTAR & SAHUR)
- UMRAH VISA
- VIP TRANSPORTS
- MEET & GREET

TICKET DEPOSIT

ECONOMY: ₺3M,
BUSINESS CLASS: ₺6M,
FIRST CLASS: ₺12M



RAMADAN PREMIUM 'A2' LAST 10 DAYS



MADINAH HOTEL THE BILTMORE (OBEROI) MADINAH



PACKAGE OPTIONS WITH PRICES (PRICES DO NOT INCLUDE TICKET)

ROOM OPTION	PRICE (\$)	APPLIED
DOUBLE OCCUPANCY	\$14,000	PER PERSON
TRIPLE OCCUPANCY	\$11,700	PER PERSON

SINGLE OCCUPANCY IS AVAILABLE ON REQUEST

Notice: Holders of valid **UK, US, or Schengen** visas are eligible for visas at points of entry into the Kingdom of Saudi Arabia. The cost of the Umrah visa (**USD 400**) will be deducted from their package.

MAKKAH HOTEL AL MARWA RAYHAAN BY ROTANA



PACKAGE INCLUSIONS

- FOUR (4) NIGHTS IN THE BILTMORE (FORMALLY THE OBEROI) MADINAH HOTEL (BED, IFTAR & SAHUR)
- TEN (10) NIGHTS IN AL MARWA RAYHAAN BY ROTANA, MAKKAH (BED, IFTAR & SAHUR)
- UMRAH VISA
- VIP TRANSPORTS
- MEET & GREET

TICKET DEPOSIT

ECONOMY: ₹3M,
BUSINESS CLASS: ₹6M,
FIRST CLASS: ₹12M

RAMADAN PREMIUM 'B' LAST 10 DAYS

PACKAGE OPTIONS WITH PRICES (PRICES DO NOT INCLUDE TICKET)

ROOM OPTION	PRICE (\$)	APPLIED
DOUBLE OCCUPANCY	\$13,000	PER PERSON
TRIPLE OCCUPANCY	\$10,300	PER PERSON

SINGLE OCCUPANCY IS AVAILABLE ON REQUEST

Notice: Holders of valid **UK, US, or Schengen** visas are eligible for visas at points of entry into the Kingdom of Saudi Arabia. The cost of the Umrah visa (**USD 400**) will be deducted from their package.

PACKAGE INCLUSIONS

- FOUR (4) NIGHTS IN HILTON MADINAH HOTEL (BED, IFTAR & SAHUR)
- TEN (10) NIGHTS IN AL MARWA RAYHAAN BY ROTANA, MAKKAH (BED, IFTAR & SAHUR)
- UMRAH VISA
- VIP TRANSPORTS
- MEET & GREET

TICKET DEPOSIT

ECONOMY: ₦3M,
BUSINESS CLASS: ₦6M,
FIRST CLASS: ₦12M

MADINAH HOTEL HILTON MADINAH



MAKKAH HOTEL AL MARWA RAYHAAN BY ROTANA





RAMADAN PREMIUM 'C' LAST 10 DAYS



MADINAH HOTEL PENINSULA WORTH



PACKAGE OPTIONS WITH PRICES (PRICES DO NOT INCLUDE TICKET)

ROOM OPTION	PRICE (\$)	APPLIED
DOUBLE OCCUPANCY	\$10,450	PER PERSON
TRIPLE OCCUPANCY	\$8,350	PER PERSON

SINGLE OCCUPANCY IS AVAILABLE ON REQUEST

Notice: Holders of valid **UK, US, or Schengen** visas are eligible for visas at points of entry into the Kingdom of Saudi Arabia. The cost of the Umrah visa (**USD 400**) will be deducted from their package.

MAKKAH HOTEL

AL MARWA RAYHAAN BY ROTANA



PACKAGE INCLUSIONS

- FOUR (4) NIGHTS IN PENINSULA WORTH HOTEL, MADINAH (BED, IFTAR & SAHUR)
- TEN (10) NIGHTS IN AL MARWA RAYHAAN BY ROTANA, MAKKAH (BED, IFTAR & SAHUR)
- UMRAH VISA
- VIP TRANSPORTS
- MEET & GREET

TICKET DEPOSIT

ECONOMY: ₹3M,
BUSINESS CLASS: ₹6M,
FIRST CLASS: ₹12M

ITINERARY FOR THE HAJJ 2026

Take-Off Day: May 17, 2026

Unless there are unforeseen circumstances regarding flights, we shall depart for Madinah on this day.

Days 1 to 4: Madinah (May 18- 21)

This marks our arrival in Madinah. Upon entry, you will receive the oral polio vaccine and an antibiotic; please accept these without hesitation. Typically, after completing immigration formalities, international passports are submitted to the appropriate officials. The patience required for Hajj begins at this juncture. We usually distribute hotel room keys on the bus en route to the hotel, allowing you to label your luggage with your room number and hand it to the concierge upon arrival. Your belongings will be delivered directly to your room, enabling you to proceed there without the hassle of check-in.

Meal and prayer times will be provided in your welcome bulletin. The COMEREL prayer mat placed on your bed is a thoughtful souvenir. Please take this time to rest well and prepare for *Ziyyarah* and visits to other significant sites in the days to come. Ensure you have your *Ihram* garments ready if you do not possess any.

Details regarding check-out procedures and luggage placement will be discussed in the bulletins. Our journey to Makkah will be via the Haramain High-Speed Train or by air through Jeddah. You should be prepared to don your *Ihram* in the hotel and make your intention for Umrah immediately after take-off.

At that moment, you will begin to chant the *Talbiyah* (refer to the handbook provided for details). All luggage will be transported to Makkah by road ahead of the group. Upon reaching Jeddah airport, you will be transferred to VIP buses that will take you to Makkah by road. Please be aware that there are mandatory checkpoints along the route; your patience is greatly appreciated.

Days 4 to 8: Makkah (May 21 - May 25)

Hotel keys for your Makkah accommodation will be distributed during the journey from Jeddah, barring any unforeseen circumstances. The *Talbiyyah* will continue until you behold the *Haram*.

This day is often marked by considerable chaos, and it is advisable to prepare your mind accordingly. The traffic conditions may necessitate disembarking from the bus some distance from the *Haram*, requiring a trek to the hotel. However, if all goes according to plan, we will deliver you to the hotel basement, where you will label your luggage with your room number, ensuring its collection before proceeding to your room. Our staff will supervise the delivery of your belongings.

You will receive information about prayer times and meal arrangements from our bulletin. After taking a refreshing shower, you may head to the mosque to perform Umrah. Following your Umrah, please remove your *Ihram* clothing and take another shower. Seize the opportunity to arrive at the *Haram* early, offer your prayers within the mosque, and accumulate as many good deeds as possible.

Practice kindness towards others, extend your generosity to the less fortunate, and exercise restraint over your anger and words. Await further instructions via bulletins as we prepare for our movement to Mina on the eighth day of the Hajj month, known as the Day of *Tarwiyah*. Typically, we will distribute small bags to carry only the essentials for the journey. A prudent guideline is to include an extra *Ihram*, any necessary medications, phone chargers, and valuables in your hotel bag (such as money, jewellery, and electronic devices).

ITINERARY FOR THE HAJJ 2026

Day 8 (Tarwiyah): Mina (May 25)

On this day, we shall set off early. Therefore, you should take your bath and prepare for the *Ihram* in good time. The intention for Hajj is to be declared aloud from your hotel room. Please proceed to the designated departure point and board the buses when requested. Breakfast will typically be served at Mina. Ensure you eat well, rest adequately, and engage in the remembrance of Allah as much as possible. Avoid idle chatter, keeping firmly in mind the purpose of your journey. Maintain a fresh hope for Allah's reward, allowing it to be the sole motivation behind each good deed you contemplate or perform.

Day 9: 'Arafah (May 26)

In the early hours of the morning, we shall set forth for 'Arafah. Breakfast will be provided there, insha Allah. Please take the time to review what is expected of you at 'Arafah in the booklet we have provided. Listen attentively to the sermons and use your time wisely. Should you need to rest, do so, but remember to focus your energies on prayers and other devotions following the combined prayers of *Zuhr* and 'Asr. We will inform you which bus to board, depending on whether you will remain at *Muzdalifah* until dawn or proceed by midnight. Just before sunset, we will board our buses and load provisions for our stay at *Muzdalifah*. At sunset, we will make our way to *Muzdalifah*.

Day 10: Muzdalifah - Makkah - Mina (May 27)

Muzdalifah is an open area, lacking clear demarcations or boundaries, which can lead to some disarray. We will strive to secure a suitable spot for our pilgrims and lay out our carpets. We will pray *Maghrib* and 'Isha combined and enjoy our dinner. The primary objective here is to rest and prepare for the following morning. Please avoid straying from the group on our journey to Makkah. If all goes as planned, we may be fortunate enough to reach Makkah before the Eid prayers. Perform your prayers and undertake the *Tawaf* and *Sa'y* (please refer to your booklet for further details). Afterward, return to your hotel and await the bus that will transport you back to Mina. At this point, you are no longer required to wear your *Ihram*. Upon arriving in Mina, please make an effort to throw stones at *Jamratul 'Aqabah* and return to your tent with the group. It is important to remain with the group at all times.

Days 11-12: Mina (May 28 - 29)

While in Mina, continue to remember Allah, listen to sermons, read the Quran, and strive to accumulate good deeds. Avoid conflicts and disputes; patience is essential. On the day we depart for Makkah once more, we will walk to the tunnels leading to the area known as 'Aziziyah, where all buses will wait to collect their pilgrims.

Days 12-14: Makkah (May 29 - 31)

The days spent in Makkah will be filled with purpose. Remain steadfast and patient in your acts of worship. On the day of departure, please perform your farewell *Tawaf* and prepare to leave. If you have utilised any of the hotel's services or consumed items from the mini-fridge in your room, kindly settle your bill in advance to avoid delays as we assist pilgrims in settling their accounts at the last moment. May Allah accept our worship.

Return Date: Jeddah (May 31, 2026)

The airport here is not particularly accommodating, and we may need to endure a lengthy wait in line. Please remain patient. Be mindful of the luggage allowance specified on your ticket; it is advisable not to exceed this limit, or be prepared to pay for any excess in advance.

Please Note: Details of daily movements are often subject to change; therefore, they will be communicated in our daily bulletins.



**HAJJ PREMIUM 1 (A)
THE BILTMORE & FAIRMONT**



SPECIAL DISCOUNT
5% UP TO 15% OFF
FOR RETURNING PILGRIMS

PACKAGE OPTIONS WITH PRICES
(ALL INCLUSIVE OF AN ECONOMY CLASS TICKET)

ROOM OPTION	PRICE (\$)	APPLIED
DOUBLE OCCUPANCY	\$37,000	PER PERSON
TRIPLE OCCUPANCY	\$32,400	PER PERSON

SINGLE OCCUPANCY IS AVAILABLE ON REQUEST



MADINAH HOTEL
THE BILTMORE (OBEROI) MADINAH

PACKAGE INCLUSIONS

- THREE (3) NIGHTS IN THE BILTMORE (FORMALLY THE OBEROI) MADINAH HOTEL (FULL BOARD)
- TEN (10) NIGHTS IN FAIRMONT HOTEL, MAKKAH (HALF BOARD)
- TENT 'A' IN MINAA AND 'ARAFAH
- HADAYA (SACRIFICIAL LAMB)
- HAJJ VISA
- VIP TRANSPORT
- HARAMAIN HIGH-SPEED TRAIN TO MAKKAH FROM MADINAH
- 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)

MAKKAH HOTEL
MAKKAH CLOCK ROYAL TOWER - A FAIRMONT HOTEL





**HAJJ PREMIUM 1 (B)
THE BILTMORE & RAYHAAN**



SPECIAL DISCOUNT
5% UP TO 15% OFF
FOR RETURNING PILGRIMS



MADINAH HOTEL
THE BILTMORE (OBEROI) MADINAH



PACKAGE OPTIONS WITH PRICES
(ALL INCLUSIVE OF AN ECONOMY CLASS TICKET)

ROOM OPTION	PRICE (\$)	APPLIED
DOUBLE OCCUPANCY	\$33,700	PER PERSON
TRIPLE OCCUPANCY	\$29,600	PER PERSON
QUAD OCCUPANCY	\$27,600	PER PERSON

SINGLE OCCUPANCY IS AVAILABLE ON REQUEST

PACKAGE INCLUSIONS

- THREE (3) NIGHTS IN THE BILTMORE (FORMALLY THE OBEROI) MADINAH 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 TRANSPORT
- HARAMAIN HIGH-SPEED TRAIN TO MAKKAH FROM MADINAH
- 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)

MAKKAH HOTEL
AL MARWA RAYHAAN HOTEL BY ROTANA




HAJJ PREMIUM 2
HILTON & RAYHAAN


SPECIAL 
 DISCOUNT
 5% UP TO 15% OFF
 FOR RETURNING PILGRIMS


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MADINAH HOTEL
 HILTON MADINAH



PACKAGE OPTIONS WITH PRICES
 (ALL INCLUSIVE OF AN ECONOMY CLASS TICKET)

ROOM OPTION	PRICE (\$)	APPLIED
DOUBLE OCCUPANCY	\$33,400	PER PERSON
TRIPLE OCCUPANCY	\$28,900	PER PERSON
QUAD OCCUPANCY	\$26,700	PER PERSON

SINGLE OCCUPANCY IS AVAILABLE ON REQUEST

PACKAGE INCLUSIONS

- THREE (3) NIGHTS IN HILTON MADINAH 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 TRANSPORT
- HARAMAIN HIGH-SPEED TRAIN TO MAKKAH FROM MADINAH
- 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)

MAKKAH HOTEL
 AL MARWA RAYHAAN HOTEL
 BY ROTANA





HAJJ DELUXE PACKAGE PENINSULA WORTH & RAYHAAN



SPECIAL
DISCOUNT
5% UP TO 15% OFF
FOR RETURNING PILGRIMS

PACKAGE OPTIONS WITH PRICES (ALL INCLUSIVE OF AN ECONOMY CLASS TICKET)

ROOM OPTION	PRICE (\$)	APPLIED
DOUBLE OCCUPANCY	\$31,200	PER PERSON
TRIPLE OCCUPANCY	\$27,300	PER PERSON
QUAD OCCUPANCY	\$25,300	PER PERSON

SINGLE OCCUPANCY IS AVAILABLE ON REQUEST



MADINAH HOTEL
PENINSULA WORTH

PACKAGE INCLUSIONS

- THREE (3) NIGHTS IN PENINSULA WORTH HOTEL, MADINAH (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 TRANSPORT
- HARAMAIN HIGH-SPEED TRAIN TO MAKKAH FROM MADINAH
- 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)

MAKKAH HOTEL
AL MARWA RAYHAAN HOTEL
BY ROTANA



MEMORIES FROM 2025 HAJJ OPERATIONS



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MEMORIES FROM 2025 HAJJ OPERATIONS



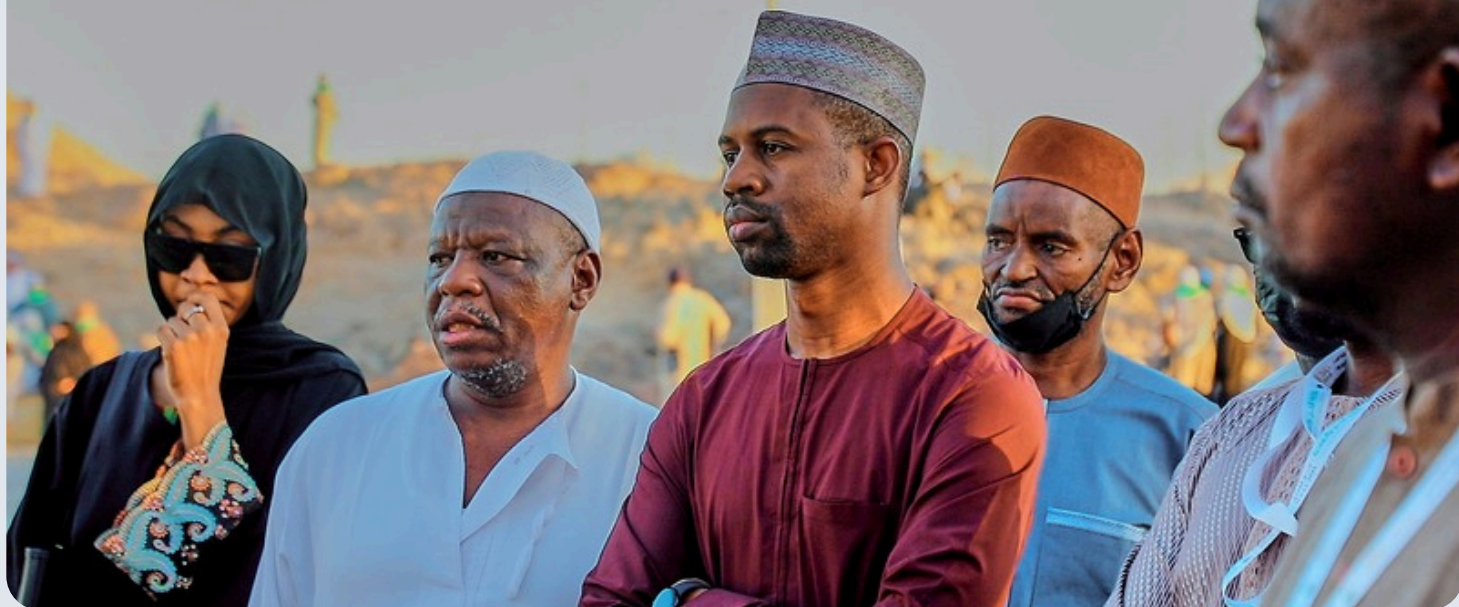
MEMORIES FROM 2025 HAJJ OPERATIONS



MEMORIES FROM 2025 HAJJ OPERATIONS



MEMORIES FROM 2025 HAJJ OPERATIONS



MEMORIES FROM 2025 HAJJ OPERATIONS



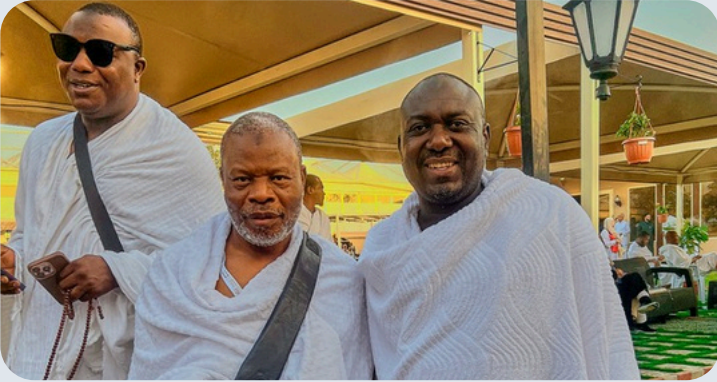
MEMORIES FROM 2025 HAJJ OPERATIONS



MEMORIES FROM 2025 HAJJ OPERATIONS



MEMORIES FROM 2025 HAJJ OPERATIONS



MEMORIES FROM 2025 HAJJ OPERATIONS



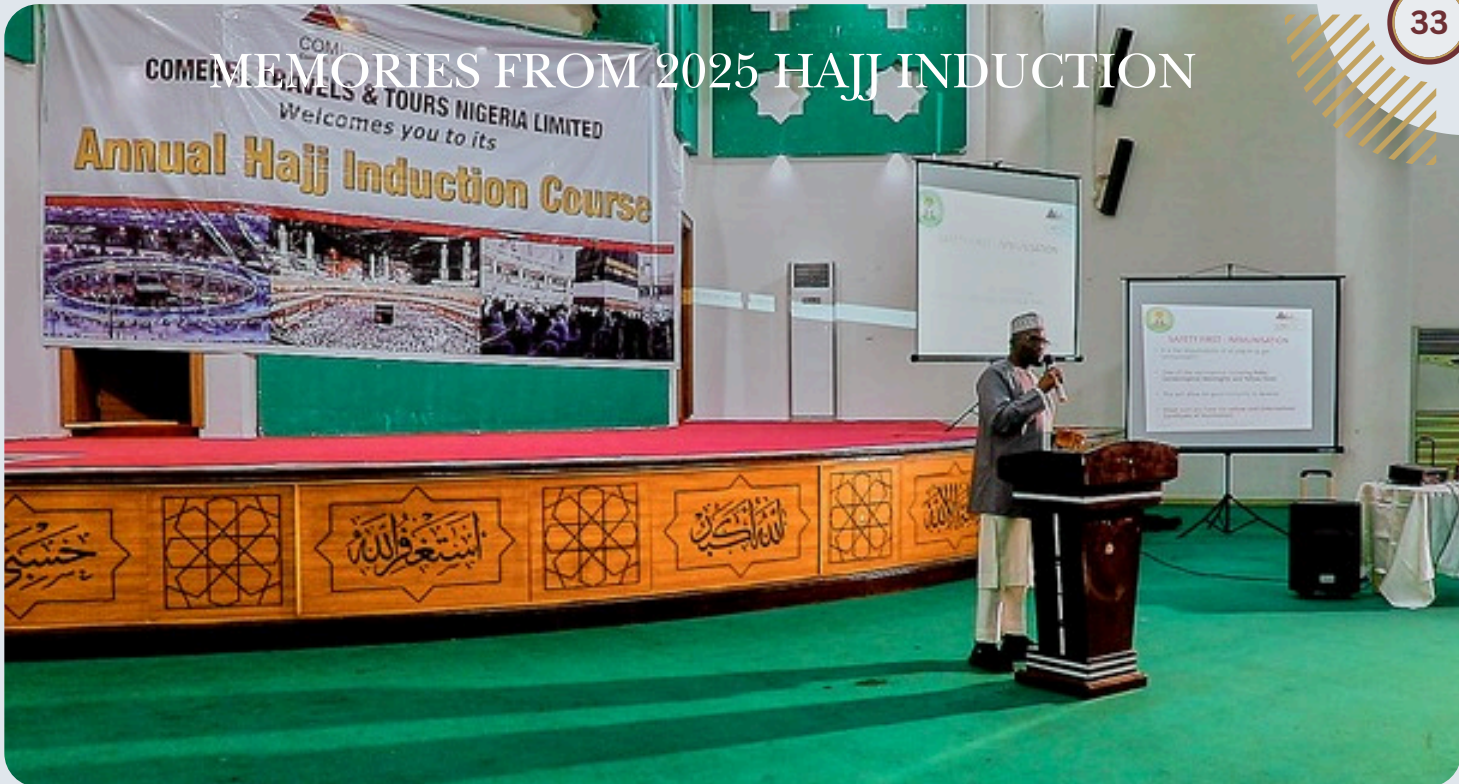
MEMORIES FROM 2025 HAJJ INDUCTION



MEMORIES FROM 2025 HAJJ INDUCTION



MEMORIES FROM 2025 HAJJ INDUCTION



DR. Datti Baba-Ahmed.

My name is Datti Baba-Ahmed, a Comerel pilgrim.

General assessment of my experience in Madinah

Quite frankly, you have my excellent marks in Madinah. It was a good hotel. The location could not be better. The reception and everything were good, and there were no problems whatsoever in Madinah.

My assessment of the Ziyarah

Ziyarah was also a pass mark. You may wish to depart more or less immediately after Asr. That will grant you more time for more elaborate explanations to the pilgrims. You need at least 25 minutes to explain the battles of Uhud and Badr in that place in detail, without repetitions from the anchors, without repetitions. There is a lot to be seen, I think, that we're missing as far as the Badr was concerned. So you need more time.



The key is to either pray Asr not in the hotel, pray Asr closer to the mosque, then quickly start, and then do the remaining of the Ziyarah. Yes.

Well, I told you that there was no problem in Madinah, but now I remember, maybe there was a little, in the Masjid, you know, for the Masjid al-Nabiy, Raudah. Yes. I understand there were miscommunications between you and the Saudi authorities.

Well, that I'm a living witness to. It happened; we were there in good time, but I saw the best you could. We didn't get into Raudah, but I won't hold that against you. I'll let it pass. Yeah.

Preparation for departure to Makkah, luggage movement handling, movement to the train station and arrival in Makkah All those are pass marks. I don't have any problem.

Area of improvement

All through the pilgrimage, all through the Hajj—be it Madinah and Makkah—you just need to handle your clients more carefully. Everyone is in his own right. You're not dealing with tens of thousands; you're not dealing with thousands, actually. And since we are dealing with a niche, you need to really accept the peculiarities of everyone. If there is anything you could be held to account for is the fact of setting times for departures, setting departures and not being able to depart on time. But let me say, organisationally, Comerel pulled it off. I'm proud to see Nigerians who answer their names, assume their responsibilities, answer their calls, and engage in the business, add value, employ people, so in that regard I shake your hands. Administratively, you have also made a brief attempt. I have not seen your organogram, but I can see it unspoken that you have reached far and wide to use acquaintances in building up a structure. Again, I give you a pass mark in the sense that you need people who are well-known and well-connected to you to operate in this business.

Strategically, you are able to carve out a specific, narrow area in the specialised industry of tourism. They are not just into tourism; they are into religious tourism for a certain cadre. I don't want to say strata. So, you've done well, and that informs why you should make it more bespoke. If I were to give you any free consultation that makes everything more bespoke—to the group, to the families, to the individuals. But then we need to be dogged. We need to be very patient, persevere. People will come and go; eras will come and go; governments will come and go. For so long as Allah grants you life, health and the energy to continue. Yes.

The timings. That's the only place where someone can hold you to account. There were a few instances where departure times were given; they were not respected. And then when the time for departure came, it happened abruptly, as though you had given that as the specific time. However, one must also understand that you're operating from a regulatory environment that is not yours. You have exported your working culture to a different regulatory environment. Anything you can do to really address the departures and the timings of your departures will be appreciated. Once you know you have missed the set time, you are at the mercy of your clients. But if it is the time you set, then they are at your mercy. Yes.

My assessment of Mina and Jamarat

In Mina, I would like to present to you a variety of viewpoints. Some say we shouldn't have been in those rooms; we were supposed to be in tents closer to the Jamarat. It's something for you to determine. Arrivals needed advanced parties to block off our designated areas to avoid confusion, which was the case in Mina and Arafah. We had those issues, but everyone is there for worship; do your prayers within the limited time. Nobody had time or energy for any form of disruption; we did not let that happen.

Another point to commend you on again is the excellent cuisine, particularly in Makkah and on the Arafah day. Nigerian cuisine, yes—I congratulate you on that.

Muzdalifah

No, the Nigerian cuisine wasn't in Muzdalifah; I know the one in Arafah and the one in Makkah. The one you eat is the one you know. But I didn't get it at Muzdalifah; I think I didn't get it. Well, anyway, I was only granted tea there. You've done well. If you take these points to heart, I think you will do even better.

Well, what I'm saying is that Comerel treated us to very sumptuous Nigerian cuisine in Makkah. I recall that every time I came down from the hotel, it was strictly Nigerian cuisine in Makkah, prepared as though it were in Nigeria. In fact, as though it were in Zaria, the original. Congratulations on that. Also, in the one you brought to Arafah. But perhaps it was just me; on Arafah day, when we arrived in Muzdalifah, I only had tea there. You did well.

Movement between sites, especially from Arafah, was chaotic at times. A few errors and postponements in times. Twice in Makkah, for example, the movement out of there, from Arafah, and from Muzdalifah back to Makkah for those of us who went to Makkah. You need to blend in more with the authorities, study the movement, charts, and flowcharts. If it means using Google Maps, provided it's allowed, and maps are available, someone must be present. I think you need a desk officer for movements, or handle it yourselves. Having said that, I congratulate you once again.

Recommending Comerel services to others

Oh, definitely I will. Insha Allah, when next I go, I'll go with Comerel again. I would recommend you to anybody travelling with families, groups, or leaders. I don't want to criticise the leaders, but they should support companies like Comerel. Continue to promote your services and define your offerings. You are doing well, and your interview speaks well of you.

Why our leaders are not patronising businesses like Comerel

It's a broader phenomenon. They see you, they know you're doing well, and they know you deserve support, but they often walk away and do something else. I'm a major voice in this. Concentrate on regular clients like us. We are not leaders. If I were a leader, you would be something else. They are not relevant; leave them for now. Allah will provide what is yours, and others what is theirs. Everywhere in the world, countries are as they are because they patronise themselves. Look for an industry captain or a promising individual and promote them. That's my message.

The Proudly Nigerian branding

I am also somewhat of a branding expert. You could brand more effectively. I wouldn't say Proudly Nigerian alone; you're not the only Nigerian company there. The authorities may question whether you have official approval from Nigerian authorities. If not, it could be seen as appropriating a national identity. Perhaps keep the 'Proudly Nigerian' branding for now, but continue refining it. You've shown efficiency and reliability; keep it up. Communications efficiency

Yes, the WhatsApp group chats were a good initiative. Some people shared numbers and called me, which was fine, though not ideal. When postponements happen, ensure everyone is fully aware. Relying on hotel Wi-Fi and mobile data can be problematic for some travellers.

Exhibition visit to The International Fair and Museum of the Prophet's Biography and Islamic Civilisation

As for the museum, honestly, not to be critical but with respect to my deep love for Islam and my background, I would say the exhibition fell short of expectations. It could be substantially improved. The song about the Prophet's arrival in Madinah was missing, which many find impactful. In Australia and elsewhere, that song is powerful. Tala'al Badru Alaina and other elements were not explored as I would expect, given the significance. The trip's origin felt compressed, and even so, I expected more information. Comerel did well to get us there, but there is room for improvement. This is not a critique of the organisers; it reflects a desire for higher standards in line with Islamic heritage.

Thank you.

I would recommend you to anybody travelling with families, groups, or leaders. I don't want to criticise the leaders, but they should support companies like COMEREL. Continue to promote your services and define your offerings. You are doing well, and your interview speaks well of you.

-DR. Datti Baba-Ahmed

Fanta Kaloma Ali.

My First Hajj

This is my first Hajj. Alhamdulillah.

My overall experience so far

The experience has been nothing short of amazing, to be honest. Everything has felt seamless. Before I arrived, I expected it to be a very arduous experience; I thought it would be exhausting. People often say that Hajj is challenging, especially for first-time pilgrims. Yet Comerel has made everything easy, from logistics to accommodation and meals. Everything has been great.

They've provided excellent tent accommodation. Our logistics—moving from Mina to Arafah and back to Makkah—have been truly impressive. There's nothing more we can say, Alhamdulillah. We appreciate the effort and everything.

Hajj Induction Course

Yes, I did attend the Hajj Induction Course, and it was invaluable because I was unfamiliar with much of the information prior to undertaking the pilgrimage. There was a great deal of information shared, and it really helped during the Hajj. Alhamdulillah.

The visit to the Raudah

Alhamdulillah. That was my best experience. Although we had to use the Nusuk App to gain access, it was a very emotional occasion. Access to the Raudah was not difficult.

My experience on the High-speed Haramain Train to Makkah

I was impressed. I hadn't expected that so many people would be in business class, and the way Comerel conducted everything—ensuring everyone was aboard and cared for—made us feel valued. It was very pleasant.

The overall coordination

The overall coordination of the group was good. Alhamdulillah.

Reception at the Train Station

The reception at the train station was pleasant, as Comerel personnel were waiting for us. Alhamdulillah.

The feeding at the hotel

The feeding at the hotel was equally lovely. Personally, I appreciated the Nigerian food: Tuwo, Miyan Kuka, and other varieties. We also had Kilishi and Fura. It felt like home, even though we were far from Nigeria, and we felt appreciated.

Al Marwa Rayhaan's proximity to Haram

It was effortless. You enter an elevator from P11 to the Ground Floor 0 and walk out into the Haram. It takes less than five minutes, and you're right in the middle of the Haram.



My experience from the hotel to the tent in Mina

The experience was pleasant. We were shuttled in long-haul buses with Comerel tags. We arrived at our tents in Mina; I expected to stay in an open tent, but, Alhamdulillah, it was a building. We had air conditioning, buffet service, and comfortable beds. It felt more like a hotel than a camp. The tent in Mina exceeded expectations. Alhamdulillah.

Mina, Arafah to Muzdalifah

Our transit to Mina required a short walk, as buses could not pull up directly outside our tent. The walk was the only drawback—it was hot and sunny. But once we located the buses, they took us to Arafah, then to Muzdalifah, and back to Makkah. Everything was well coordinated.

Buses' Delay in Mina and Arafah.

This was a common concern and dilemma. We waited for the buses, despite constant communication from you. The buses could not reach our location immediately. Yet the wait is part of the Hajj experience; you can't expect it to be entirely seamless. Alhamdulillah for the overall experience.

The shortcomings

The shortcomings were beyond Comerel's control. There are many buses competing for routes, leading to traffic and road blockages. I don't think anything could have been avoided.

The proudly Nigerian branding has indeed made me proud

It's nice to see the branding on the buses. The moment we see our bus, my friends and I exclaim, "That's our bus—Proudly Nigerian." It's a lovely brand name.

Rating the communications in terms of effectiveness and timeliness

I'd give it 8–9 out of 10. Nobody is perfect, but you all tried your best, especially when dealing with people from diverse backgrounds. The WhatsApp group has been invaluable and very helpful. You pass information clearly. At times, I spoke Hausa because some people don't fully understand English. From a communications standpoint, you've made a real effort to keep everyone informed and on schedule, including details about departures and destinations. Alhamdulillah.

Spiritual Guides and Enlightenments

I'd rate the spiritual guidance a 10/10. While the Ameerul Hajj led the information, others contributed as well. Everyone shared knowledge, so I could even ask questions about what we could do. It felt like a supportive community, not reliant on one person.

Recommending Comerel to others

Yes, 100%. I would recommend Comerel to anyone undertaking Hajj. When I began, I was genuinely terrified—people told me that Hajj is hard. This experience has been truly amazing, and I hope to return each year with Comerel. If you have the opportunity to use Comerel or any other agency, I strongly advise Comerel—you will not be disappointed.

Area of improvement

The main shortcoming was waiting for buses. It would be helpful to explore alternative transport options. If the bus cannot reach our location, perhaps other shuttles could convey us to the bus to minimise early-morning waiting. While not solely your fault, as participants, we sometimes blame the situation. Improving logistics to ease this for future pilgrims would be beneficial.

Thank you.

Alh. Ibrahim Wakkala Muhammad.

My name is Ibrahim Wakkala Muhammad. I'm from Zamfara State. I was a Deputy Governor, and I am now a former Deputy Governor, during the tenure of His Excellency Abdul Aziz Yari when he served as Governor.

First Hajj

Well, this is my first time undertaking Hajj through COMEREL, though I have travelled with them during the Umrah seasons.

Induction Course

I was not able to attend because I was not in Abuja. I live far from Abuja, either in Zamfara or occasionally in Kaduna. I'm not aware of a virtual option for the induction course.

Madinah

Alhamdulillah. I thank Almighty Allah for being in the company of our brothers in COMEREL. Initially, I missed my flight in Dubai en route to Madinah, but I caught the next flight that night. On arrival at Madinah Airport, I met our brothers from COMEREL.

The Ameerul Hajj and others greeted me, and they gave me my room key at the airport. Consequently, I encountered no problems. When I reached my hotel, the Hilton in Madinah, I went straight to my room and opened it. I had no issues. I am grateful to our brothers for their reception, hospitality, and dedication to serving their pilgrims.

Hilton Hotel, Madinah

Hilton — I've known the Hilton Hotel Madinah for a long time, and I'm a member of Hilton Honours. The hotel is very close to the Haram, so you can even pray from your hotel room. It's exceptionally convenient for prayer.

Group Ziyarah in Madinah

We did our Ziyarah separately, not with the main group, due to lateness. As I mentioned earlier, I missed my flight in Dubai, so upon arrival, we were exhausted and aimed to visit the Prophet's Mosque, Baqee', and other nearby places. The Ziyarah organised by COMEREL was conducted, but I missed it and was not among those who took part.

Haramain Speed Train

The same happened at the train station. I went there personally by taxi, not with the COMEREL group, as I was already familiar with the station. When we arrived, the COMEREL staff were already on the ground, and we were warmly received. We joined the other brothers and sisters with whom we had travelled up to our arrival in Makkah. I really appreciate it and enjoy the company of all who accompanied us.

Al Marwa Rayhaan Hotel (Rotana), Makkah

I've spoken about Hilton; I don't wish to rate that hotel since it isn't owned by COMEREL. I will comment on COMEREL and not other companies because Rotana is a brand where anyone can stay.



Local food at the Hotel

I really enjoyed it. We ate Masa, Tuwo, even Fura and Kosai at times. I also saw Kilishi, although I didn't taste it; I merely saw it.

Participation in the Exhibition of the Prophet

The exhibition is very educational and enlightening. I thoroughly enjoyed it. I learned a great deal about the biography and history of our Prophet S.A.W. and the struggle he led with his companions to spread Islam globally.

Masha'ir Services

Alhamdulillah, it is something very spiritual: you feel as though you are commencing your Hajj. When we wear our Ihram, bathe, and make the intention to begin our Hajj, we feel a deep spiritual connection; even mistakes don't distract us from the solemn experience of being in Makkah. We are performing Hajj. We thank Almighty Allah for allowing us to be part of this blessed journey.

Mina

Alhamdulillah, in Mina, the tents are very good and very nice. The tents are almost like a hotel, so we thank COMEREL for choosing this type of accommodation.

'Arafah

The same applies to 'Arafah. I have been on Hajj for several years, perhaps more than twenty times, but the tents in 'Arafah this year are unlike any I've previously experienced—almost like being in a hotel. I feel a strong spiritual urge to leave the site and move away from the other pilgrims, because I am not here for worldly comforts. I am here for worship, not for comfort. I moved away to focus on prayer and recitation. I hope Allah accepts it.

Muzdalifah

Although we left 'Arafah late, the way the COMEREL team managed the pilgrims to show brotherhood and unity was truly impressive and greatly appreciated. We arrived in Muzdalifah, ate together, prayed together, and discussed together before moving on to Makkah.

Delay in buses' arrival at Muzdalifah

I cannot say definitively. I have substantial experience with delays from my previous roles at Pilgrim Operations, including as a commissioner, deputy governor, or staff member of the Pilgrims' Board. There have been delays or mistakes in various places. I advise COMEREL to remain patient and liaise with all stakeholders responsible for Hajj affairs.

Buses

One notable point: the buses bore the bold inscription "Proudly Nigerians." I am proud to be Nigerian. In terms of quality, the buses are as expected for Hajj operations.

Communication

Having a group chat to discuss movement and the pilgrims' affairs under COMEREL is highly appreciated. It demonstrates that our people are united and well-informed.

General assessment

As I have said, the COMEREL staff show preparedness and dedication. I value them as outstanding ambassadors of Nigeria, wherever they may be. I knew many of them for over thirty years as religious activists and clerics who preach in national and other mosques in Nigeria.

I appreciate their effort and unity; they are remarkably cohesive. The discipline within the COMEREL team is evident and greatly appreciated. I encourage you to continue with the discipline you have established.

Areas of Improvement

As I have mentioned, the first area involves liaising with all stakeholders who are responsible for pilgrims. Regardless of whether it is a company, a bus company, or the Muassasah, all stakeholders should be in synergy with COMEREL and with each other because there may be mistakes or misunderstandings between COMEREL as a company and either NAHCON or some stakeholders. I'd rather not mention names. Therefore, there is a need for a proper understanding and liaison so that pilgrims will feel it in their day-to-day activities during the Hajj operations.

As I've mentioned, this is the only thing I've noticed; there is a need to advise COMEREL about it. But all other things. Secondly, I would like to suggest that the MD or the chairman of the company should increase their presence among the pilgrims wherever they are. It's just my advice. Because at times, I don't see him, so there is a need. I don't know, even if he is busy, he should always make time for them, rather than leaving the staff alone. Ameerul Hajj is trying, and my friend, Khamis and Abdul Aziz, they're all trying, but maybe some of our brothers and sisters need to see MD more than once.

Medical Team

Can't say anything about this because I didn't have any medical problems. However, I have been expecting the company to have a Medical Team, just like any other company or pilgrims' boards and commissions in Nigeria. There must be a medical staff, as we are used to doing every year. Rating
My overall assessment of COMEREL — its services, welfare, and spiritual understanding with the staff — leads me to rate them at approximately 70%.

Thank you.

Alhamdulillah, in Mina, the tents are very good and very nice. The tents are almost like a hotel, so we thank COMEREL for choosing this type of accommodation. The same applies to 'Arafah. I have been on Hajj for several years, perhaps more than twenty times, but the tents in 'Arafah this year are unlike any I've previously experienced—almost like being in a hotel.

-Alh. Ibrahim Wakkala Muhammad

DR. Hussaini Ja'afaru Paki.

In the name of Allah, the most gracious, the most merciful.
My name is Hussaini Ja'afaru Paki, and I'm here to perform my first Hajj (pilgrimage).

My Thoughts about Hajj

This is my first Hajj. I heard many questions and stories from my parents, siblings, friends, and family. I was supposed to do Hajj two years ago, but SubhanAllah, I ruptured my Achilles and had to take a year to recover and do rehab. Insha'Allah, I was able to attend this year. I assumed Hajj would be difficult and exhausting, especially with the large number of people present during Ramadan. During Ramadan, millions performed Tawaf and faced crowding. Alhamdulillah, this Hajj was totally different. The number of people wasn't as many as during Ramadan. Alhamdulillah, we are about to wrap up tomorrow, and from my experience, it's not as hard—it's not even hard at all.



My Experience in Madinah

Alhamdulillah! We arrived in Madinah and were greeted by Comerel staff. They arranged transportation to the hotel. At the Madinah airport, we received our ID cards and a Comerel card that included the names of our hotels in Makkah and Madinah, as well as the names of the people with whom we would be residing. They took us to Madinah and we prayed Dhuhr at the Madinah Hilton Hotel. We had lunch and a long nap. We performed Asr at the hotel and ensured we performed Maghrib and Isha at Masjidun Nabiy. We also had breakfast, lunch, and dinner at the hotel, which Alhamdulillah went perfectly. Comerel arranged a tour. I've been to Madinah before, but this time was different because we had an Ameerul Hajj who served as our guide, providing us with history at each site, Ma sha Allah! I wish we had stayed longer, but we stayed for two nights.

Journey to Makkah via Haramain High-speed Train

The journey from Madinah to Makkah was smooth, Alhamdulillah. We travelled in a VIP car and were received by buses upon arrival. Alhamdulillah, there was an initial accommodation issue, which had been explained in advance; we were prepared. It wasn't too hectic, and we could settle into our rooms and perform our Umrah on time, Alhamdulillah.

Makkah Hotel Services and Proximity to the Haram

We resided in the Clock Tower area, within walking distance of the Haram, at the Fairmont Hotel, a five-star establishment. I've stayed there before. The food—breakfast, lunch, and dinner—was abundant. We're here for Ibadah, so while we don't expect excess, Alhamdulillah, the accommodation was sufficient for our needs. The Haram this year wasn't crowded, allowing us to perform Tawaf twice daily, Alhamdulillah. We spent a few days without interference from Comerel as everything was already in place.

On Tuesday, Comerel agents visited us and provided backpacks, soaps, and everything we would need for Mina. I was unable to attend the Induction Course due to travel to America, but I arrived with my backpack and supplies prepared. We had everything needed for Mina and Arafah.

On Wednesday, we secured buses to Mina. I expected to stay in a tent and sleep on the floor, but I ended up enjoying a luxurious stay in Mina with air conditioning and beds. It felt more like a hotel than a camp.

Bus Delays in Mina and Arafah

There were some delays, particularly in Mina and Arafah. The timing was sometimes off, but the overall experience remained positive. The transport logistics improved as the journey progressed. The communication via WhatsApp was effective, and updates were shared, including notices about accommodation in Mina. There were some moments when updates paused, but overall, the system worked well.

Rating the Communications Channel

The WhatsApp group was spot on for updates and coordination. In Makkah, Comerel staff were less visible, but information flowed through the network. Prior notices about Mina's accommodation challenges were shared, including anticipated difficulties. Even at 3 AM, updates were available. It was generally effective, Alhamdulillah.

My Overall Assessment of Comerel Services

I am already planning next year and telling friends and brothers in Islam that I will return, Insha Allah. Despite minor communication or coordination issues, the pilgrimage is a valued experience, and Comerel has facilitated it well. There are a few fixes I've mentioned, but overall, the service is dependable.

Recommendations

- Accommodation: Consider separating men and women (e.g., floor or section divisions) for comfort.
- Mina transport: Improve bus timing and coordination to reduce delays.
- For Madinah: Maintain high standards and ensure clear communication with authorities to minimise miscommunications.

Rating on a Scale of 1–100%

As a doctor of engineering, I don't hand out perfect scores easily. I'd give a strong B+ or A-, approximately 90%.

Thank you very much for having me.

I am already planning next year and telling friends and brothers in Islam that I will return, Insha Allah. Despite minor communication or coordination issues, the pilgrimage is a valued experience, and COMEREL has facilitated it well. There are a few fixes I've mentioned, but overall, the service is dependable.

-Dr. Hussaini Ja'afaru Paki

PROF. Muktar Magaji Yahya.

COMEREL

Actually, I don't know anything about COMEREL, but for those of us who have performed Hajj through other agencies, the difference is clear. It's quite clear. We appreciate COMEREL. Anybody who performs Hajj through COMEREL must commend it because there is a very remarkable difference between COMEREL and all the agencies that conduct Hajj operations.

Experience

As I mentioned earlier, my experience comes from other agencies. So those of us who perform Hajj through other agencies, if you perform Hajj through COMEREL, you will definitely see the difference. So, as human beings, you may have your own shortcomings, but if you compare them with those of other agencies, the difference is quite clear. To me, for COMEREL, I will pray for them so that they can improve on the shortcomings which other people see or perceive.

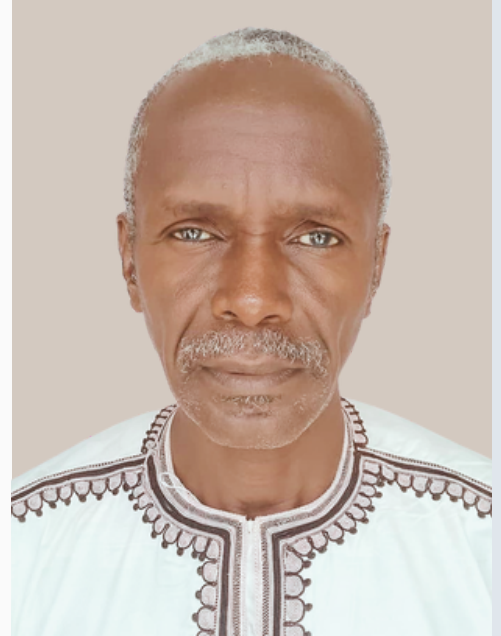
However, for my own part, it is very, very excellent. A typical example is from yesterday, when I took the time to visit my people at my own state camp. I took one of them, and he accompanied me to the COMEREL location in Mina. He promised that next year, he would perform Hajj through COMEREL, together with his own family. This is a remarkable achievement that I can commend COMEREL for. Because those of us who don't even know that other agencies can carry out Hajj operations apart from the normal ones that we know in our area. So this is a very commendable achievement for COMEREL.

Madinah

You know, during all my visits to Makkah, I've never travelled by air to Madinah. We used to follow through Jeddah, then Jeddah, Madinah, in most cases with a vehicle. My experience with COMEREL Travel Agency was that we travelled through Istanbul and then to Madinah. It was a remarkable journey, and we all thoroughly enjoyed it. And, you know, since I told you that I have been coming to Makkah several times, this time I've never lodged in the hotels that you're lodging us in. I must commend you for that. In Makkah and Madinah, all the hotels are commendable, especially for those of us who have never travelled with any other agency apart from the normal Hajj operations from the states.

Worth Peninsula Hotel

We stayed in the Worth Peninsula Hotel in Madinah. Very, very fantastic. Just close to the Haram. We used to trek the few metres to the Haram every day to observe all five daily prayers. I recall the last time we visited. It's only some prayers that we could perform because of the distance from the location where we were lodged. So, this time around, it's just close to the Haram. We walk, even if it's just for four or five minutes, before the commencement of the prayers. We'll at least join them, and we enjoyed that.



Ziyara in Madinah

Uhud

The Ziyara is also fantastic because Mount Uhud, where you took us the other time, is a place I've never been to. And I came to Makkah several times, but they've never taken us to Uhud. We have been visiting the mosques that you took us to, but we've never been to Uhud. In that aspect, it is also fantastic, as far as I'm concerned.

Raudha

I entered Raudah, and there is a difference. In previous years, I used to come, possibly due to the increase in population. Previously, it wasn't as strict as this, so we used to visit Raudah almost every day. But this time around, it is not your own fault. It's the responsibility of those who are managing the two mosques. Perhaps they discovered that the congestion is too great, so they have to plan it in a way that requires you to apply through a website before you can enter. However, even with that, we applied and successfully entered Raudah. We even stayed there for quite some time, and we appreciate that.

Madinah to Makkah on the Haramain Speed Train

I've never joined a train either; this is the first time I'm travelling by train in Makkah. So, it's a very lengthy journey if you can use a vehicle. It took us a day. The other time, it took us about seven hours or even more to travel between Madinah and Jeddah. But it's a very long journey. However, with this train, we reach Makkah within the shortest possible time. We perform our Umrah within the shortest possible time before even the sun sets. That experience is also remarkable.

Umrah Experience

One of the significant advantages, as I mentioned earlier, is our own proximity to the Kaaba. The location where we lodge is just close to the Kaaba. As soon as we arrived, we went directly to the hotel to store our belongings and then proceeded to the Kaaba to perform Umrah successfully. This was especially important since we had come from a tropical area, and it was very sunny at the time. So there is no congestion. We performed our Umrah successfully within the shortest possible time, and we commend COMEREL on that aspect as well. As I mentioned, I've been coming, but this was the best experience yet.

Getting Daily Prayers

I mentioned that when we are in Madinah during our previous Hajj operations, we must miss some salat because of the distance we have to cover before reaching the Holy Mosque. This time around, the Haram is easily accessible from the hotel. So there is no way, unless one is lazy. There is no way you can even miss a salat. You are almost in the Holy Mosque. How can you miss it? There is no way. We didn't miss any salat. You can hear the adhan. So, if someone can live there and then miss salat, I don't think they're so serious. So we did not miss any salat.

Local Food

During my previous Hajj, I may even reach a point where I stop eating before I return home because I will become fed up with the food. You know, whenever you move from one region to another, one of the first problems that you may face is food. Previous experiences have not been good at all. So, but this time around, I even got miyan kuka, which is one of the favourite dishes in my own area, Yola. So, it's very commendable. I didn't think we could get it here. The miyan Kuka, the Okoro soup, and all others. The Semovita and Co. has everything that I expect to find at home. I got it. And in that aspect, I commend COMEREL for that. One can't get such dishes here.

Transportation

As I mentioned, this is not my first visit to Makkah, and the journey from Makkah to Mina was typically challenging. Some people have to even climb on top of the vehicle before they can be transported. Some people can even trek because of lack of vehicle. But this time around, we are just sitting inside our own, maybe it's a hotel there? It looks like a hotel. I don't know what you call it. We are waiting inside until the vehicles arrive, then we board them and are transported to Mina. You know, whenever you are dealing with people, you have to put it at the back of your mind that there are some people that, whatever you do to them, you cannot satisfy them. So, you know, the buses came late. I agree. But in a normal Hajj operation, everybody knows that every pilgrim must be transported from Makkah to Mina for the journey to 'Arafah. So we don't need to become hasty. We started complaining that the vehicle did not arrive on time. It's a normal thing. It's just because they have never performed Hajj with other agencies. It's a commendable operation, as far as I'm concerned. Because all those people have become upset, I was never upset, as I know I must be transported to Mina. And I know the transportation is going to be better than that which has been performed before. So I don't mind.

Mina & 'Arafah Tents

So, since I told you about my previous experiences, when I arrived in Mina, I don't think that this is a tent. I thought maybe you brought us to another city, not Mina, because I have been coming here. Even yesterday, I told you that I went and visited my people in my own state. You cannot imagine how people live there. It's just because it's a religious affair. You have to sacrifice everything, be patient, and do the right thing. However, it's very stressful overall. Even those people who are there are complaining. Even the officials who are supposed to be more comfortable than the way we made them. It's so amazing. It's because you people have never been to the normal agencies that conduct pilgrimages or take people on pilgrimage. Your company is one of the best among others, based on my own knowledge.

Advice

Based on my own experiences, you know somebody who went through the other agencies cannot say anything; that you are defective or they are deficient in. However, to my own advice, perhaps it's just a matter of timing. When you, I know even the previous experience with transportation is not your fault. You may have arranged with them so many times, but they did not comply. So, next time, don't tell people to come out. Just leave them in their own respective rooms until their bosses arrive, and then you call them. Because if they are inside their rooms, they will not even know that something is happening outside. Just keep them inside until the buses are around. For those of us who have been with other agencies before, we didn't see any problem because we knew we had to be transported to Mina in Comfort.

Expectation for Muzdalifah

I cannot predict, but based on my own experience during previous Hajjis, we trek from Mina to all other parts of the Hajj operations. We do it on foot. You have to even move with your own beddings. If you can sleep somewhere, you must bring your own mat and sleep there. We don't know what COMEREL is going to provide there.

Food

It's only the Sabil that we used to receive on our own route, but nobody gives us food. During my previous experience in Mina, there was a time when I even spent a day without eating food because there was no food in Mina. As I mentioned earlier, if someone happens to travel through agencies, there's nothing one can say about it, COMEREL.

Gen. Aminu Bande (rtd).

Visit to the Museum

Well! The exhibition I attended that day completely changed my perspective and understanding of IT. It was a 3D exhibition; it was fantastic. I have not seen anything like that, and I promised to return whenever I am here in Saudi Arabia. I also intend to take others there to experience what I saw. It was a very good experience. I will urge pilgrims, including those from other agencies, not only COMEREL, to do the same, as it is a form of knowledge enhancement. It will deepen your understanding of the historical perspective of Islam and the life of Prophet Muhammad, s.a.w., including his life in Makkah, his journey to Madinah, and his life in Madinah. We were enlightened that day, and I believe we are better informed about Islamic activities of the time; it was almost as if it were happening in real time. So thank you for that; it was a significant visit for me.

Transportation

Well! COMEREL — you say your own company is Comfort, Efficiency and Reliability; I think they are within what they have quoted for themselves. However, I would observe something: when it comes to transport, I know it is beyond their control, but the company could perform better in that aspect, perhaps by ensuring better timing. When you say people should depart by six (6) and it takes another two to three hours, there are gaps and lapses in timing.

Again, what I observed may be beyond their control, as drivers may lose their way or security could cause a blockage. I also noticed something, particularly when returning after Dawaf al-Qudum. After that, on returning, we had to cover 3.4 km to Jamaraat. At the same time, other vehicles were able to manoeuvre and come as close as possible. When I asked why, someone suggested they probably have a specific sticker or licence that permits them to move out. I think COMEREL could do well by acquiring such credentials. Yesterday, if you noticed, we had to move and stop—move and stop—because there were people with physical challenges, such as those using walking sticks or wheelchairs. I think something needs to be done in that regard. Aside from that, transport has been fantastic, from what I have seen previously to what you are doing now. So there is still room for improvement. As you may recall, in Arafah, our vehicles also arrived late on occasion. Those two coincidences are not ideal from a logistics perspective, so some action should be taken in the future. Your logistics manager should be able to perform his calculations more effectively regarding vehicle arrival timing, but aside from that, you have done very well. The transportation process is generally rated 90%.

Buses

The buses are very comfortable. The tents where we lived in Arafah—I would give you a thumbs up; you did very well. The company is performing well. The staff are courteous, well-mannered, and speak to clients or pilgrims in a way that makes people feel respected, including your Managing Director. As I have mentioned, your Managing Director helped us when we were stranded here in Saudi Arabia about five years ago, and he is very courteous, from the Managing Director to the last member of staff. Maintain that aspect of your service, because you are operating in a competitive market, so you must continue to attract more pilgrims.



There are emerging companies copying your approach; therefore, you must stay relevant and keep your current course, maintaining and even improving your activities. So far, so good—you're doing well.

Communication Quality

Your communication is good; I see no problem. Except for people like me who are not always mindful of WhatsApp, there are few channels beyond WhatsApp at present, so people must be mindful of WhatsApp. However, you should realise that not everyone on the network is accessible. You must also be able to reach individuals through in-room telephones or by communicating with key leaders, as many pilgrims travel with their own leaders. If you can do that, while WhatsApp remains a good communication channel, some people, when they leave the hotel, do not have data. That is the issue unless they are within the hotel data area. Nevertheless, your communications are acceptable; maintain them and improve.

Honestly, you should undertake more research. As I said, the WhatsApp approach is acceptable once your pilgrims are within the group; encourage them to stay in data mode at all times. Hotel Wi-Fi is not necessarily available when you go out, but the good aspect is that most people travelling with COMEREL are highly educated; even the mothers I saw are enlightened, so everyone is keen to check WhatsApp for updates from the MD, GM, or staff, as well as the next arrangements. That is why no one is lagging or left behind. In my view, only one person went missing, and that person may have placed herself in that situation by going to the Hill or the Arafah high ground (Mount Arafah) to look around without others. The possibility of someone misplacing themselves always exists, yes!

Rating

Well, my experience is that COMEREL is doing very well. You derive your name—COMfort, Efficiency and RELiability (COMEREL)—and you live up to it. I have found comfort; if others travel with COMEREL and experience similar comfort, they will not complain. I have seen efficiency in your operations; you are timely and very reliable. I would travel with COMEREL again, anywhere, not only in Saudi Arabia, if you operate elsewhere. If you have opportunities to assist, I would even seek COMEREL to obtain visas or arrangements. Overall, the company is very reliable.

Recommendation

Certainly! The only aspect COMEREL should address is the currency factor. Please consider reducing the price slightly so that more people can also enjoy the reliability and comfort. Do not increase it; instead, reduce it modestly. We pray that the Nigerian naira stabilises and decreases in value, so more people can afford the cost. From my perspective, COMEREL earns an A rating, not A+, but A. If you are given an A in any course, you have achieved a high standing, and I believe COMEREL deserves an A based on what I have seen and my prior experience.

I have not observed any major issues beyond two logistical incidents that are not ideal to share with others; you should advise people not to come out until we confirm that vehicles are on the ground.

Logistical calculations and timing could be improved. You may wish to implement better intra-team communication among key staff; motor rollers or handheld radios could facilitate quick and direct communication. Currently, I am not aware of the policy in Saudi Arabia; however, if permitted, handheld radios could provide robust local communication within a ten-kilometre radius. If this is feasible, it would significantly enhance coordination.

Okay, thank you. We look forward to joining COMEREL again next year, insha'Allah. I will be here to perform yet another Hajj, insha'Allah.

Thank you very much.

Bello Musa Abdullahi.

COMEREL

Alhamdulillah! COMEREL is a company I have known for a long time, but this is the first occasion I have worked with COMEREL. I do not wish to say too much, yet I am compelled to express my gratitude to COMEREL, Alhamdulillah. I was highly impressed by the service; it is unbelievable. What I have witnessed is truly remarkable, so Alhamdulillah.

The Managing Director has been a friend of mine for a long time (Mallam Siddeeq), and I know of another friend who has benefited from your service, Alhamdulillah. Insha Allah, we will repeat the same exercise next year.

Madinah Stay

I was accommodated at the Hilton. I arrived by train and was met at the station, then taken to the Hilton. I spent one night at the Hilton, and the service was exceptional.

The following day, I was transported to the station and arrived in Makkah. There was someone at the station to greet me, and I was taken to Rayhaan.

Proximity to Haram

The Hilton Madinah is among the best locations for anyone staying in Madinah, as it is just a 2–3-minute walk to the Masjid.

Raudah

Yes, I had access to Raudah, and I was able to enter Raudah.

Spiritual Consciousness and experiences with Raudah

These are places that, if one has the means, must be visited. They should feature on your must-do list if you are healthy and have the means. It is something one must do; it is fulfilling, you feel different, and it is beyond explanation.

Madinah Experience

If what was done to me is replicated for others, in a ratio of 1–10, it would be 9.

Haramain Train Experience

The train was excellent; it travelled at almost 300 km per hour, there was no traffic, and it departed and arrived on time. I am a train enthusiast; I love trains, and wherever there is a train, I will travel by train.



Dishes in Madinah and Makkah

We had both continental and local meals; masa was served, and sakwara was served, so I could not complain, Alhamdulillah. The food, particularly the local dishes, I enjoyed, as I am a yam lover, and there was pounded yam, which I love, along with the masa.

Tent

I have repeatedly said this interview was demanding. If everyone had received the level of treatment I received, it would be extraordinary.

Spiritual Guide

Ameer! The interview was demanding because the Managing Director has been a friend for a very long time. The people I met a few days ago were the Ameer and the General Manager. The relationship we now share will endure for the rest of our lives, because I had an amazing time; Alhamdulillah. So, should anyone ask me, or even if you don't, I will readily recommend COMEREL to an intending pilgrim.

Recommendation

Wallahi, do more.

Suggestion

Ku bamu kudi idan mun zo next time, ku bamu kudi next, mu sa a aljihu.

Buses

The issue is somewhat challenging because, while we were waiting for the buses, it took a considerable amount of time. However, when the Ameer explained it to me, I saw for myself that it is beyond COMEREL's control.

Alhamdulillah! COMEREL is a company I have known for a long time, but this is the first occasion I have worked with COMEREL. I do not wish to say too much, yet I am compelled to express my gratitude to COMEREL, Alhamdulillah. I was highly impressed by the service; it is unbelievable. What I have witnessed is truly remarkable, so Alhamdulillah.

-Bello Musa Abdullahi

Haruna Musa, PhD.

Self Introduction

Alhamdulillah. My name is Haruna Musa, and I am an indigene of Jigawa State. I work in Abuja. I am currently the Managing Director of Jaiz Bank, the first and largest Islamic bank in Nigeria.

About COMEREL

COMEREL is a well-established name; I recall my first Hajj about 15 years ago, and I closely noted the quality of COMEREL's service. As someone who works in banking, you understand that it is natural to ensure that only the reputable names appear in your records.

Alhamdulillah, today COMEREL is one of our important customers at Jaiz Bank. Because of the standard of service they provide, when I decided to answer the call of Allah (S.W.A) to undertake this year's Hajj, my first point of contact was COMEREL as the service provider for the pilgrimage.

Induction Course

The induction course is one of COMEREL's significant innovations. In today's market, many service providers do not offer such introductory or refresher programmes. Alhamdulillah, I participated online for the majority of the event. It was an excellent refresher and, in truth, has prepared all intending pilgrims to face the rigours of the Hajj exercise.

Experience

Again, Alhamdulillah, as a seasoned pilgrim, it is easy to compare my current experience with prior ones. The principal differentiating factor is that, upon our arrival at Madinah airport, we already had COMEREL staff on the ground to receive us. We were accorded an exemplary reception, and they arranged transport to our hotel. It has genuinely eased the burden of our travel. Having someone on the ground to provide guidance and support has enriched our Hajj experience.

Madinah Hotel and Local Cuisine Arrangements

Again, Alhamdulillah, I was privileged to be accommodated at Oberoi Madinah. Oberoi is among the hotels closest to the Haram's main entrance, and Alhamdulillah, the experience was outstanding. We arrived in Madinah around 2 a.m., were able to settle in, and proceed to the Haram promptly. We performed our Ziyarah, observed the Subhi prayers, and returned to obtain a quality night's sleep before Jumu'ah, as we arrived on Friday night, which is quite demanding for many Hujjaj. The quality of the accommodation, its proximity, and the quality of the cuisine were all excellent. We are grateful to COMEREL for this superb arrangement.

As for the food, in addition to continental cuisine provided by the hotel, COMEREL consistently makes an extra effort to ensure that local dishes are available. This truly enhances the overall experience.



Ziyarah

This is another aspect worthy of commendation for COMEREL. For most of us Nigerian pilgrims, we note that pilgrims from other nations often travel in groups, whereas in Nigeria, we frequently perform Ziyarah and other acts of worship in isolation.

COMEREL managed to organise a team that created the Quba Ziyarah and visits to other historic sites. Alhamdulillah, this is another commendable point.

Raudah

As a repeat pilgrim, I can compare my Raudah experience with the pre- and post-COVID periods. Post-COVID, it is more organised; if you are not able to book in advance, it becomes more difficult. With COMEREL's assistance, even when we had not booked individually, they arranged bookings on our behalf. I was among the privileged pilgrims who spent a few minutes in the Raudah before Subhi Adhan and was among those selected to remain in the Raudah until after the Subhi prayer. I enjoyed a very high-quality time in the Raudah, thanks again to COMEREL's organisational plan.

Haramain Train

Thanks again to the COMEREL team. While it is possible to book the train independently, securing a spot during peak periods is challenging. They alleviated this burden by booking on our behalf. We departed the hotel punctually, reached the train station on time, and, Alhamdulillah, boarded on schedule, arriving in Makkah promptly. Buses were waiting on arrival, luggage was moved swiftly, and we were conveyed to our hotels with efficiency. We are genuinely appreciative of this excellent service.

Makkah Hotel and Meals Rating

Our hotel accommodation represents high-quality standards. The yardstick for evaluating a hotel includes the cleanliness of the environment, proximity to the Haram, and the quality of the meals. Overall, if I were to rate these three aspects, I would give them a score above 90%. It is impressive, as it reduces the burden of the Hajj's rigours. Upon returning from the Haram, meals—lunch, dinner, or breakfast—are readily available. The inclusion of traditional dishes has likewise enhanced the overall experience. Once again, we extend our thanks to the COMEREL team for this excellent arrangement.

Museum Visitation Experience

Alhamdulillah, although the museum visit was not part of the plan, I was delighted it had been arranged, as it enriches the experience by offering insight into the historical dimension of Islam—from the time of Prophet Ibrahim (AS) to that of our noble Prophet Muhammad (S.A.W.), including his migration to Madinah and other significant milestones in the establishment of Islam. It is genuinely commendable and enlightening. I have advised my children and family that any future visit to Makkah should include this component.

I urge COMEREL to continue encouraging other pilgrims to include it as part of the plan, as it is truly enlightening.

Masha'ir

As one of our Ulamas noted in the morning, there are different categories of Hajj. The baseline is eight million Naira; those seeking higher quality service may pay more. Every pilgrim accommodated in this year's Hajj within this A-plus accommodation—that is, a house or hotel rather than a tent—enjoys a markedly enriching experience.

Compared with previous years, the most burdensome aspect of Mina is the quality of accommodation and the sheer volume of people using the toilet facilities simultaneously.

Historically, there have been limitations; however, this year the site features a five-storey building, providing ample room for luggage and adequate rest areas. The quality of the meals is commendable, and the range of facilities has significantly eased the burden on most pilgrims. We again thank Allah SWT for granting us the privilege of such quality accommodation.

Services Evaluation

Okay, again, as someone who has worked in the service industry for over 30 years, and as a banker for over 30 years, I can say that in every service industry, you cannot expect things not to go wrong; things will always go wrong, no matter how well you have planned.

However, the most crucial aspect is a swift response if things go wrong, so that I can make amends and learn for the future. I believe the Hajj exercise is not entirely in the hands of local travel agencies, as they also have to partner with local agencies in Saudi Arabia.

Sometimes, if those other local agencies drop the ball, it can affect every part of the service. So far, while it is full of commendation, the area that needs improvement is ensuring that the buses arrive on time. And again, we always compare this with our colleagues who have joined other travel agencies.

I think the major thing is to ensure that we have full control of the buses, because if you pay for the buses for a period of time, I don't think the Saudi authorities will retrieve those buses until they provide the services as outlined in the contract you have. From now on, it's essential to have complete control of those buses. If you allow the drivers to go and park anywhere they like without close monitoring, the tendency is that they may go and sleep.

They can use all kinds of excuses, but once we improve the timely arrival of the buses, everything else is commendable. Again, I would like to commend COMEREL for providing a medical team on the ground. I've seen several cases, including my own, that require prompt medical attention.

While we were in Mina, I stumbled upon a protruding iron and I wounded my leg. Immediately when I called the attention of the COMEREL team, they were able to send the doctor, who was able to dress my wound quickly. And again, honestly, I was back on my feet. And then, that is quite timely and very commendable.

Information Dissemination

Once again, we are all aware that we live in the information age. Anyone who has timely information will have an edge over you. This is one of the areas that we must commend COMEREL for, because the moment you subscribe, they'll put you on the platform, whereby information is disseminated in a timely manner.

This is one of the outstanding innovations that I urge you to keep up with, because with the platform where everybody is well-informed and timely, it makes the experience, honestly, more interesting and enriching. So, I must commend you there, and please keep it up.

Rating

Again, I always tell people that perfection is the attribute of Allah (S.W.A). Nobody, no human, can be that perfect. Again, for someone like me who has worked in the service industry, any score above 80% is excellent. Today, on a scale of 1 to 100, I rate the COMEREL team at 90%. That 10% is crucial, as you examine the logistics and other areas where other providers have fallen short on your behalf.

These are the key areas to focus on to maintain the momentum. For instance, even in Mina, the plan for COMEREL is to have an exclusive place for their own feeding, but unfortunately, due to the nature of the system, it becomes very difficult. So, I would urge you not to abandon this. In next year's Hajj, please endeavour to implement it if possible. If you can, it will further enrich the experience. Even without that, I must commend the entire arrangement because nobody can complain about the food. In fact, when discussing food in Mina, everyone would rate 99% because, honestly, they have done a fantastic job. MashaAllah, we truly appreciate you, and we look forward to more enriching experiences coming with COMEREL.

Well, again, we pray for the COMEREL team because they have sacrificed their own time to ensure our comfort. Even though everyone is here for the same Ibadah, I could see the extra sacrifices they make. Some do not sleep for more than an hour a day. We encourage you to keep it up, as Allah will reward you abundantly. Our heartfelt thanks for the extra sacrifices you have all made. Very well done.

Spiritual Guides

Leadership is of great importance in Islam. The Prophet (S.A.W.) encouraged that, even when travelling in a group of two or three, you should elect a leader among yourselves. This is another commendable endeavour, for it ensures there is always someone to look to for information and guidance in every aspect of the Hajj. This is another aspect that you should continue to uphold. Very good.

COMEREL is a well-established name; I recall my first Hajj about 15 years ago, and I closely noted the quality of COMEREL's service. As someone who works in banking, you understand that it is natural to ensure that only the reputable names appear in your records. Alhamdulillah, today COMEREL is one of our important customers at Jaiz Bank.

*-Haruna Musa, PhD
CEO, Jaiz Bank*



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.
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.

TERMS AND CONDITIONS OF SERVICE

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.

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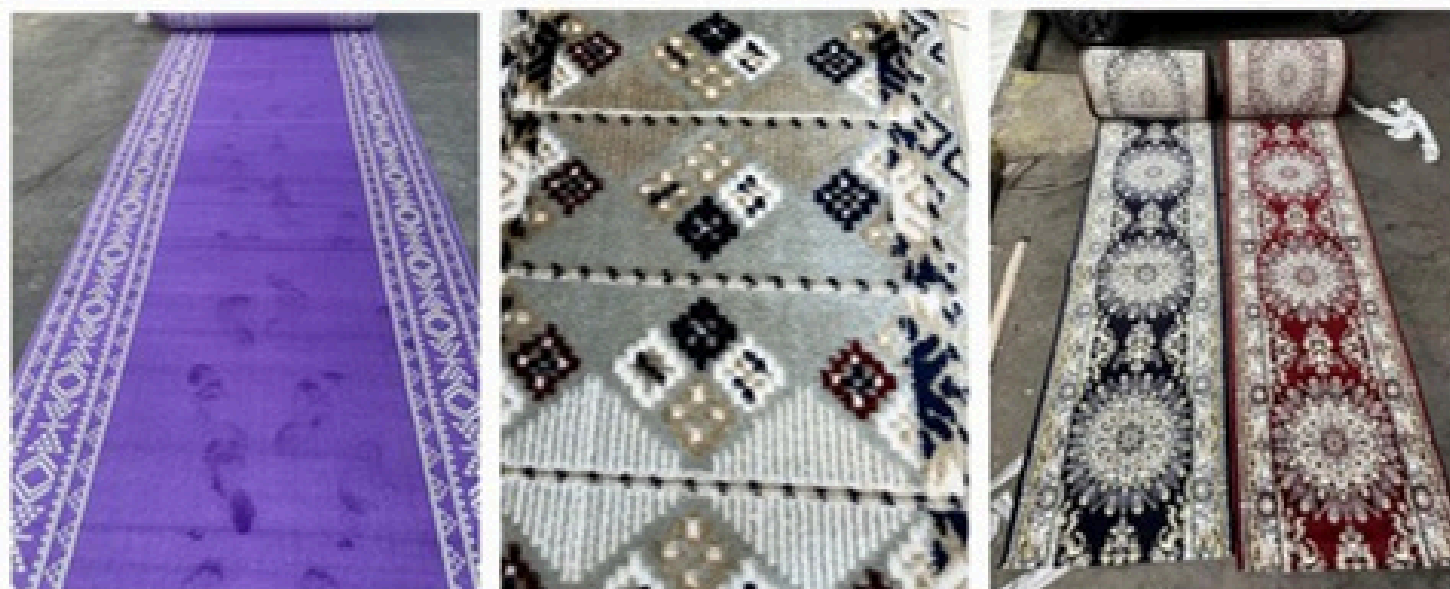
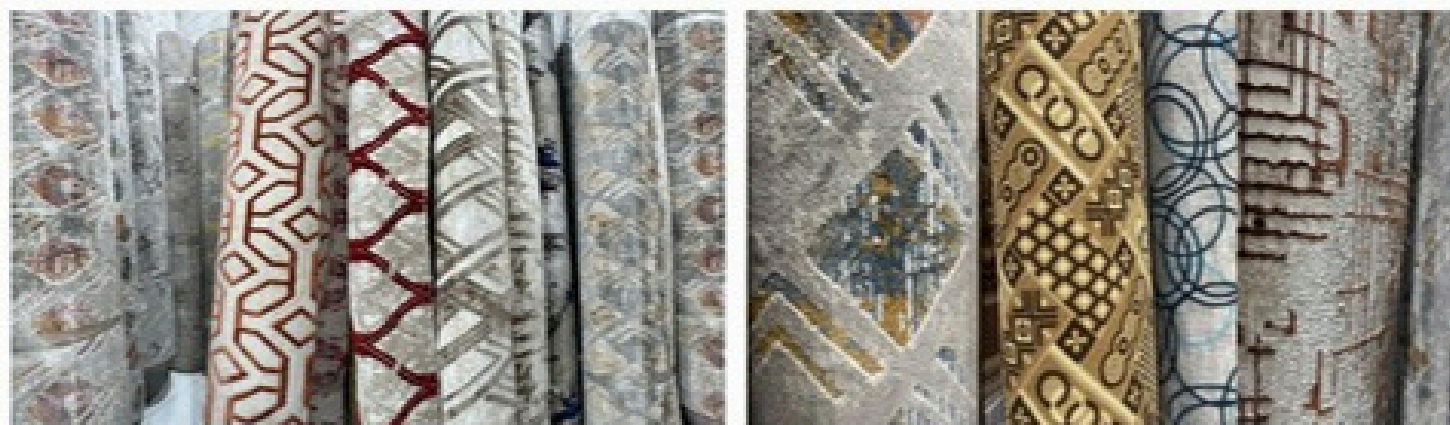
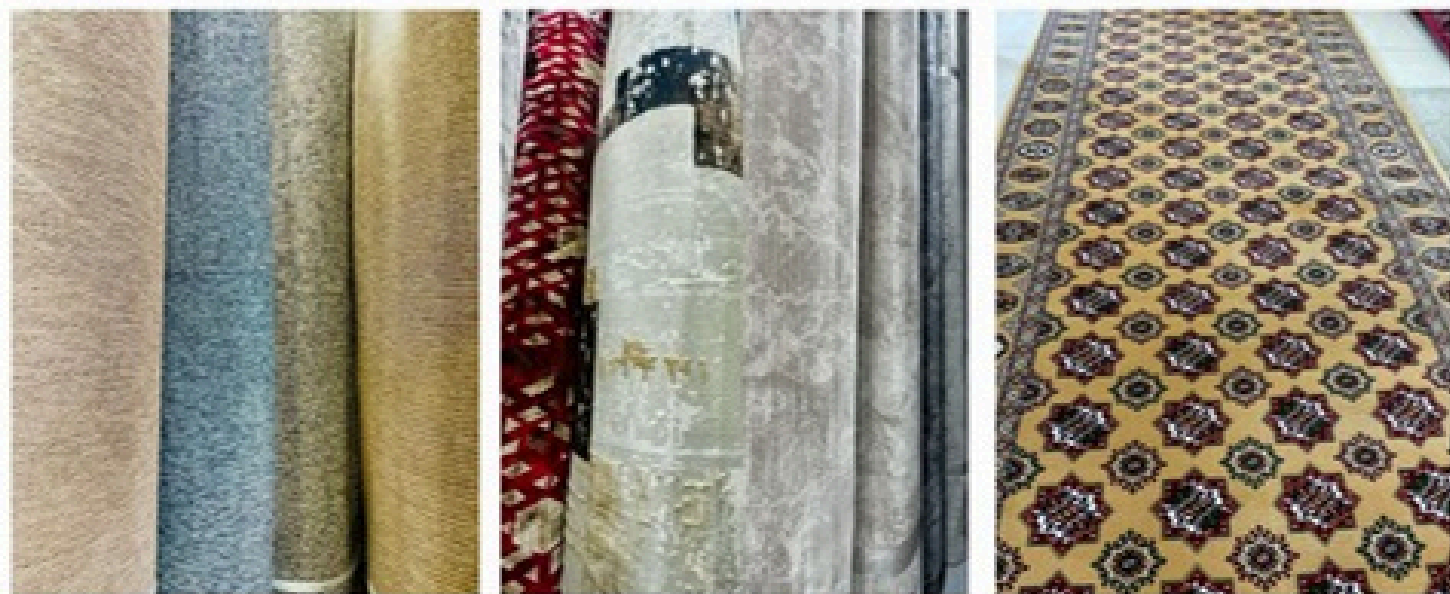


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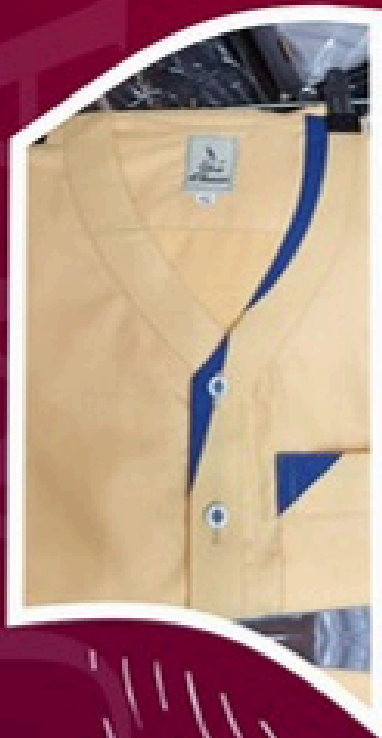
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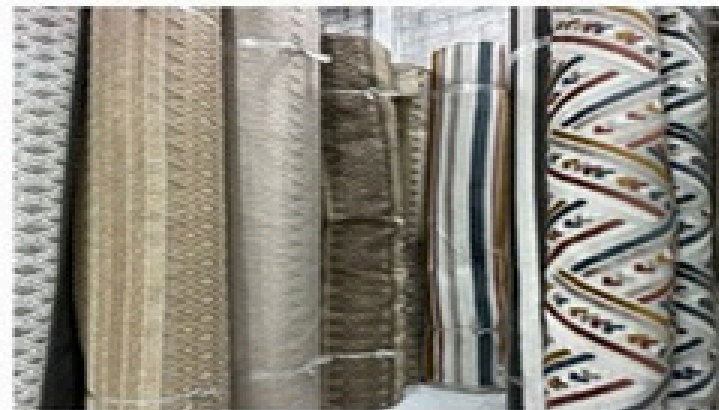
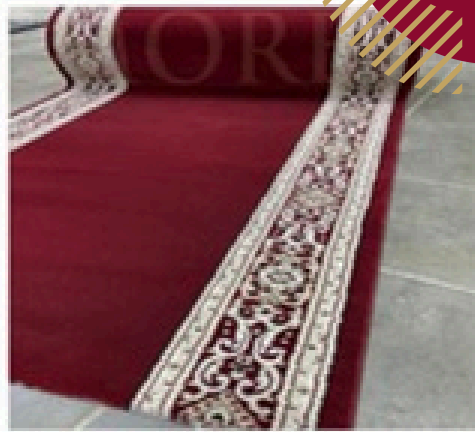
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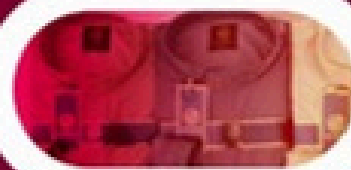
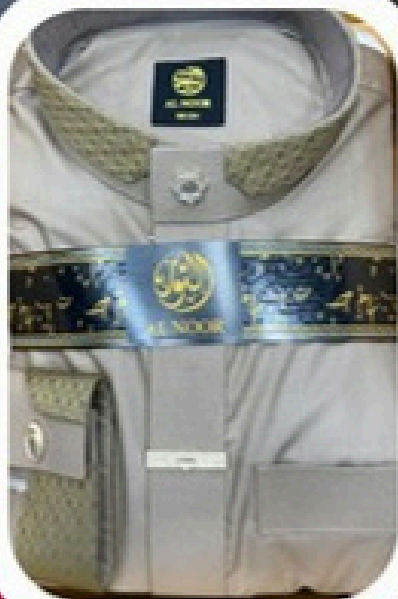
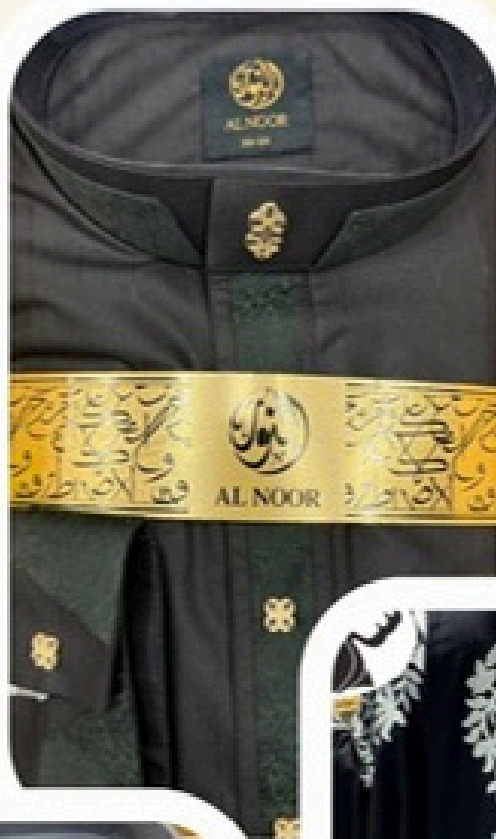
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