

OUR MISSION

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

OUR VISION

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



Hajj

2019/1440 PACKAGES



Address: Suite A10 Bensima House, 3 Red Sea Close,
Off Aguiyi Ironsi Street, (Behind National Boundary Commission, Opp.
Maitama District Hospital) Maitama, Abuja, Nigeria.
Tel: +234 909 426 7496, M: +234 805 667 0013, +234 803 314 2480
Email: dareusman@comerel.net, muskham@comerel.net
info@comerel.net Website: www.comerel.net

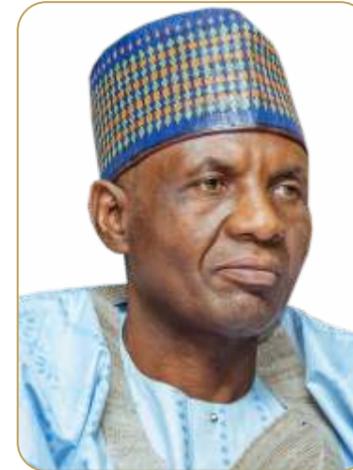


ACCOUNT DETAILS

ALL PAYMENTS SHOULD BE MADE IN FAVOUR OF COMEREL TRAVELS AND TOURS LTD. WE DO NOT ACCEPT CHEQUES OR CASH. DO NOT PAY INTO THESE ACCOUNTS UNTIL WE HAVE CLEARED YOU PLEASE.

A	FirstBank	₦ ACCT	2007608856
B	Sterling Bank	₦ ACCT	0012404170
		\$ ACCT	0012404187
C	GTBank	₦ ACCT	0023246167
		\$ ACCT	0023246174
D	ZENITH BANK	₦ ACCT	1011008104
E	ACCESS BANK	\$ ACCT	0016819199

CHAIRMAN'S ADDRESS



Praise be to Allah, the One and Only; Allah who is the Perfect, and there is none comparable unto Him. I bear witness that Muhammad is His servant and Messenger,

peace and blessings of Allah be upon him.

For the uninitiated, COMEREL is an acronym for COMFORT, EFFICIENCY and RELIABILITY which words depict the MISSION of the company as a going concern.

Comerel, *alhamdu lillah*, is a household name when it comes to Hajj and Umrah services in Nigeria as the numerous pilgrims we are serving every year become the propagators of the comfort, efficiency and reliability they have witnessed in the standard of what we render to our clients. That is our MISSION.

To achieve this mission, we continuously improve our operational process and procedure by being flexible, innovative and proactive and deploying the best human resources available in the industry. This is how we have positioned our services as the envy of every travel agency in Nigeria.

Our superlative services have surpassed our customers' expectations, and this is attested by the past customers' testimonies and the industry regulator's award to Comerel for the second year in a row as the best travel Agency in Nigeria. This encouragement has, therefore, informed our decision to introduce an additional product thus expanding our services to benefit a wider spectrum of Nigerians. This new product will come in a separate brochure to be called "THE BUDGET PACKAGE" which will cater to the needs of those pilgrims who desire Comerel services on a budget without diminishing the standard with which we are known.

We maintain this high standard of service also due to the continuous feedback we have been receiving from our loyal customers year in year out. In this respect, we wish to express our appreciation to those who have been devoting their time to attend to our interviews and questionnaires.

To this end, we wish to assure our customers of continuous improvement of our services to give you that reliable comfort so you can focus on your religious rites for which you are in the Holy Land.

May Allah accept your *ibaadah* and ease our affairs in facilitating your devotions to Him.

Arc. Umaru Usman Karaye
Chairman

MD'S WORDS



Alhamdu lillah for the success recorded in Hajj 2018 operation despite the drop in the number of pilgrims due to the downturn in the industry. Last year's operation was indeed hard but for the Grace of Allah and, then, the beneficence of the *National Hajj Commission of Nigeria (NAHCON)* under the aegis of its Chairman/CEO, Barrister Abdullahi Mukhtar Muhammad (MON, FCIA). A good regulator ensures adherence to rules, upholding of standards, sanctioning of defaulters, and keeping players in the industry afloat. That is what NAHCON personifies over the years, and especially in the operations of Hajj 2018.

We are presenting here the Hajj 2019 brochure which contains all information regarding the activities for this year's operations. The hotels in both Makkah and Madeenah are maintained, *Al-Marwah Rayhaan* and *The Oberoi Madina* respectively. Our pilgrims are satisfied with the locations of the hotels to the *Haramayn* as well as the services they offer. It is the pilgrims' feedback that determines every aspect of the package. Comerel does the bidding of its clients.

Thus, no service provider is retained unless the pilgrims so please. And no complaint is ever mentioned without Comerel addressing the issue either with a solution or by providing a better alternative. No complaint was ever repeated twice before an appropriate action was taken. We respond as and when an issue is raised by the pilgrim!

However, there are certain problems concerning which we can not do much - the *Mashaa'ir (Minaa and Arafah)* tents. Comerel is not the service provider here but the *Mu'assasah* Establishment in Makkah. Therefore, we have little or no control over what is rendered. Nevertheless, we shall continue to demand whatever is paid for in the interest of our pilgrims. Thanks to NAHCON, the impunity with which ratified contracts in favour of Nigerian pilgrims were breached is no longer enjoyed by any service provider in Saudi Arabia.

We are proud, in a good and Islamic way, of winning the approbation of our clients, rating Comerel above any tour company in Nigeria, and placing the standard of our services on the same pedestal as those provided by any Hajj tour operator in Europe and America. Praise be to Allah, Lord of the worlds!

Hajj 2019, inshaa Allah, will be an improvement on our tradition of comfortable, efficient and reliable service to the guests of Allah.

Abubakr Siddeeq Muhammad
MD/CEO



UMRAH RAMADAN PREMIUM PACKAGE OPTIONS

Madinah Hotel

Madinah Oberoi Hotel, Madeenah

Makkah Hotel

Al Marwa Rayhaan by Rotana, Makkah

UMRAH RAMADAN PREMIUM PACKAGE COST IMPLICATIONS (ALL PRICES EXCLUDE TICKETS)

SINGLE OCCUPANCY	\$18,800
DOUBLE OCCUPANCY	\$10,600 PER PERSON
TRIPLE OCCUPANCY	\$9,200 PER PERSON
QUAD OCCUPANCY	\$8,600 PER PERSON

TICKET DEPOSIT

First Class: ₦3,000,000, Business Class: ₦2,000,000 Economy: ₦600,000



WHAT YOU GET

- Four (4) nights in Madinah Oberoi Hotel, Madinah (BED, IFTAR AND SAHUR)
- Last 10 days of Ramadan in Al Marwa Rayhaan by Rotana Hotel, Makkah (BED, IFTAR AND SAHUR)
- Umrah Visa
- VIP Transport
- Free Hajj and Umrah Rites book

ITINERARY FOR THE 2019 RAMADAN UMRAH (LAST 14 DAYS)

TAKE OFF DAY	19TH MAY 2019
DAY 1 TO DAY 4 MADINAH	20TH MAY – 24TH MAY
DAY 5 TO DAY 14 MAKKAH	24TH MAY- 4TH JUNE
RETURN DAY JEDDAH – ABUJA	4TH JUNE



ITINERARY FOR HAJJ 2019

TAKE OFF DAY 1ST AUGUST

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

DAY 1 TO DAY 4 MADEENAH 2ND– 5TH AUGUST

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

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

The meal times and prayer times will be given to you in the welcome bulletin. The COMEREL prayer mat on your bed is a souvenir. Please rest well and get ready for Ziyaarah and visits to the other places of interest the following day or the next. Also ensure that you get your Ihram cloths if you have none.

When to check out and where to place your luggage will be discussed in the bulletins. The journey to Makkah will be by air via Jeddah. You should be prepared to make wear your ihram from the hotel and to make your intention for Umrah immediately after take-off. At that point, you begin to chant the

talbiyyah (see handbook given to you for details).

All luggage will proceed to Makkah by road ahead of the group. After reaching Jeddah airport, you will be transferred to VIP buses which will convey you to Makkah by road. There are check points on the road; they are compulsory stops, please bear with the situation patiently

DAY 4 TO DAY 8 MAKKAH 5TH– 9TH AUGUST

The hotel keys to your Makkah rooms will be distributed on the way to Makkah from Jeddah unless something unforeseen happens. The talbiyyah continues until you sight the haram. There is usually a lot of chaos on this day and you should prepare your mind for it. The traffic situation may mean you will disembark from the bus some distance to the Haram and trek to the hotel. If things go as planned however, we will deliver you to the hotel basement from where you label your luggage with your room number, ensure it is picked up and then you proceed to your room. The luggage will be brought to your room, supervised by our staff.

You will get the times of prayer and information about meal times and feeding area from our bulletin.

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

as possible. Treat people kindly, give to the poor and control your anger and tongue.

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

DAY 8 (TARWIYAH) MINAA 9TH AUGUST

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

DAY 9 ARAFAH 10TH AUGUST

Early in the morning, we will head out for 'Arafah. Breakfast will be served there, insha Allah. Please read up what is expected of you at 'Arafah from the booklet we have given you for the purpose. Please listen to the sermons and use your time wisely. Sleep if you have to but do not forget to concentrate your efforts on prayers and similar devotions after the combined prayers of zuhr and 'asr.

We will tell you which bus to board if you will be staying at Muzdalifah till dawn or proceeding by midnight.

Just before sunset, we will board our buses and load food for the stay at Muzdalifah. At sunset, we will proceed to Muzdalifah.

DAY 10 MUZDALIFAH-MAKKAH-MINAA 11TH AUGUST

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

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

DAY 11-12 MINAA 12TH-13TH AUGUST

In Minaa, please keep remembering Allah, listening to sermons, reading the Quran and generally amassing good deeds. Avoid fights and altercations. Please be patient.

On the day we leave for Makkah again, we will trek to the tunnels leading to the area known as 'Aziziyah where all buses must wait to pick their pilgrims.

**DAY 13-14
MAKKAH
14TH-15TH AUGUST**

The days in Makkah will be spent judiciously. Please remain patient and steadfast in performing your acts of worship. On the day of departure, please do your farewell tawaaf and prepare to leave. If you have used the hotel's services or consumed any extra items from the mini fridge in your room, kindly settle the bill to reduce the delay we encounter trying to get pilgrims to settle their bills at the last minute.

May Allah accept our worship.

**RETURN DATE
JEDDAH
15TH AUGUST**

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

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



**HAJJ PREMIUM PACKAGE
WHAT YOU GET**

- Three (3) nights in Madinah Oberoi Hotel, Madinah
- Ten (10) nights in Al Marwa Rayhaan by Rotana Hotel, Makkah
- A Plus Tent in Minaa and 'Arafah
- Hadaya (sacrificial ram)
- Hajj Visa
- VIP Transport
- Local Flight to Makkah from Madinah
- Free customised Hajj and Umrah Rites book
- Economy Class return ticket on any of Emirates, Egypt Air or Ethiopian
- Airline (to be determined by availability at the time of payment)
- Free 5-litre ZamZam upon return (must be redeemed within a month of return. If not redeemed within the period, it is forfeited)





SPECIAL NOTICE

Due to the new developments in the Hajj and Umrah industry, our prices are no longer static. They are determined by both the room option and period of payment. Please read carefully the prices and the valid dates to pay them below. For those paying in instalments, all payments must be concluded within the period chosen to qualify as payment for that period. For example, if you pay part of your package fee in January/February and plan to complete it in March, your payment will be for the March-May period and thus higher. The number of pilgrims per tent is also determined by when you pay. The tents of those who made the earliest payments will have a fewer number of pilgrims in them. PLEASE TAKE NOTE!

**HAJJ PREMIUM PACKAGE OPTIONS
(ALL PRICES INCLUDE ECONOMY CLASS TICKET)**

(PRICE PER PERSON IN A ROOM) 1. SINGLE OCCUPANCY	\$27,000 \$29,100	[payable from 1st Jan 2019 - 28th Feb 2019] [payable from 1st March 2019 – 31st May 2019]
(PRICE PER PERSON IN A ROOM) 2. DOUBLE OCCUPANCY	\$18,900 \$20,300	[payable from 1st Jan 2019 - 28th Feb 2019] [payable from 1st March 2019 – 31st May 2019]
(PRICE PER PERSON IN A ROOM) 3. TRIPLE OCCUPANCY	\$17,000 \$18,200	[payable from 1st Jan 2019 - 28th Feb 2019] [payable from 1st March 2019 – 31st May 2019]
(PRICE PER PERSON IN A ROOM) 4. QUAD OCCUPANCY	\$16,000 \$17,200	[payable from 1st Jan 2019 - 28th Feb 2019] [payable from 1st March 2019 – 31st May 2019]

MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



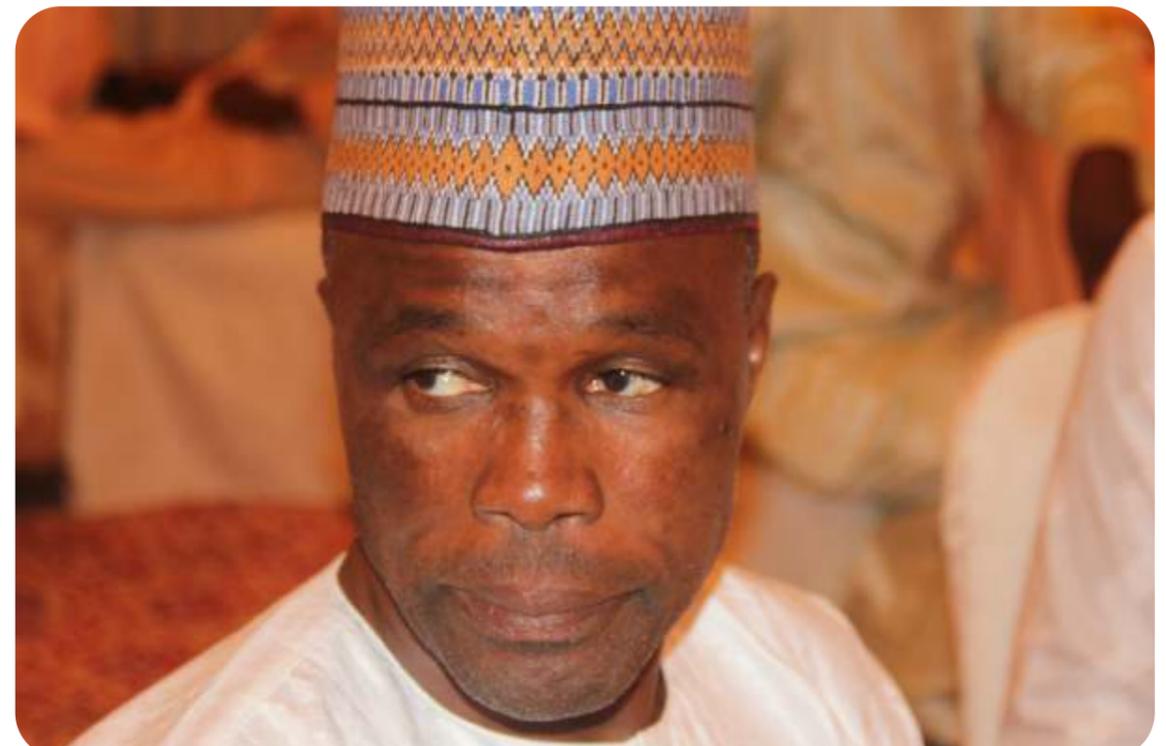
MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



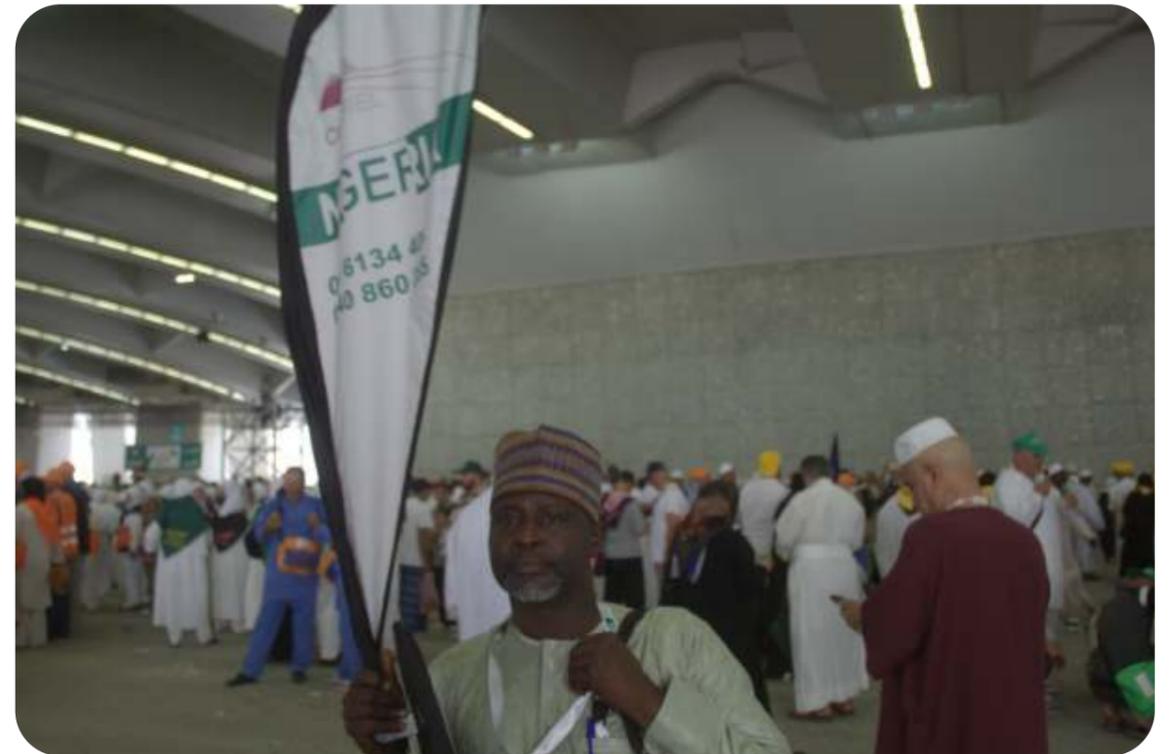
MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



MEMORIES FROM HAJJ 2018



FEEDBACK FROM HAJJ 2018 PILGRIMS



**ALHAJI
MUHAMMAD
DALIL WANKA**

M Y H A J J E X P E R I E N C E W I T H C O M E R E L F R O M 2 0 1 5

First of all,
Alhamdulillah,

we are here in Makkah. We came in through Madinah and from there we came to Makkah. I wouldn't say there is so much difference between 2015 and now because I was quite happy with the service in 2015. The little difference is immediately we landed in Madinah, we had people waiting for us but we didn't have people in 2015 maybe not in front of the exit from the baggage area, as we did in 2015, we have to come out of the terminal, go to a different building then wait for Comerel staff but this time around, immediately we came out, there were people waiting for us. We sat down waited for others to collect their baggage and there was a bus waiting and we left immediately. So the whole arrangement was seamless, it was flawless. So, I have no complains at all.

COMEREL IS DISTINCT FROM THE REST

The difference between something good and something excellent is attention to details. Comerel has attention to details

and for discerning consumers, there are a lot of things you would notice or you would appreciate and others would not. For example, Comerel has the best of buses, they are always clean. I would even say they are brand new. I wouldn't know how they do that but they always come with brand new buses; A.C works, everything works. For some people, this is not important, whether the buses are old or new, they don't care. Some do. When you pay a lot of money, you will care about some things like that, as I said, you get your keys immediately. Immediately when you go to the hotel, we went to Madinah Oberoi in Madinah and the staff in Madinah Oberoi are always very good. They have good members of staff. There are people who are always there to collect our baggage, they take it to our rooms, we have the bulletin waiting for us, telling us where to have our meals, *Salah* time and all of that. So coming here, we flew to Jeddah, the journey from Madinah to Makkah, if you are coming by road, can be very strenuous and we flew to Jeddah, immediately we landed in Jeddah, there were people waiting for us as well, very good bus, we had refreshment, and the journey from Jeddah to Makkah was also not stressful. So, for me, it does worth it. Like, if it wasn't, I wouldn't have paid and come back with Comerel again. I would have gone somewhere else but to me, it's

FEEDBACK FROM HAJJ 2018 PILGRIMS

worth it, and most likely, I will be joining in the future.

BRANDING

I was making fun of the G.M when I saw the drinks in the bus and they all had wrapped around it and I said you people have gone too far don't you need profit? But I would say it's a type of management that Comerel has. They look at every detail, they try to give you the best experience and it is very important in business that people have come to appreciate a certain value with a certain brand. So when you talk about Comerel brand, you know that you are getting that Comfort, Efficiency and Reliability that is part of your brand.

MASHAA'IR

Now, we are back to Makkah; we've finished all the Hajj rites except the farewell Tawaf. Now, the movement from Makkah to Muna and the movement from Muna to Arafah to Muzdalifah, I have the same thing to say about all of the movements. In all cases, I was quite happy with the movements. Why?

1. The bus was very good. I think it was brand new. Everything on the bus worked.
2. The bus was on time in all cases.
3. The driver or at least the person assisting the driver knew exactly where we were going.

Now, this may not sound important to others but until you get lost in this type of movement, you will know that it is extremely important that the driver be knowledgeable of the roads to take to these different locations because if he gets lost or gets delayed, you can miss one or two activities.

TENT

Quite frankly, I was extremely happy with the tent. First, the tent in Muna, there were just four of us in the tent, the convenience was located inside our room, the AC worked perfectly. Where we usually pray was also very convenient, well air-conditioned. I have been to other tents before so, I know what the tent looks like and I say I have never been to a better tent than ours.

For Arafah, the same thing as well. Members in our room, four of us that were in the room in Muna also had the same room in Arafah. There were just four of us so we had the same room members. The air condition was also good, probably even better than the one in Muna. It was really convenient for us. We sat and did our *Ibaadah* in excellent condition. I was quite happy with the tent in Arafah as well. I give the full mark for that too.

FEEDBACK FROM HAJJ 2018 PILGRIMS

MUZDALIFAH

Since Muzdalifah is an open place, you just find a place to sit down. I wouldn't say enjoy is the word to use but I don't know how it could be any better, you know, we have a good location as far as I am concerned. Now, the things to be enjoyed probably were the refreshments, we had dinner and when we were about to leave Muzdalifah, we got on the bus, we also had refreshment which was really good. So, Muzdalifah was okay and I don't know how you can make it better.

LEAVING MUZDALIFAH AFTER MIDNIGHT

I have spent the night in Muzdalifah before, it was under the same condition that we had this time around. We did have refreshments, we did have meals as well. This time around, we left Muzdalifah around 2 am, and of course, you know the reason for that, we only had one bus and some of the members of our group had to leave because we have women, we had older people, so we all had to leave together.

SPIRITUAL GUIDANCE

The stay in Muna was probably the best part of this Hajj. At least for me. We had two prominent shaykhs which I wouldn't want to mention their names. After various obligatory prayers, they did give

us sermons on different topics that had to do with Arafah, that had to do with Islam in general and that had to do with the way we leave our lives. It was really enlightening for me. I did mention to the GM after our stay in Muna that we were truly lucky to have these people as part of our delegation. It really helps to increase my knowledge of Islam and how to behave.

LEAVING MINAA BEFORE ZAWAAL

For me, I am not an Islamic Scholar. The scholars did say we should do it after Zuhr. They said that's what the Prophet (SAW) did. However, other scholars were of the opinion that you can do it before Zuhr. Now just as one of the shaykhs explained to us, if you have different opinions of scholars, you choose the most authentic and convenient of the opinion and since the bus was not going to be allowed to come after Zuhr, the bus was only going to be available in the morning and I have travelled several times so, I know how difficult it can be to get to Makkah when everybody leaves at the same time. So I select to come back to Makkah before Zuhr because it is convenient and I believe it is okay. Allaah knows best.

THE MOST ENJOYABLE ASPECT

There is a difference between what I enjoy and what was most helpful. What is most helpful is the sermon from the shaykhs or Mallams that travelled with us. We can't place a value on that. In terms of what I enjoyed the most compared to what I have seen, what

FEEDBACK FROM HAJJ 2018 PILGRIMS

other people have, the tent in Muna and Arafah were very good. I have zero complains about that. We had our meals in the rooms because we had our dining area or serving area just close to the room. I probably say the things I enjoyed most are the tents, both Arafah and Muna and that's not to take anything else from the other things such as transportation, feedings, hotels, they were all good. I have no complains at all.

CHALLENGES

Comerel should probably look at the food in Muna. That needs to be improved. However, they did make it clear to us that you have to choose a catering company that would cater to the food. Comerel has limited control over that. In terms of improvement in hotel accommodation, this hotel is fine. However, others are better. But then again the elevator and food, in this Hotel (Rayhaan) are good, but they need improvement in the room.

RATING

My opinion has not changed. As I said, I will rate you in the 90th per cent. From 90-99%, somewhere in that range. I am quite happy and I can recommend Comerel to anybody.

BRANDING

Everybody is proud of what Comerel is doing. I am sure even people who don't come with Comerel are happy to see Comerel doing with the brand. I have not seen a single Nigerian company that has a better bus than us and if they do, they do not brand it, so, nobody knows who they are. I like the idea of 'Proudly Nigerian' with the big company logo by the side of

the bus. It is good for branding, it is good for marketing. Hopefully, other Nigerian pilgrims will see it; it may convince them to use Comerel next time they are coming to Saudi Arabia.

FEEDBACK FROM HAJJ 2018 PILGRIMS



**ABBULFATAH AHMED,
EXECUTIVE GOVERNOR,
KWARA STATE:**

COMEREL SERVICES

Well, firstly, I give sincere gratitude to Allah for making it possible for us to come to this year's Hajj. No doubt the activities in hajj which entail visit to Madinah and also proceeding to Makkah to complete the hajj rites; I want to say, from Nigeria, as we took off, landed in Dubai and further taken off to Madinah; I would say Alhamdu lillaah, the trip was not only smooth, but also it was timely, and very satisfactory. Because we saw the accommodation arrangements that were made. It was as told to us, that will be put in place, and we made it accordingly. And the timings were adequate, and the reception at Madinah was very good. Moving to Makkah was also very smooth, and the accommodation as put together is quite satisfactorily done. And I want to say that it met all the expectations as put together by the company.

So far I will say we have had a very satisfying activity in respect of hajj activities put in place. I want say the services are very well packaged, and very well executed. I would see these services truly extended to other people so that they would also experience what you have put in the package to enable pilgrims carryout

the hajj activities. So far I would say the activities are very satisfactorily packaged, and we are happy with it.

RATING OF COMEREL PERFORMANCE ON PERCENTAGE POINTS

Alhamdu lillah, so far I think I will give you not less than 95 per cent; not less than 95 per cent. Because everything that was put in place met my personal expectations, and I'm very delighted with it. And inshaa Allah, I still hope to make this trip by the wish of Allah Subhaanabu wa Ta'aala, with the same company if the opportunity comes.

SATISFACTION IN ARAFAAT

The arrangement in Arafat was very good; and, in fact it exceeded my expectation. And I was particularly happy with the way and manner the orderliness was put in place, the environment for sermon, and then the reception in terms of feeding, everything was well packaged; so I'm very very happy with it.

HOTELS IN MAKKAH AND MADINAH

I would say, to me, both of them met my expectations and I enjoyed the services both in Madinah and Makkah, knowing fully well that I have been coming for umrah in past, the services have not been different from what I have had in the past. So I think both of them are satisfactorily packaged.

SPIRITUAL GUIDE

As a matter of fact that is the major icing on the cake, because, you know activities in hajj require that you are taking through

FEEDBACK FROM HAJJ 2018 PILGRIMS



**HAJIYA (DR)
AMINA NAMADI
SAMBO**

WHY I CHOSE COMEREL

Alhamdu lillaah, I chose Comerel services because I have heard of their efficiency and their reliability, from friends and relatives, so I thought I should come and be part of this noble cause with them. That was how I came about joining Comerel services.

HOTELS IN MAKKAH AND MADEENAH

Yes, alhamdu lillaah, the hotels are well to standard, and their food, maashaa Allaah, is quite delicious, very healthy and neat. So, I think they did well and the hotels are quite clean and nice also.

SPIRITUAL GUIDE

Oh yes, oh yes, alhamdu lillaah, we have benefited immensely from the ulama that have been guiding, lecturing, and giving us all the lessons that we need for a successful and acceptable hajj. So I want to thank the Almighty Allah for giving us such guidance from the ulama. And I want to say may Allah reward all of them abundantly for the knowledge they have imparted on us and for their guidance throughout our ritual activities.

from time to time on what the purpose of hajj is all about, and with the eminent scholars we had on the team they have done justice to this aspect. So I'm very satisfied with it.

COMEREL IS EQUAL TO OTHER COMPANIES AROUND THE WORLD

Seriously, I see this package, that is why I said this package should be extended, that is what I meant, that it should extended beyond the shores of Nigeria if possible, to be properly marketed to other parts of, for instance, west African sub-region, and indeed sub-Saharan Africa too. Because I don't see services that will be better in terms being able to meet the expectations in achieving hajj activities. So I think its very encouraging, and I will suggest that the company extends it's services to others to enjoy the services as packaged.

CHALLENGES

Truly, as I said I was quite impressed with the activities that we have seen, the challenges that I will say are challenges are large exogenous; they are not endogenous; exogenous to the extent that it is part of the services rendered by the Saudi Arabian government, to which there is a very little latitude the company has in controlling some of the services. But the extent of endogenous services, I think the company has done very well. And there is very little to add to see how to improve on, but like I said again most of what we expect to see in improvement are largely exogenous from the Saudi Arabian government.

FEEDBACK FROM HAJJ 2018 PILGRIMS

MINAA AND ARAFAH

Well, it has been a nice a wonderful experience. We have been taken care of, we have enjoyed the Nigerian dishes that were served at these places, we were just at home, a little away from home. It was really an experience. We were well taken care of, and I think we enjoyed the comfort that was exhibited in these camps that we stayed at, and just like I said we had a nice team, alhamdu lillaah.

COMEREL IS EQUAL TO OTHER COMPANIES AROUND THE WORLD

Honestly, yes, i am really proud to know and be part of an organisation that really carries out such a wonderful, excellent, reliable and efficient hajj activity. I have never seen a company, maybe, I don't know, but I haven't come across one. It is the only Nigerian reliable company that we can say we are proud of and to be associated with. So, Comerel has really done well and they have, you know, taken our name to greater heights as a Nigerian company. And I want to say they can compete with any international company that, you know, manages or arranges hajj activities. So, I want to pray to Almighty Allah to continue to bless them, to continue to guide them to be more efficient and reliable. And I pray to Almighty Allah to make them steadfast in whatever they are going to do.

RATING OF COMEREL PERFORMANCE AND CHALLENGES

I will say 90%. Well, actually, there is, everything in life, there could a little bit of shortcomings here and there. Excellence only comes with Allah. But, alhamdu

lillaah, just like anything you intend to undertake in the world there might be a little bit of challenges, either challenges from the people that, you know, are part of the package or little challenges from the government of Saudi Arabia, or challenges just naturally that come with hajj.

MY ADVICE

So, I think what I will advise them to do, just to continue on the footsteps of what they started, to improve on some of their food here in Minaa, Minaa only, to keep a vigilant eye on those who are intruding into the camps that are not part of this package, and to have efficient workers that might be cleaning, you know, the toilets or rooms before we come. And.., I think that is it. They have done wonderfully well. They have been, and.. I will say, an excellent and reliable company that have really seen that we enjoyed almost any comfort that we needed for a successful hajj. So, I wish them Allah's guidance and blessing. And may they continue to rise from strength to strength. And may they continue to prosper in whatever they may intent to achieve in the future

FEEDBACK FROM HAJJ 2018 PILGRIMS



ALHAJI SALE BAWURO

WHY IS COMEREL YOUR BEST CHOICE OVER THE YEARS?

A s s a l a a m u
A l a y k u m

F i r s t a n d
f o r e m o s t , I w a n t
t o t h a n k A l m i g h t y

Allah for giving us this rare privilege to participate in this year, 2018 Hajj exercises. And I also want to seize the opportunity to thank the management and staff of Comerel Travels and Tours, for the way they conducted this year's Hajj. Any observer in this year's Hajj exercise would have noticed that there is a remarkable drop in the number of people that participate in the Hajj rites this year 2018.

Our leaders and our administrators know better, but what we notice is that very few people participated in this year Hajj compared to what we used to know in Comerel Travels and Tours and that is a general problem, but despite all these, Comerel has fulfilled all its obligations to her customers. In fact, the 2018 Hajj for my personal experience over the years has turned out to be the best, the most coordinated and the most organised event by Comerel Travels and Tours.

Maybe they took the challenge headlong in order to prove that, no matter the situation in which they find themselves, they can still fulfil their obligations and maintain their standard and that they have done; thus, the admirations of those of us who have known Comerel for all these years before.

IMPROVEMENT IN ITINERARY

What I noticed was that for this year, 2018, in fact right from the day they called us to conduct what they called the Hajj Briefing, up to the time we arrived Madinah, every aspect of the journey and the events were conducted with precision, well-coordinated and timely. We have not noticed any shortcomings; we have not noticed that because there is low patronage, there may be changes in the ways things were carried out, and that is why I earlier said, in fact, it turned out to be the best, everything was done with precision and timely, well-coordinated; the staff were there for us. The ground staff in Madinah, the changes of movement in Dubai, the welcome party at Madinah airport, our movement to hotels - everything was done with the standard that Comerel is known for. And in some aspect, it was even done far better than what we used to know, and that is why we are very happy and impressed with the way Comerel conducted its successful operations this year.

IMPROVEMENT IN THE QUALITY OF OPERATION

Despite the low patronage, the 2018 Hajj exercise conducted by Comerel turned out to be the best, from my personal observation over the years, and of course, you know I've been coming to Hajj with Comerel for the past, maybe, 10 years or so. In fact, the quality of the operations has improved tremendously.

LOW PATRONAGE AND CHALLENGES

Sincerely speaking, sometimes I'm even tempted to ask myself, is Comerel operating this company as a business

FEEDBACK FROM HAJJ 2018 PILGRIMS

concern or as an NGO, because if you look at the cost of the package and the services rendered by Comerel, side by side, you will be tempted to ask whether they are operating these services looking for profit or is just a charity organisation.

However, because of what we experienced this year and that issues that have to do with the economy, is something that you cannot sit down and just predict and wish yourself that things will improve overnight. Because of that, I want to sincerely advise Comerel, to take a second look at their cost centres. Let them re-examine their cost centres, let them revisit these packages and see how they can make it in such a way that it will attract more patronage in view of what we have experienced this year, either in terms of making the alternative package, that is to say either to get package A & B, or look inward and see areas that can bring in more patronage and make the package cost attractive. But I know that no matter the level of patronage the standard of Comerel will always be maintained.

MUNA AND ARAFAAT RATING

As I've said earlier, I have noticed that our tents in Muna have remarkably been upgraded. Their facilities have been improved, their services have been improved. Our concern and complaints of last year about people, pilgrims from other tour operators, coming to invade or take our services - this year the tents were well protected against such invaders, and our services were kept to us alone. Not only that, there are other areas that I have noticed Comerel has really taken the challenge. You see something will happen spontaneously and before you know,

because the company has ground staff in Saudi Arabia as well as the operations staff that came with us, they take a decision within a short period of time, that you will wonder whether it was there in their itineraries before. For example, when we finished our Jamraat on the 3rd day and we were going back to Makah, among us we had our wives and daughters who are not strong, some of them have shown a sign of weakness, and by the time we came to the Jamraat tunnel and we realized that the authorities did not allow our buses to cross the tunnel, the Comerel staff organised a special vehicle that came and conveyed our women and our children across the tunnel at their own expense. This is a real feat; this is something that no tour operator will do for you, but they have taken it as a challenge immediately they came and saw the situation, and they found the solution to it immediately. These things may seem ordinary to somebody but at the point of this event, it mattered a lot.

So, these are some of the things I have noticed that Comerel has taken the challenge to confront and profer solution to, and we are saying all these things taking into the account the fact that this year's Hajj 2018 exercise has witnessed a very low patronage, and low patronage means a lot of implication in terms of cost and cost obligations, but they have no relented, they have not shown any sign to that effect. The person who does n't know what is happening will not even notice that there is a problem concerning the low patronage for the company.

FEEDBACK FROM HAJJ 2018 PILGRIMS

ITINERARY COMPARISON BETWEEN 2017 AND 2018

Compared to 2017, this year's operations, when we go to the Madinah airport our domestic tickets were ready. After Maghrib and Isha prayers we boarded our FlyNas aircraft to Jeddah. Immediately we arrived at Jeddah, the ground staff were there with the vehicle; they received us and our hotel keys were given to us right inside the bus, just like they did when we arrived at the Madinah airport. Right at the airport while you are boarding your bus to the hotel they will give you your room key. They will not leave you in doubt regarding what to do next. As I said, they take care of your logistics requirement. They also take away your anxiety. They give you enough time to face your Ibadah. This is one thing Comerel is doing to their customers that is very remarkable.

EFFECTS OF LOW PATRONAGE?

You see for those of us who are frequent travellers with Comerel, there are certain standards that Comerel is known for, and that is why we said everything should be done to ensure that we encourage patronage. Dropping standard that people are used to, that Comerel is known for, is not an option. If you drop any item that people are used to, it will not look nice. But what we are trying to is to encourage Comerel to find a way of either maintaining or improving its standard. Our prayer for the company is to have the ability to improve the standard. We will not like to be a party that will suggest a drop in the standard of Comerel services. Rather, we should always pray that the economy of the country is improved, so that the patronage be more. Let the company look

inward, as I said earlier, and see ways to revisit cost centres and then repackage in ways that will enhance patronage.

IMPROVED SERVICES

Comerel has established one reality: it listens to complaints and acts accordingly. Last year, people raised observations about the way services were given in Fairmont Hotel where we stayed, especially their feeding facilities were not good enough. The crowd in Fairmont was so much that every meal was a tug on its own. We raised this observation to Comerel, and typical of the company that listens to the yearnings and complaints of its customers, the management took it up as a challenge. Thus, this year Comerel changed our hotel, and then it also established its own corner, what we call The Nigerian Corner in Rotana Hotel, where Nigerian food, dishes were served just like what we had in Madinah. This is something you ask yourself; was it just like that this special arrangement was done for Comerel? Why was this not extended to other other people? Then, it means there must be a cost implication to all this, and yet Comerel is able to improve and introduce additional services to us. Everybody was happy, everybody was elated that we can have Nigerian cuisine served in our hotels in Makkah too just like the way we used to have it in Madinah. This a remarkable improvement!

ISTICK TO COMEREL

As I've said earlier, I have the opportunity of coming to Hajj choosing any tour operator that I like, and I paid my money, but one thing I personally very much

FEEDBACK FROM HAJJ 2018 PILGRIMS

cherish is, if I'm coming for Hajj or Umrah I should be able to have a company that can take care of my logistics requirements and my anxiety ahead of time. I should not be left in doubt as to what will happen next. I do not want a company that will bring me to Madinah, and that is the time it will start looking for accommodation for me. I do not need the services of a tour operator that will bring me to Makkah and start looking for where I will take my meals. In Comerel is a tour operator that, right from day one, before you even pay your money, it tells you each and every item of obligations of the package you are paying for, and take note, item by item, everything it tells you that it will do for you, it will do it. It will go beyond what is promised. What else are you looking for?

You can pay to a tour operator and throughout the Hajj exercise you will not even see him in Makkah, I've experienced it before. So my loyalty to Comerel is based on the services they render, and that is why they are rated as the best tour operator in the country. I didn't rate them, it is the Hajj authority that rated them and gave them the certificate. And those of us who are frequent travellers with Comerel, we are always coming to them to in order to encourage them. Comerel is our pride. If you see any Comerel buses either in Madinah or Makkah you will not be left in doubt that this is a first class tour operator. In fact, we feel elated, any time we are boarding our buses and you look up and see Proudly Nigerian, because of the quality of the buses and the way they were being operated. So my sticking to Comerel, year in year out, is born out of the fact that

I want to have a tour operator that will give me all the services I need so that I will have enough time to face my ibadah.

RATING COMEREL

I always said I don't want to rate Comerel in terms of a percentage point; one is tempted to be carried away, but I always said the company has performed excellently well. This is an above average performance, excellently well, and we pray the God Almighty will give them the opportunity to continue with these services. God will continue to guide them. God will continue to straighten them and their staff to be able to run this company higher and higher. Our prayer for Comerel, when we look up to a company like Darussalaam, what we always pray for Comerel is to get to the standard of Darussalam, to be known worldwide not only within Nigeria as a first class standard tour operator; this is what we have been praying for Comerel.

FEEDBACK FROM HAJJ 2018 PILGRIMS



**A M I N A
R A F I N D A D I
A B D U L
K O F A R S A U R I**

ARRIVAL AT MADINAH

As I said, I take it by every point, from Abuja arriving, in Dubai, being in Madinah

as well. All the staff, the ones who departed and who were at the Airport, and made sure that we departed on time. The staff that were there in Madinah to receive us were all very on point, should I say, their services and their care, you know, and attention to our needs and our questions were all answered and they were answered succinctly with enough information. There was no room for doubt. If you had any questions you knew that there would, always be, a member of staff around, either with you, dining with you, or around you, on your way to the mosque you always find someone who was able to assist if there were any questions or issues that would arise.

SERVICES AT THE HOTELS

Both hotels were good. The one in Madinah was more preferable, I think the rooms are in better condition, the dining arrangements too were a lot better. Here in Makkah, the hotel is good but the rooms are a little bit run down, the dining arrangement is a bit chaotic, but I understand the difference between the two cities, but honestly, the Oberoi in

Madinah has the edge over the hotel in Makkah.

SPIRITUAL ASPECT

Well, I feel that the group, in general, received adequate spiritual guidance. Because this is my first Hajj, I probably would have appreciated a bit more specific information. I have been for the Umrah before on a few occasions but with this journey, because it is one of significance and it is a pillar, you want to make sure that you do it right, should I say, and I was filled with doubt whether I was doing things in accordance with what was expected; whether there was any particular dua'a that I could have done that would have probably enhanced my Hajj. But I must say that when we went to Muna we received consistent guidance and consistent information as to what to expect and or how to perform our rites. I would have appreciated, probably, at the beginning, with, like the Tawaf and the Sa'yi, maybe if have been given the option of going a group, you know, with maybe the Ameerul hajj or one of the Malams, you know, to perform the rites when we first got into Makkah rather than performing it singly; everyone has their supplication that they want to give, but if there were additional options whether we wanted to do with someone who has multiple experiences of performing the Hajj, it would have been better.

MY IDEA OF HAJJ

I came with a lot of trepidation and fear. I have been told that, well, it is a journey of a lifetime and just be prepared because it is uncomfortable, it is tasking, it is physically

FEEDBACK FROM HAJJ 2018 PILGRIMS

exhausting, and it is a very gruesome process. Whereby your comfort is stripped away from you, you're posted for hygiene and basically you will be emotionally and physically exhausted by the end of it, which for me filled me with that trepidation and anxiety but Alhamdulillah, I cannot thank Comerel for all the effort that they have made to make it such a pleasing and comfortable journey. So far, I cannot relate to you with a lot of the story that has been told to me about how stressful and tiring it is. I mean, there are certain things that were beyond the control of Comerel but even with that they made it their responsibility to keep us as comfortable as possible so, yes, I was fed with stories of fear and horror but no, I did not experience any of those on this trip.

THE BUS SERVICES

Well, I don't know, I think they are bit tight, the space inside the buses but I don't know whether anything can be done about them because of the long journeys. I mean the journeys are long and the amount of time you have to spend, because of the congestion and the traffic, but other than that, you know, considering that we were ideal number for the buses there wasn't enough space to choose to sit on your own, it was comfortable, more than comfortable enough, to take the journey in.

TENTS IN MINAA AND ARAFAAT

Well, I mean, sharing space is always difficult especially when you are used to your own space, but with the tents, I must say, I found that the state of preparedness at the beginning wasn't to my expectation.

It took some time to do some maintenance and the cleaning up and tidying up, but other than that, it was okay, it was probably the most uncomfortable part of the entire journey. Everything functioned, it worked, but I was not comfortable, that should be expected as well, with regards to my roommates, we got along, which was a nice thing. They were also courteous. I think we all tried to be as courteous to each other as possible. Sometimes, you know, you are with people who don't really have the same objective as you, but we achieved, I think, what was expected of us as pilgrims on this journey and it was a comfortable stay.

TENTS CONFIGURATION IN ARAFAAT

Well, we stayed I think with the same people in Muna and Arafat. I think it would have been nice to have a change, you know, to get to know the other people in the group as well, because in those two places was where you probably were able to socialize and share experiences. The configuration, I think, we had five in a room. That was just about okay, any more, probably, would have been more difficult to manoeuvre and maintain some level of personal space. But I found the setting in Arafat to be a lot more conducive, Arafat was a lot more conducive.

ARAFAT ARRANGEMENTS

Well, I think the state of preparedness of Arafat was a lot better than with Muna I believe that I felt that, you know, everything was on point, everything was in place. There seemed to be a bit more control about how you could use the facilities, you know, and how the facilities were than in Muna. I think probably what

FEEDBACK FROM HAJJ 2018 PILGRIMS

got to most people while we were in Muna was the food and the air-conditioning, and it felt like the rooms in Muna were smaller than the tents in Arafat, but maybe because we spent more time Muna.

LOGISTICS IN MUSDALIFA

I think the logistics were all okay throughout the entire trip. I understand that there are certain things that were beyond the control of the company obviously - things like traffic, things like allocation, things like food - there is nothing that can be done about it. In Musdalifa, I probably would have appreciated if we were able to find somewhere that was not so fuming faster because we were in the middle of all the buses but considering that there is no specific area to stay I understood why that was used as a strategic point. The journey itself there and from there back into Makkah was a tiring one, it was tiring, was long and exhausting. If there is a way to reduce the length of the journey, it would make a whole lot of difference but there is nothing anyone can do about the traffic, I guess.

VALUE FOR MONEY

In terms of value for money, I think I have got value because I have gone through this experience and I have come out the other round and it is positive in my mind. So in terms of value what I was looking for was the comfort, which I got. In terms of spiritual guidance, I received that as well. So, yes, I believe I got value for what we paid. In terms of the actual cost of it, there are certain things and no one can help, the exchange rate is what it is.

RATING COMEREL

I will probably give it high eighties. It was good; I wouldn't say it was absolutely perfect, perfection would probably be skipping other traffic and not feeling the discomfort in Muna and everything, but it was good. I'm happy and I will recommend it to anyone who is making this journey. Few things that I would have appreciated would probably be communication. We were given a bulletin at the induction and then we were given another bulletin, I think, here in Makkah, that was the next bulletin we received two days in a row. In Madinah, we had asked questions we had to seek, actively seek our member of staff to find out information and if there were changes and I know there were a lot of changes that were not standard to the process in the previous trips that have been made. But I think in this day and age of information technology we should have been able to communicate far quicker and more timely, you know, maybe with a WhatsApp group or some kind of page that we will just look up and see what the bulletin is rather than waiting for the physical ones to come.

Like with the packing the bags that we had to carry and everything, I would appreciate if I could have specifics like pack one dress of pyjamas, you know, bathroom slippers and everything. Don't pack any more than you need to. When it comes to the food, we have no control, so, if you like to buy some snacks or something to nibble on in between or maybe you have some kind of dietary requirement, then we are unable to cater for those in those places. If I had got these specifics that would have made my

FEEDBACK FROM HAJJ 2018 PILGRIMS

life a lot easier and I would have appreciated that a lot more.

I AM PROUD OF COMEREL

I am more than proud, it lifts my heart, you know, that as a nation, we are trying to make those strides, and for that specific reason if I am opportune to make this trip again I will make it with this company. Thank you



- MOHAMMED SALLAU

H A J J W I T H COMEREL

Well, everybody that comes for Hajj will know that Hajj is not somewhere you come for comfort. You leave your home country to another country and with millions of people around, definitely, there are some hitches here and there that will come. And because you are coming for Ibaadah, so you don't see it as a discomfort. But with Comerel, this my first time of coming with Comerel. I've heard so many things about Comerel, from friends, about the services and the rest. I now say okay, let me too try it this time and see if they've been telling us the truth. Alhamdu lillah, right from the departure and the arrival, the organization has been very, very good, up to the time we went to the hotel. Alhamdu lillah, the hotel is superb. I like the hotel, the setting and even the staff of Comerel, they are ready to listen to you. Whatever your problems are, they quickly take care of it for you.

HOTEL SERVICES AND PROXIMITY TO THE HARAM

The hotel was good; the experience was

FEEDBACK FROM HAJJ 2018 PILGRIMS

good; the hotel was very close to Haram; even when they call prayer you can still meet the prayer inside the Haram. The food was also good, at least for the first time that I will be coming for Hajj I got breakfast, lunch, dinner and the food of my choice. I ate pounded-yam; I ate semo; I ate wheat; I ate continental dishes also. It was superb and okay, Alhamdulillah!

COST OF THE PACKAGE

What comes to my mind was the comfort that the package brings. Definitely, you know when you are making this kind of choice you consider back home, economic situation and the rest. But when it comes to religion I don't think there is anything too small or too big for you to sacrifice for the sake of the religion, for you to perform your religious duties. That was what I considered. And the kind of treatment that I'd been given, I think is worth it.

THE CHOICE OF AIRCRAFT

The choice of the airline was good, Emirates, which aircraft do you have again that is more than Emirates? You know, the aircraft was good, the service in the aircraft was good. When we got to Dubai they gave us hotel accommodation, we stayed, you know, refreshed, came back to the airport and boarded the flight to Madinah.

INDUCTION COURSE

I attended the induction course. The Induction was particularly focused on your Hajj rites, rituals, which some of us have been coming before, we know. But knowledge, they said, you can't have all knowledge at the same time, you have to keep on improving yourself. So, the Induction course was basically on the rituals of the dos and don'ts of Hajj.

USING FLIGHT FROM MADINAH TO MAKKAH

By sparing us the trouble of road travel to Makkah, Comerel has shown that it is a company trying to ensure the comfortability of its pilgrims. Most of the time travel by road to Makkah, I know it is very stressful, especially this time around, there is so many traffic on the road. So, the use of flight from Madinah to Makkah was a good improvement on the services of Comerel. I think they should keep it up.

LEAVING MUZDALIFAH AFTER MIDNIGHT

To me, I think, where there are no options, the company should take a decision and communicate it to the pilgrims, because no matter how, if you throw it to the pilgrims, there will be a divergence of views. You saw what happened, some people had to stay, some want to come immediately. I think the company should have criteria of what

FEEDBACK FROM HAJJ 2018 PILGRIMS

they are ready to provide for the pilgrims right from Nigeria, even before they leave. This our brochure; these are our activities; this is where we are going to stay, one day, two days three days. You know, so, throwing it to the pilgrims will cause a lot of confusion because there is no way, some of the pilgrims want to stay and some don't want to stay. The company should be bold enough to take that kind of decision on its own. This is what we are giving; this is our package; this is what we have.

THE HOTEL IN MAKKAH

Well, coming from Madinah, generally, everybody knows that everything in Madinah is quiet, peaceful and much better. Don't expect what you get in Madinah, in Makkah. But my opinion is that four people in a room with just one toilet, maybe I'm thinking of where I'm coming from, do you understand? The hotel is okay, but not as good as the one in Madinah. But for Makkah standard, alhamdulillah. The Hotel in Madinah has four beds, two toilets and very spacious. So, you don't need to budge much for your colleagues (your roommates) to go to the toilet to bathe.

MY PREVIOUS HAJJ EXPERIENCE

As I said earlier, this trip is memorable! If you are used to coming to Makkah, you

will find out that the Comerel service is not comparable with any other. Since I came here we've not had any argument with Comerel official, you understand what I'm trying to say. Look at, for instance, the check-in, our room keys were given us at the Airport. It was fantastic! With other services, you will come and stay in the reception for two hours before you check in. Even in Madinah, we went straight to our rooms, our keys were given to us at the Airport too. So, it was fantastic, honestly, I must say, because we've been here with several agents before. Sometimes you will be in Ihraam at the reception for two hours, three hours, waiting for check-in, going up and down, they are not organised. You know, one thing about Comerel, they are well organized.

MY ASSESSMENT

My assessment, is fantastic, is good, everything is going on smoothly, no complaint from my own side, I can talk for myself.

RATING

Maybe because I've not followed you before, I don't know the kind of services you gave last year and I've been following agents that are not as organized as Comerel. Maybe I should give Comerel 70 to 75% because I'm satisfied with what I have seen, I can talk for myself.

FEEDBACK FROM HAJJ 2018 PILGRIMS

I AM PROUD OF COMEREL

I'm really proud of the company because they give people alternative; they give people a platform, you know, to really make Hajj a conducive atmosphere. I'm proud of Comerel. I'm really proud of Comerel!



HAJIYA FATIMA UMARAHMED

MY EXPERIENCE WITH Comerel

The first time I used Comerel was four years ago and this year, when I decided I was coming with my kids, I chose to come with Comerel based on the experience I had with them four years ago; comfort, efficiency and the main reason was because anything they promise you before you leave Nigeria, is either you get exactly that or more than that, not less. And since I was coming with my kids, I decided it was better to come with Comerel.

As I said everything that was promised, we got either that or more that, especially at

Minna and Arafah, I like the way everything went because I have followed pilgrims before, there is no comparison, actually there isn't.

I have not noticed any decline in the standard of service. It is much better, because even based on experience, what I told my kids and what I saw, coming this year with what I went through four years ago, in terms of everything so far, Madinah and here in Makkah, there has been much improvement in the services rendered.

COMPLAINT ON ARRIVAL

The only place I had issues was after arrival, is like, I won't say we were on our own. I would have preferred, if we were told, if get your luggage assembled in certain place, with one of your staff holding your placard, but most of us, me and my kids, we were there for a long time because one of our bags didn't come out. So, by the time got it, people had moved forward and by the time we came out people were in a different group, that was the only place I had an issue. You should have told us if we get our bag a staff will be waiting for us, which you have told us, but there should be a sign so that if we all come we will all gather in one place.

FEEDBACK FROM HAJJ 2018 PILGRIMS

NIGERIAN CUISINE

The Nigerian dishes were, of course, very good. Because even as I speak, I and other women that are here with their spouses, say the men are always asking for Nigerian food whenever they travel out, so I think it should be continued.

LEAVING MUZDALIFAH AFTER MIDNIGHT

I am for leaving after midnight because, as I said, I am with my children. The scholars have told us that we are allowed to leave by midnight. The MD has explained to us that much. I am for that. We have to avoid whatever will split the group into two. So, there is no need to put the issue to vote. Let us accept the MD's explanation and leave after midnight.

MADINAH BY ROAD

When I came in 2014 we travelled by road from Madinah to Makkah. It was okay because we stopped in-between the journey, and the buses were comfortable. So I wasn't stressed up at all. We left in the morning, so it was a day's trip.

I think because of the nature of the people following the package, where there are elderly ones, travelling by air is better. I think for me personally I think if you are coming for Hajj and you made that

intention, you just accept whatever comes. The comfort is not everywhere so, whichever one comes I'm okay with it.

I PREFER RAYHAAN TO ZAMZAM HOTEL

I can tell you that Zamzam is too crowded. Getting to Zamzam with the elevator is a problem. From the lobby to get to your room is tedious. The restaurant as well is another problem. So, comparing Zamzam Hotel with this one, this Rayhaan is much better, Yes.

COMMUNICATION

Communication, I have to be honest with you, this time around, is not like before. Last time, when I came, we were receiving text messages often; this time around, we are not being informed adequately. We are not being informed on time. I preferred the other time that you people were updating us frequently.

RATING

So far, it has only been Madinah and Makkah, I will say 80%. But, I'm hoping to see what I experienced four years ago in Mina and Arafah or better.

I will decide on the remaining 20% later. We've not finished completely yet, so I'm

FEEDBACK FROM HAJJ 2018 PILGRIMS

waiting to see the experience at Minaa and Arafah, especially Minaa not really Arafah but Mina and Muzdalifah.



ARCHITECT SALE MUHAMMAD YUNUSA

COMEREL STANDS OUT

Why I decided this time around to pick Comerel is

because after checking all other agents, I was able to discover that Comerel provides one of the best packages that one can get to perform his Hajj.

You see, on what Comerel and others render to pilgrims, the services are mostly similar up to this point, I have not been to Minaa or Arafah with Comerel yet but, so far the services are almost the same. Why I said the same is because whatever service I followed before, we followed five-star service. And also Comerel, what they promised was five-star service. In Madinah is five-star service. Oberoi is the best hotel you can find in Saudi Arabia,

Comerel provided that for us. Here in Makkah, they promised five-star hotel, Al Marwa Rayhaan is a five-star hotel, that's a five-star service in Makkah. The only slack is in Madinah is Full Board while here in Makkah is Half Board, which means no lunch, but that's what Comerel provided even in the brochure. They say is Half Board. So, the beauty of Comerel is that what you are told you are going to get, is what you get.

So far we have been with Comerel for almost a week and we have been getting what we were promised and the beauty of it is the enlightenment, the newsletters that they have been sending to people's room right from Madinah and also here and fortunately this year the pilgrims were all in one bus, so everything looks very fine because there was a lot of information either in terms of logistics or religious guide. I don't think any of the pilgrims will have a problem with the religious guide.

There is Ameerul Hajj and fortunately this year, we have a very good Sheikh with us, Sheikh Isa Ibrahim Pantami, right from when we boarded the aircraft up to this point, he assists in spiritual guidance. He assists the Ameerul Hajj, who is also very good, a wonderful person, but at least

FEEDBACK FROM HAJJ 2018 PILGRIMS

there is somebody that assists. And also Ustaz (Siddeeq), who happens to be the leader and who happens to be the MD of Comerel, he is also a spiritual person, also assists, so the beauty of Comerel is what you see is what you get.

GROUND STAFF

There is a lot of Comerel ground staff right from the beginning. The issue people that do not have logistics were told to go to the Abuja National Mosque and camp and some of us that used to travelling just went to the airport. You could see right from the beginning they are asking for assistance, if you need assistance, it's there provided, up to the time we boarded. The beauty of it, the GM, Usman, is a very hard working person, workaholic, he made sure in Abuja everybody boarded before he boarded the aircraft and everywhere even in the hotel in Dubai where people were accommodated for the half day, he made sure everybody came out and entered the bus to go to the airport at least for those that stayed in the hotel that he was. So he tried to make sure everything looked right even in the flight from Madinah to Makkah.

ARRIVAL AT MADINAH

When we arrived in Madinah, for the first time, in a long time, for me personally, I did

not spend more than 15 minutes in the queue to be able to pass the passport control. Even if I come for Umrah we spend 1 to 2 hours but this time for the first time it was very quick typically we waited for everybody to embark and we entered the bus.

The only slack we had was that some of us that had a private arrangement for the cars left us and when we boarded, the authority said those people that left their passports must be brought back. I think that was the only slack, so we were delayed for between 45 minutes to 1 hour.

Besides that, the beauty of it is even in coming to Makkah from Madinah, right inside your bus, you get your keys before you even enter your bus, we were given our hotel keys. It's so wonderful; there was no hassle when we went into the hotel, we just level our with our room numbers because we know our room. So it's even better than the UK arrangement because you have to check in by yourself. There is no pre-check in for anybody anywhere, so you have to come and wait at the lobby and this one checking in, checking out was very smooth in Madinah.

FEEDBACK FROM HAJJ 2018 PILGRIMS

MADINAH HOTEL

I think in Madinah, Oberoi Hotel is one of the best hotels, if not the best in Makkah and Madinah, I cannot say in Saudi but at least in Makkah and Madinah. Is directly in front of the Haram in Madinah, everything is excellent, the feeding arrangement where only Comerel pilgrims have their own dining, excellent! We have Nigerian food, we have fish pepper soup, cow leg, we have pounded yam, *Tuwon Shinkafa*, everything you want, you get. The Madinah arrangement is so wonderful one could have wished he will get exactly in Makkah because is Madinah is so wonderful, the ambience, the hotel staff. As I have said The Oberoi Hotel is a very old hotel but up to this moment is the best hotel in Madinah.

LEAVING MUZDALIFAH AFTER MIDNIGHT

I think for me personally I could have loved, if there is an option, me and my family to sleep in Muzdalifah but, after Sheikh Isa Pantami discussed with us, he said what is there in Sunnah. Particularly, he mentioned it, that during Rasulullah (SAW) days, he indicated clearly, If you have women, children you move along. So he categorized that because some of us are with their wives and children, and some do not have, since we are all in one bus, he

categorized us as we are all having women to take care of, so we are allowed, especially me I have my wife and my daughter with me so during Rasul's days I am supposed to go and sleep in Makkah or Mina.

I think everybody was convinced with his thorough explanation on this. He wasn't asked to give a ruling but the way he explained everybody understood because he mentioned some hadith if you have two options that are both permissible, you need to take the simplest one so everyone agrees which is the simplest option, so in sha Allah tomorrow we leave for Minaa.

MADINAH TO JEDDAH FLIGHT

Actually when you fly 30 to 45 minutes is better, less time consuming; but if you take a SAPTCO bus, you will find out that it's time-consuming, your legs can be painful, you can get sick and so on and so forth. But the flight arrangement, when you went to the airport, they did group check-in for us which is very good, in certain times is not normal to do group check-in, you need to identify yourself before you are given your boarding pass but Comerel was able to have a relationship with the airline officials.

They did group check-in, all we were given our passports and our boarding passes

FEEDBACK FROM HAJJ 2018 PILGRIMS

which was so wonderful and so great. We flew and we didn't waste much time at the airport in Jeddah and we started coming to Makkah. It's so wonderful. So the flight arrangement looks good. All we had was a delay and the delay was the airline's delay, not Comerel's delay. You know in the third world, you don't expect plane if they say 7 o'clock you left 7 o'clock, we left around 8 o'clock we are even lucky, same thing with Nigeria no flight leaves exactly if not the first flight in the morning. So I think it's quite a good arrangement.



HAJIYA RAHMAT ILIYASU GAMBO

My name is Hajiya Rahmat Iliyasu Gambo. Wife to Air Commodore Iliyasu Gambo (Rtd).

MY EXPERIENCE WITH COMEREL

This is not my first time; I've travelled with Comerel, for over three or four times now for both Umrah and Hajj. Alhamdulillah, my experience so far has been fantastic, it has been a wonderful one, indeed, because for the first time, traveling with Comerel, it gives you a sense of belonging, it gives you a sense of comfortability, it gives you all the flexible treatment which you need because

you travel with an agency which gives you an information prior to what you expect the next minute or the next day. So it gives you time to relax, it gives time for refreshment and all of that. So, I think it has been an amazing experience so far.

INDUCTION COURSE

Alhamdulillah, I think the best of it is the (practical) demonstration of going round the Ka'bah because sometimes, you make mistake like for today, if not for the constant induction, I wouldn't have known because ordinarily, there might be mistakes when you are doing your *sa'yi*, the *Safa* and *Marwah*, some people end up doing the wrong thing but I think today's stands out because I was meant to understand that, okay, if you are doing the right thing, you end up at Marwah. So, ordinarily, I wouldn't have known. I don't even know. I just know okay, I would go seven times, but I didn't know that at the end of it, I should stop at Marwah. It didn't occur to me, I've never thought of it. This is the first time I think I've heard of that. And it gives me the reason to start thinking and calculating, that's true if I have to go for Safa and Marwah, I'll definitely end up at Marwah. I think that really stands out for me today and of course, the general knowledge that comes with it.

REFRESHMENT

I've always been looking forward to it, even though, previously, I wasn't opportune to be, but I was looking forward, like... okay, if I have the chance, I would love to come. Even if not for anything, but for the meal, definitely, the meal was okay. It was just fine.

FEEDBACK FROM HAJJ 2018 PILGRIMS

VALUE FOR MONEY

Definitely, those who think of the cost, I will tell them the money is worth the value. Because you stay in one of the best hotels so far with good WI-FI, you are in the HARAM. As I said, you are given information in every step you go. You don't get lost, in as much as you follow rules and regulations, you are with the group, you don't get lost. Even when you get lost, definitely, you will get found, they don't leave their pilgrims like that. And again, the comfortability, as I said, is always there. You will be comfortable except if you don't act by the rules which the group is giving you, but if you go by their rules, everything is fine. Everything is just okay. I don't think I have regret whatsoever. Thank you.



A B D U L S U L E I M A N KOFARSAURI

Salamu Alaykum, My name is Abdul Suleiman Kofarsauri, Sarkin Fulani.

I heard about Comerel through my.., I can say, my uncle or my cousin, **Alhaji Umaru Mutallab**. He told me about the company, which I quite understand that he performed his Hajj through the organization.

MY FIRST HAJJ

The first Hajj I did was in 1983. So, it has been a very long time, and my wife has never been..., so, we decided to go together this year.

PREVIOUS HAJJ EXPERIENCE

As I said, my last Hajj was in 1983; that was a very long time ago. With the introduction by Dr Alhaji Umaru Mutallab, I quite believe that he had a very good experience. And is not always good to assume, I thought I have known the workings of how to do Hajj and the rest of it. But from what I have gone through today, is not always good to assume. I have learnt a lot, and the little mistakes that I think I have done before or I thought I have known, it has been corrected today. And I have learnt a lot today, is like I have already performed the Hajj. And Comerel, I think like the representative from the National Hajj Commission of Nigeria (NAHCON) has said: (Comerel) is number one. And I have seen it, is number one, because the arrangement is quite interesting and is very comforting.

MY EXPECTATIONS

I'm not expecting anything less from what I was told, and from what I have seen today, from the little lessons that we have gone through, going through the ka'bah and the prayers that should be done, I'm not expecting anything less from them, and I believe that I'm not going to be disappointed, because those that have gone with them in the previous years, they have not been disappointed. So, is not going to be a different experience.

FEEDBACK FROM HAJJ 2018 PILGRIMS

MY ADVICE TO PROSPECTIVE PILGRIMS

I will always advise, and I believe I can be a marketer for Comerel. I will always advise or introduce people to them. I have not gone to Hajj, I have not seen any experience, but I'm not expecting any less, because a lot of people have commended the company, and people that have not even gone once or twice, they have gone more than three times. And every year, there is an improvement, and I'm not expecting anything less this year. *Alhamdu lillah!*

HAJJ EXPERIENCE WITH COMEREL

We thank God, we have concluded our Hajj, and at the same time, everybody would say thank you very much to the management of Comerel. As far as everybody is concerned you have exceeded our expectations. You have done a job and everybody is saying well done. If I have the opportunity of coming back to do Hajj, definitely, I don't have any other option but to come through Comerel. Thank you very much.

AREA OF IMPROVEMENT

There are some areas but are not within your responsibility, especially the Muna issue that we had, it was beyond Comerel, it was the management of the people that organised the accommodation in Muna. So, I will not say it was the problem of Comerel. As far as I'm concerned, they have done well, and everybody is saying, including me, you have exceeded all our expectations. The area I think you should improve is, there are some new people that always come every year for the hajj, I think the Management should appoint one or two people as a guide, especially for the

Tawaaf and the Safa and Marwah, I think there should be somebody assigned, either, maybe, to a group of five, somebody that will lead them and tell them exactly what they are supposed to do, just like you did when we went for the stoning (at the Jamraat). You see, the whole group went at the same time and we had somebody that guided us. So, it was very easy, something that was supposed to take you thirty minutes it took us ten minutes to do because there was guidance. So, I think that is where the Management should improve.

LOCAL DISHES

Well, the local dishes made it like we were not out of Nigeria. It was very, very important, even some of the Arabs were eating the same food we were eating. In fact, by the time some Nigerians came in to eat, the food was finished. So I think everybody enjoyed the Nigerian food, and I think you should continue with it.

MY TENT PREFERENCE

My preferred tent was Arafah because the accommodation arrangement was far, far better than Muna. The arrangement was perfect.

RATING

On the scale to hundred, I will give you ninety per cent (90%). The ten per cent (10%) is beyond your reach, because every human., we are human beings, you can't be perfect. You can't be perfect.

STONING AT JAMARAT AND LEAVING MUNA BEFORE OR AFTER ZUHR

What happened in Muna, the group was split; some came after the Zuhr and some

FEEDBACK FROM HAJJ 2018 PILGRIMS

came before the Zuhr prayers. So, there should be some synergy. To be honest with you, from what I have seen, I think the people that came after the Zuhr regretted it. So, coming out before Zuhr was the best; it was the best decision. But sometimes, like I told the MD (Managing Director) if you are taking a positive decision, you don't have to take it to the floor for debate; you just take the decision without telling anybody. But if it's a negative decision, yes, you can take it to the floor for a debate so that some people might have a solution to your problems. He could have just said: look, everybody is leaving before the Zuhr prayers; that was it. Like the issue of coming to Musdalifa to sleep or not to sleep, he shouldn't have said: we have options; he could have just said: look, we are not sleeping in Musdalifa, and this is my reason, and this is my reason, period.

COMEREL COMPARED WITH OTHER INTERNATIONAL COMPANIES

From what I have seen, if you have ten (10) international operators, Comerel will not come third or fourth. Comerel will come first or second. And everybody is seeing it. They are always prepared, they are very good, and they have managers that have experience. So, I don't see any company or international company that can do better than them. Again, well done!



ENGR. ISMA'IL

FEEDBACK FROM HAJJ 2018 PILGRIMS

Jeddah and from Jeddah to Makkah, back all the way, it was too good. Even to go to the airport in Jeddah, you know Jeddah is not friendly. The way we entered and came out, we went to pray, we came back and entered, it was too good. Ordinarily, when you are in Jeddah you don't have time for all those things. If you are with the other group, you have to be rushing to carry your load, see the way our loads were organised, they brought them to us, it was too good, I think is first class treatment.

So I cannot compare this COMEREL arrangement with any of the companies I travelled with before. COMEREL arrangement is excellent compared to all those ones.

SPIRITUAL GUIDANCE

In fact, there was no idle time, that's what I can say, you don't even have time to do what you want to do that is outside the spiritual programme in that place. So I think is a very high level of organisation by the spiritual leaders to do all those things, to take care of all the areas, and that I want to commend them for all their efforts.

May Allah give them the rewards, and also for the organisers, may Allah also give them the rewards for that.

JAMRAAT

Hajj with Comerel is unique, in fact, you know, the previous ones I did through other companies, we were waiting for the buses, just to tell you, apart from waiting for the buses, you don't even know which one is your bus. The organisers will tell you to wait, we will be there and the bus will not come, and then when finally the buses came, they were rushing in, you didn't even know where to sit, and when we started moving we didn't even know where we were going. They would just tell you we are going to Arafah or something like this. But this

Hajj with Comerel we just came and took our sits, in fact, more sits were even left unoccupied. And then it was very smooth, there was no fight, there was no queue, nothing, and we went for our services without any hindrance. And then the same thing when we were coming back. I think it was a very good arrangement, and I'm giving in now to COMEREL for all their effort.

SELF CONCERN

I think my best time in this COMEREL is the stay in Arafah, in fact, I didn't want to leave Arafah because the AC in my room in Muna was not working for some days, but when I came to Arafah, the difference was just everywhere; the room A.C was in order, water and the environment, clean environment. And the movement from Muna to Arafat, for example, very smooth. We went straight to our camp, very close, in fact, the bus dropped us in front of our camp, and on entering our own section, it was quite comfortable, very comfortable. And our stay in and out of the place services water, A.C, food.. in fact, I didn't want to leave Arafat because of the way it was organised. So there was no hitch at all, no problem at all in Arafah; it was the best. It was the best for me in fact, if I don't look at the two hotels, if I want to take any of those stays I will take the one in Arafah, that is one of the best.

MUZDALIFA

Muzdalifa was also very fantastic, Muzdalifa was also like another Jamboree; it is not one man's team, it is everybody's land when you are coming, you know we were all ready for that. But the most important thing was the movement from Arafat to Muzdalifa; it was smooth. When we came to where we stayed, we had a very good environment, all of us stayed together in the same place. We stayed for the time we were supposed to stay according to the Hadith, the minimum time, to depart after midnight. We had everything in

FEEDBACK FROM HAJJ 2018 PILGRIMS

abundance that we were giving food out to other people - water, soft drinks, ordinary food. We had enough of everything, so, the stay in Muzdalifa was also excellent, fantastic.

BULLETIN

Yes, the communication through the bulletin was the best, because, at least if you are somewhere in Makkah, in the hotel; you cannot be at the same place at the same time, and even with your roommates. But what you have as soon as you come back, you are getting something to look for the next programme. And the bulletin was like the roadway to getting to know about the next programme that you were supposed to do.

And then we thank God that, at least the improvement by COMEREL on their various activities, for those programmes that have led them into knowing a lot of things and correcting a lot of things. And that's why I think you have this idea of giving out this communication or giving this information to people by this kind of means because if you are going to gather all of us for the purpose of information it will be difficult.

So, the bulletin served as the best means of communicating all the necessary programme, especially me my roommate, we were always looking for the bulleting and the bulleting gave us all the guide, where we had any confusion we asked the staff and we were always guided but I think mostly the bulletin gave us all the information we needed.

COMEREL STAFFERS

In fact, I wanted to see the Comerel staff anywhere I go, because anytime I see them my heart is happy, it gladdens my heart to see them, because they will tell you one thing or the other to make you happy. Anything that is vital to the programme, like where you are staying, what you are supposed to do, what are you doing and how to do them. And in

areas that we were finding some confusion, we would tell one or two of them; please can we go together, and we were giving these free services of leading us wherever we wanted to go. I think they are supposed to be commended for all their support.

HAJJ EXERCISE

What COMEREL is doing is at the maximum level of comfort; every pilgrim could fit in according to their capacity. If you think the enjoyment is too much, you can deprive yourself of certain things on your own accord, but other people may need what you consider excess in comfort, like the aged among the women, and the children, for example, they need all that Comerel provides to keep them in position of spiritual composure, to offer their prayers rightly. So if you say that they are giving us food three times a day, if that is too much of a comfort to you, then you can eat twice a day and skip a meal. That is your level, so we have to accept the perspective we are all not the same. I think I don't want to agree that the services are too luxurious, in fact, the areas we even need some upgrade they should do so that people can fit in very well.

I marvel at how Comerel was able to bring people of like minds together, people of the same character in the rooming arrangement. For example, my roommate is of the characteristics with me, in stature and traits. I detest inconveniencing anybody in any way, so is he. I like company when I go out for something, so is he. I have observed this perfect blend and mixture in many roommates, almost more than 90% among the pilgrims on this package. I wonder how Comerel was able to create that operational feat.

FEEDBACK FROM HAJJ 2018 PILGRIMS

FEEDBACK FROM HAJJ 2018 PILGRIMS

TERMS AND CONDITIONS OF SERVICE

1. All payments by the pilgrim to the agent shall be made into the designated bank's account of the Agent to be 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.

NOW it is further agreed as follows:

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, 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 pilgrim.

17. An abrupt change of mind by the pilgrim resulting in the cancellation of any trip less than four weeks to the departure date will not attract a refund. If payment was done less than four weeks to departure, any cancellation by the intending pilgrim will not attract a refund by default.

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

19. The Saudi Embassy now requires all pilgrims to appear in person at their Visa Service Centre (VSC), run by VFS Tasheel, for biometric enrolment before each trip to Saudi Arabia. The enrolment is by appointment and as such, any failure to be at the VSC on the appointed date and time is the sole responsibility of the intending pilgrim and the Agent will not be held liable for any default in this regard and its likely attendant effect on travel dates. The service charge paid at the VSC is the

responsibility of the intending pilgrim. The extent of the Agent's involvement with the VSC is to book an appointment for the pilgrim.

20. 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.

21. The pilgrim shall not pay into the Agent's bank accounts until the Agent has cleared the pilgrim and the Agent should be contacted before making a payment.

22. 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.

23. 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.

24. Apart from single occupancy options, any other room option is subject to the availability of other intending pilgrims willing to pay for the same option. Otherwise, the pilgrim will be advised to choose the next available option.

25. For further details on the terms and conditions above as well as this agreement kindly visit www.comerel.net for free download. Please avail yourself the opportunity to download them and peruse.

THE PARTIES FURTHER AGREE AS FOLLOWS:

26. The pilgrim's passports and payments must be in the Agent's office latest six (6) weeks before the pilgrim's departure date for Umrah and the end for Hajj.

27. 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.

28. 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.

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

30. The pilgrim's children and infants on pilgrimage must have separate international passports.

31. 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.

32. 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.

33. 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.

34. The pilgrim's children must be accompanied by either a parent or a guardian and parents and guardians 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.

35. Hajj and Umrah Ramadan 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.

36. 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 Madeenah 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.

SUMAYSHA

SHOP NO. 16 &17, AREA 1, SHAGARI PLAZA, GARKI - ABUJA FCT. TEL: 08035307513, 08027767335, 08075197202.



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