



# UMRAH & HAJJ

2025 / 1446AH  
PACKAGES





## Our Mission

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

## Our Vision

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

# CONTACT US



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+234 909 426 7496



info@comerel.net



www.comerel.com.ng



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

## IMPORTANT NOTICE

- All passports, payments, and other required documents must be submitted to our office no later than two weeks before your intended departure date for Umrah Ramadan.
- All required Hajj documents and payments must be submitted to our office by the end of March 2025 to ensure compliance with the Saudi deadline.
- The hotels mentioned in this brochure are all **subject to availability**. In that regard, where a chosen hotel is not available, the most suitable alternative will be provided.
- Comerel provides a flexible installment payment plan for its Hajj packages, enabling individuals to distribute the cost conveniently over a specified period. This initiative is intended to facilitate the planning process for Hajj, ensuring that financial constraints do not impede one's spiritual journey and allowing for a sense of ease and peace of mind.

## ACCOUNT DETAILS

JAIZ BANK	NAIRA ACCT	0000283836
	USD ACCT	0008389868

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

# CHAIRMAN'S ADDRESS



**ARC. UMARU USMAN KARAYE**  
CHAIRMAN

*At Comerel Travels and Tours, our steadfast mission and unwavering focus remain the efficient and reliable provision of services meticulously crafted for the comfort and convenience of our esteemed clientele. This commitment empowers our customers to immerse themselves fully in their spiritual rites during their sacred journey in the Holy Land.*

*In recent times, our competitors have expressed admiration for our remarkable ability to swiftly and innovatively adapt to the ever-evolving policies and regulations set forth by the government. Our proactive approach to addressing the needs of our customers with promptness and satisfaction has distinguished us as leaders in the industry. We take pride in being the pioneers of sumptuous African cuisine, luxurious buses equipped with special passes, and exclusive accommodation options at key pilgrimage sites, such as Muna and Arafat. Furthermore, we are honoured to have been the first African travel agency to facilitate the transportation of pilgrims from Madinah to Makkah via the newly inaugurated bullet train.*

*Such extraordinary achievements are made possible only through the unwavering support of our customers —particularly those who have remained loyal to us amid the myriad challenges often associated with the pilgrimage experience. Their invaluable participation in our feedback programme has enabled us to continually refine and enhance our services to better cater to their needs.*

*In this regard, we extend our heartfelt gratitude to all our stakeholders, whose contributions have significantly strengthened our efforts in the service of Islam. May Allah (S.W.T) reward them abundantly for their generous support, which serves as an enduring charity (Sadaqah Jariyah).*

*For those fortunate enough to embark on this spiritual journey to the Holy Land with us this year, you can rest assured that you will experience efficient and reliable services, allowing you to perform your ritual rites in the utmost comfort and peace.*

Assalam Alaikum





# MD'S WORDS



**ABUBAKR SIDDEEQ MUHAMMAD**  
MD/CEO

In the tapestry of time, 2025 stands unparalleled—a moment in Hajj preparation that transcends the ordinary. Each pilgrimage carries its own essence, yet this year unfolds a narrative unlike any we have witnessed before. The landscape of Hajj is evolving; to thrive, every participant must embrace the winds of change, or risk being left behind amidst the complexities of the e-Hajj portal, visa arrangements, hotel accommodations, and the sacred Mashaa'ir of Minaa and Arafah.

As we navigate the currents of uncertainty in the Hajj industry, particularly concerning 5-star accommodations and the coveted spaces within the Mashaa'ir, let your heart be at ease. Comerel remains steadfast, committed to delivering excellence to its pilgrims, upholding the highest standards of service, regardless of the challenges that may arise.

This year, our packages echo the familiar comforts of last year, with nuanced enhancements in Madinah and Makkah that elevate the experience without compromising our hallmark quality. Our pilgrims will not be swayed by the allure of imitation. Competitors may present similar offerings, yet the true essence of our service lies in the details—the meticulous attention to every need, the seamless meet-and-greet, the flawless logistical orchestration, and the luxurious transport that defines the genuine VIP experience we provide. While the buses may appear alike, the difference is profound; our 29-seater luxury coaches promise comfort and intimacy, ensuring that no pilgrim finds themselves stranded at the airport, in Madinah, Makkah, or 'Arafah. Our commitment to timely transport is unwavering, always ready to carry our cherished guests to their destinations with grace.

At Comerel, integrity is our foundation. We offer what we possess, free from unpleasant surprises or half-truths. Our services are unmatched; we do not compete with others, for none can replicate the standard we set. We are the pioneers in VIP Hajj and Umrah services, the benchmark against which all others are measured.

As we approach Hajj 2025, trust that Comerel will shine brightly, living up to its name and offering nothing less than the finest experience for our honoured pilgrims. Together, we embark on this sacred journey, assured of our commitment to excellence and the honour of serving you.





# ITINERARY FOR UMRAH RAMADAN 2025

## 1ST 10 NIGHTS

TAKE OFF

FEB 28, 2025

DAY 1 - 3 [MADINAH]

MARCH 1 - 3, 2025

DAY 3 - 10 [MAKKAH]

MARCH 3 - 10, 2025

RETURN [JEDDAH]

MARCH 10, 2025

## LAST 10 DAYS

TAKE OFF

MARCH 15, 2025

DAY 1 - 4 [MADINAH]

MARCH 16 - 20, 2025

DAY 4 - 14 [MAKKAH]

MARCH 20 - 30, 2025

RETURN [JEDDAH]

MARCH 30, 2025



## ★ ★ ★ ★ ★ RAMADAN PREMIUN 'A'

### MADINAH HOTEL OPTION

✓ The Oberoi Madina

### MAKKAH HOTEL OPTION

✓ Al Marwa Rayhaan

### COST IMPLICATION

(PRICES DO NOT INCLUDE TICKET)

ROOM OPTION	PRICE (\$)	APPLIED
DOUBLE OCCUPANCY	\$5,500	PER PERSON
TRIPLE OCCUPANCY	\$4,750	PER PERSON

SINGLE OCCUPANCY IS AVAILABLE ON REQUEST

### WHAT YOU GET

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

**NOTICE:** HOLDERS OF VALID **UK, US, OR SCHENGEN** VISAS ARE ELIGIBLE FOR VISAS AT POINTS OF ENTRY INTO THE KINGDOM OF SAUDI ARABIA. THE COST OF THE UMRAH VISA (**USD 400**) WILL BE DEDUCTED FROM THEIR PACKAGE.







## ★ ★ ★ ★ ★ RAMADAN PREMIUN 'B'

### MADINAH HOTEL OPTION

✓ The Oberoi Madina

### MAKKAH HOTEL OPTION

✓ Fairmont Makkah

### COST IMPLICATION

(PRICES DO NOT INCLUDE TICKET)

ROOM OPTION	PRICE (\$)	APPLIED
DOUBLE OCCUPANCY	\$6,200	PER PERSON
TRIPLE OCCUPANCY	\$5,200	PER PERSON
SINGLE OCCUPANCY IS AVAILABLE ON REQUEST		

### WHAT YOU GET

- THREE (3) NIGHTS IN THE OBEROI, MADINA HOTEL (BED, IFTAR & SAHUR)
- SEVEN (7) NIGHTS IN MAKKAH CLOCK ROYAL TOWER, A FAIRMONT HOTEL (BED, IFTAR & SAHUR)
- UMRAH VISA
- VIP TRANSPORTS
- MEET & GREET

**NOTICE:** HOLDERS OF VALID **UK, US, OR SCHENGEN** VISAS ARE ELIGIBLE FOR VISAS AT POINTS OF ENTRY INTO THE KINGDOM OF SAUDI ARABIA. THE COST OF THE UMRAH VISA (**USD 400**) WILL BE DEDUCTED FROM THEIR PACKAGE.







## ★ ★ ★ ★ ★ RAMADAN PREMIUN 'A'

### MADINAH HOTEL OPTION

✓ The Oberoi Madina

### MAKKAH HOTEL OPTION

✓ Al Marwa Rayhaan By Rotana

#### COST IMPLICATION

(PRICES DO NOT INCLUDE TICKET)

ROOM OPTION	PRICE (\$)	APPLIED
DOUBLE OCCUPANCY	\$12,500	PER PERSON
TRIPLE OCCUPANCY	\$10,600	PER PERSON
SINGLE OCCUPANCY IS AVAILABLE ON REQUEST		

### WHAT YOU GET

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

**NOTICE:** HOLDERS OF VALID **UK, US, OR SCHENGEN** VISAS ARE ELIGIBLE FOR VISAS AT POINTS OF ENTRY INTO THE KINGDOM OF SAUDI ARABIA. THE COST OF THE UMRAH VISA (**USD 400**) WILL BE DEDUCTED FROM THEIR PACKAGE.



**TICKET DEPOSIT** ECONOMY: N3MIL, BUSINESS CLASS: N5MIL, FIRST CLASS: N10MIL



## MADINAH HOTEL OPTION

✓ The Oberoi Madina

## MAKKAH HOTEL OPTION

✓ Fairmont Makkah

### COST IMPLICATION

(PRICES DO NOT INCLUDE TICKET)

ROOM OPTION	PRICE (\$)	APPLIED
DOUBLE OCCUPANCY	\$14,400	PER PERSON
TRIPLE OCCUPANCY	\$11,700	PER PERSON
SINGLE OCCUPANCY IS AVAILABLE ON REQUEST		

## WHAT YOU GET

- FOUR (4) NIGHTS IN THE OBEROI, MADINA HOTEL (BED, IFTAR & SAHUR)
- TEN (10) NIGHTS IN MAKKAH CLOCK ROYAL TOWER, A FAIRMONT HOTEL (BED, IFTAR & SAHUR)
- UMRAH VISA
- VIP TRANSPORTS
- MEET & GREET

**NOTICE:** HOLDERS OF VALID **UK, US, OR SCHENGEN** VISAS ARE ELIGIBLE FOR VISAS AT POINTS OF ENTRY INTO THE KINGDOM OF SAUDI ARABIA. THE COST OF THE UMRAH VISA (**USD 400**) WILL BE DEDUCTED FROM THEIR PACKAGE.



**TICKET DEPOSIT** ECONOMY: N3MIL, BUSINESS CLASS: N5MIL, FIRST CLASS: N10MIL



# ITINERARY FOR THE HAJJ 2025

## Take-Off Day: May 27, 2025

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

## Days 1 to 4: Madinah (May 28 - 31)

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

Meal and prayer times will be provided in your welcome bulletin. The COMEREL prayer mat placed on your bed is a thoughtful souvenir. Please take this time to rest well and prepare for *Ziyaarah* and visits to other significant sites in the days to come. Ensure you have your *Ihram* garments ready if you do not possess any. Details regarding check-out procedures and luggage placement will be discussed in the bulletins. Our journey to Makkah will be via the Haramain High-Speed Train or by air through Jeddah. You should be prepared to don your *Ihram* in the hotel and make your intention for Umrah immediately after take-off.

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

## Days 4 to 8: Makkah (May 31 - June 4)

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

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

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

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

## Day 8 (*Tarwiyah*): Mina (June 4)

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



# ITINERARY FOR THE HAJJ 2025

## Day 9: 'Arafah (June 5)

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

## Day 10: Muzdalifah - Makkah - Mina (June 6)

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

## Days 11-12: Mina (June 7 - 8)

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

## Days 12-14: Makkah (June 8 - 10)

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

## Return Date: Jeddah (June 10, 2025)

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

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



## MADINAH HOTEL OPTION

✓ The Oberoi Madina

## MAKKAH HOTEL OPTION

✓ Al Marwa Rayhaan By Rotana

### COST IMPLICATION

(ECONOMY CLASS TICKET INCLUDED)

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

### WHAT YOU GET

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







### MADINAH HOTEL OPTION

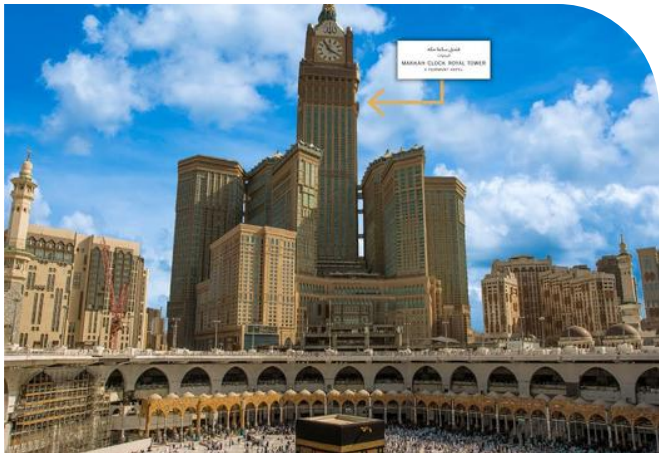
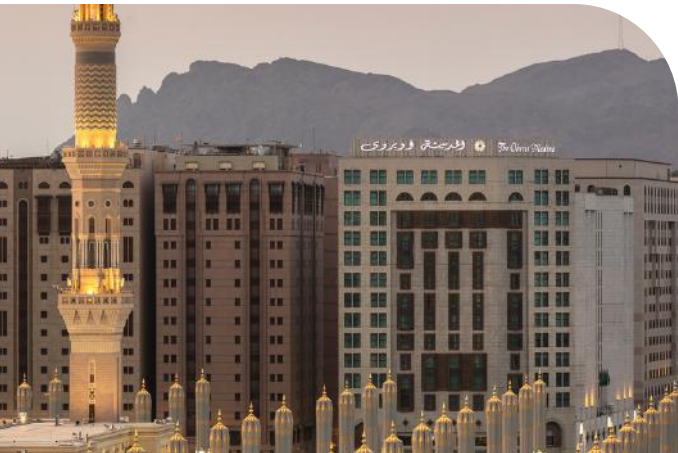
✓ The Oberoi Madina

### MAKKAH HOTEL OPTION

✓ Clock Royal Tower Fairmont Hotel

COST IMPLICATION (ECONOMY CLASS TICKET INCLUDED)		
ROOM OPTION	PRICE (\$)	APPLIED
DOUBLE OCCUPANCY	\$37,000	PER PERSON
SINGLE OCCUPANCY IS AVAILABLE ON REQUEST		

WHAT YOU GET
<ul style="list-style-type: none"> <li>• THREE (3) NIGHTS IN THE OBEROI MADINA HOTEL (FULL BOARD)</li> <li>• TEN (10) NIGHTS IN FAIRMONT HOTEL (HALF BOARD)</li> <li>• TENT 'A' IN MINAA AND 'ARAFAH</li> <li>• HADAYA (SACRIFICIAL LAMB)</li> <li>• HAJJ VISA</li> <li>• VIP TRANSPORT</li> <li>• LOCAL FLIGHT/HARAMAIN HIGH-SPEED TRAIN TO MAKKAHFROM MADINAH</li> <li>• FREE CUSTOMIZED HAJJ AND UMRAH RITES BOOK</li> <li>• ECONOMY CLASS RETURN TICKET</li> <li>• FREE 5-LITRE ZAM-ZAM UPON RETURN (MUST BE COLLECTED WITHIN A MONTH FROM THE DATE OF RETURN. OTHERWISE IT ISFORFEITED)</li> </ul>







## MADINAH HOTEL OPTION

✓ Emaar Royal

## MAKKAH HOTEL OPTION

✓ ZamZam Pullman

### COST IMPLICATION

(ECONOMY CLASS TICKET INCLUDED)

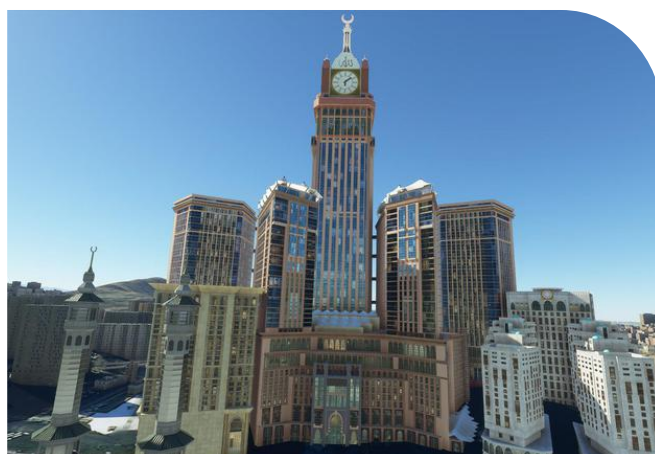
**17,500 PER PERSON / DEPOSIT**

**7 PERSONS IN A SUITE WITH 2 TOILETS**

**Note:** The price indicated above is deposit and may be subject to adjustment until the rate is finalised. Once the rate has been finalised, we will promptly inform you of the final price.

### WHAT YOU GET

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





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# FEEDBACK FROM HAJJ 2024 PILGRIMS



## LATEEFAH LOLADE ABIOLA

I learned about Comerel from my husband, who heard about it from a

friend while he was looking to go for Hajj. Comerel came highly recommended, and since he unfortunately couldn't accompany me this time, he wanted me to be with a group that would take good care of me. Based on his excellent experience, he assured me that I would be in safe hands, which is why I chose to travel with Comerel.

### **When I arrived at Comerel, everything was confirmed.**

To summarise, Alhamdulillah, this experience has been one of my life's most incredible, life-affirming, and spiritual journeys. I approached my trip to Makkah with the mindset that it was a calling from Allah. When He invites you, you respond, and He makes everything seamless. From the beginning, I received all the information I needed. I am a stickler for organisation and always like to know what I'm doing. Alhamdulillah, I was provided with all that information. Most importantly, I never felt alone. While there were always hiccups during Hajj, I felt supported as part of a group; nobody was left behind, and Comerel consistently did their best. I truly believe we made the right decision.

Alhamdulillah, we are all healthy, and we have completed our Hajj. We are grateful for Allah's support and the Comerel staff, who went above and beyond to ensure our safety and a great experience.

### **Madinah and Ziyaara**

I have performed Umrah before and visited Madinah, so I was pleased to find that we were staying in a hotel similar to my previous one. Upon arriving at the Airport, the General Manager greeted me personally and took me straight to my hotel despite my early arrival. Since my hotel room wasn't ready, I was given a room in another lovely hotel, where I had a fantastic roommate, Hajiya Maryam.

Her warm welcome made me feel right at home, especially since she had arrived earlier. Visiting the Haram and participating in Ziyaara were wonderful experiences for me. I deeply desire knowledge regarding my faith, particularly its history. I was grateful to have the opportunity to visit historical sites, including the battlegrounds, and to learn about the strategies involved and the significance of leadership in ensuring success for the Muslim community. The chance to pray in the Mosque was delightful.

The only unfortunate aspect was my attempt to pray in Raudah, which didn't go according to plan. However, I was still thankful to be allowed entry, even if we couldn't reach the areas for which our passes were valid. Although I hope to arrange better access next time, I was pleased that this option was at least available.

### **The Nigerian Cuisine**

I am someone who enjoys eating healthily, particularly salads. While my hotel didn't offer many Nigerian options, and the same was true in Makkah, I didn't feel like I missed out. For me, food was not a priority; as long as there was something to eat that provided me the strength to complete the pilgrimage rites, I was satisfied. However, I can understand that for others, having options for home-cooked meals would be appreciated.

### **Madinah to Makkah and Hotel Check-In**

Leaving Madinah was smooth, and the train journey to Makkah was enjoyable. We had individuals assigned to assist us, but we weren't adequately informed about who they were. Moving forward, more explicit identification of these representatives would make it easier for us to recognise them. As a Yoruba speaker, I felt somewhat isolated, possibly being the only Yoruba female in our group. There seemed to be an assumption that I understood Hausa. However, my lovely roommate was there to translate for me. Without her support, I would have struggled significantly. Hence, ensuring that representatives are clearly identified would be beneficial.

# FEEDBACK FROM HAJJ 2024 PILGRIMS

Upon our arrival at the hotel, there was some confusion with our room bookings, which is understandable but could be improved. I think a crucial lesson for Comerel is about communication. There is a fine balance between communicating effectively and over-communicating, but keeping us informed—especially when things are not going as planned—would alleviate anxiety. We understand that everyone has the best intentions; thus, transparency is key.

Sometimes, we felt anxious when asking about plans and receiving last-minute updates. I appreciated it when the managing director mentioned that things might not go as planned at Minaa; acknowledgement like that is invaluable. Moving forward, simple reassurances like "Don't worry, everything will be okay" would go a long way in easing our minds.

As a woman, while I was aware that there were many resources available, including scholars and sheikhs, I didn't feel easily able to access them. I had numerous questions but felt unable to connect with the scholars due to the fast pace of the events. It would be beneficial to reinforce that scholars are approachable and accessible for our inquiries.

Lastly, it would be helpful to have more female Comerel staff present with us. While there were male representatives, it would be wonderful to have a woman on the team who could communicate directly with us. This presence would reassure women in our group, particularly those who may not feel confident enough to ask questions or seek assistance. Knowing a woman from Comerel is with us would enhance our overall experience. Alhamdulillah, we had a fantastic group of ladies, and some took the initiative to learn more. However, having that female support would strengthen our experience as a group since not everyone will come with their husbands or feel comfortable seeking help.

## The Tent Experience

Hands down, Comerel took excellent care of us amid all the chaos. I heard stories from other friends who couldn't find their agents and felt left behind. While we were all going through similar challenges, we could still feel Comerel's presence, which reassured us that they would never leave anyone behind. Although we were unsure whether we were in Tent A or Tent D, I loved how we came together as a group to discuss our options.

For me, having slight health challenges made the support from Comerel even more significant. I want to express my gratitude to the Head of the Comerel Medical Team, who was a fantastic presence. Although I didn't engage with him much, I was able to speak with him about my concerns regarding walking to Tent D. He reviewed my documents and provided me with options. Even while walking through the tunnel, he stayed close to me, which was reassuring.

On the Day of Arafat, we were all excited, feeling it was a nice break. We truly enjoyed the experience, knowing that, despite the luxury, we were not there for a holiday. There would be tests along the way, and if your intention is pure and you are there to serve Allah, you accept whatever situation arises, saying Alhamdulillah, and take in as many prayers and blessings as you can.

Mina was a humbling experience. It was interesting to meet other people, and there was a strong sense of camaraderie. I appreciated that the ladies in our group, possibly guided by Comerel sheikhs, came together to read different parts of the Quran. Afterwards, we prayed together, and our elder sisters in the group prayed for us, creating a beautiful and blessed atmosphere. We even welcomed other ladies who were displaced from their rooms, fostering a sense of community and sisterhood in Islam. Regardless of our individual experiences, we were all there to serve Allah, and I truly enjoyed that unity.



# FEEDBACK FROM HAJJ 2024 PILGRIMS

## Muzdalifah

We barely spent much time in Muzdalifah, as the ladies left pretty quickly. We experienced the usual waiting around, wondering where the bus was. While it wasn't perfect, we eventually boarded a lovely bus with air conditioning and comfortable seats. Upon arrival, I noticed the rugs being arranged. I'm a very perceptive person, and I looked around and saw that most people didn't seem to have coolers or food and drinks ready, even though we were outside. Despite the imperfections, it felt like we were still being taken care of.

Interestingly, we found ourselves sharing food and water with other pilgrims, which highlighted the core characteristics of both the people and the tour operator, Comerel. Ultimately, it's about providing the best service despite challenges and hurdles outside their control. What was nice was that Comerel focused on what they could control: how they took care of the pilgrims and treated us with patience and kindness. I believe that enhancing communication and having a female representative with us would further strengthen the excellent service Comerel strives to provide.

## Proudly Nigerian

As a proud Nigerian, I love my country and often share its beauty with others. I even took a picture to show my mother, expressing how beautiful it is.

Unfortunately, the global perception of Nigerians isn't always positive; we are a large country often painted with the same brush. However, I believe that, like in any country, there are both good and bad people. It was heartening to see that we can do things right and that our people can be well-behaved and law-abiding. We have much to offer; we can carry ourselves with grace, dignity, and kindness. While the luxurious aspects of the trip, like the well-branded bus, were pleasant, it meant much more to me than just the material side. It showcased our pride in what we do and our willingness to go the extra mile. Seeing our bus from a distance reassured us that it was for us, which I thought was a lovely touch.

Going forward, I believe Comerel should expand its coverage to ensure inclusivity. As a Yoruba speaker, I noticed that while there were Yoruba speakers in the team, it's essential not to cater only to certain parts of the country. I enjoyed the presence of non-Hausa Yoruba speakers in the group chat, as we are all Muslims. I want to emphasise that Comerel is for any Muslim who wants to enjoy the pilgrimage experience. This luxury allows us to focus on our prayers without worrying about the little things that might detract from our time for worship. Continuing to promote the message that Comerel serves the entire country and all Muslims will go a long way.



# FEEDBACK FROM HAJJ 2024 PILGRIMS



## **HAJIYA HANNATU MUSA MUSAWA**

Coming to Umrah and Hajj has become a regular event for me; I make this journey every year and

often participate in both Hajj and Umrah multiple times. In the past, I encountered challenges with the service providers who organised my packages, which affected my overall experience.

It was through friends that I first heard about Comerel. They recommended it, saying, “Why don’t you try Comerel? They have an excellent track record in preparing comprehensive packages.” This time, I wanted a seamless experience, so I decided to choose Comerel for my pilgrimage.

I’m genuinely glad I followed my instincts and opted for Comerel. The positive feedback I received through word of mouth was well-founded, and my experience with them has reinforced that decision.

### **My Experience So Far**

Honestly, I am truly surprised and blown away by the services provided by Comerel. While I expected a high level of sophistication, I did not anticipate the extent to which Comerel would go to ensure that, as a customer and fellow pilgrim, my needs were taken care of at every stage of the journey.

I’ve travelled extensively and used various travel agents, but I have never encountered one that goes above and beyond to ensure the safety, security, and comfort of its customers, like Comerel does. I am genuinely grateful that I chose Comerel for my pilgrimage.

For me, coming for Hajj is a profoundly spiritual journey, and having a service provider that facilitates this experience allows me to focus on my Ibadat wholeheartedly. Knowing that all my needs are taken care of gives me peace of mind.

Whenever I face challenges, I appreciate the efforts Comerel makes to address and correct them promptly.

### **Comparison with Past Hajj Experiences**

Honestly, there is no comparison when it comes to the services offered for Hajj and Umrah. My experience with Comerel has been exceptional. They go above and beyond to ensure that every aspect of my pilgrimage is taken care of—from providing meals to ensuring safety.

At every stage, the team actively checks in to ask about my needs, and I’ve witnessed their commitment to ensuring the comfort and safety of all the pilgrims, not just myself.

In my previous experiences with other service providers, I have never encountered this level of professionalism and dedication. Comerel truly prioritises my Ibadat, enabling me to focus on my spiritual practices without unnecessary distractions. There is absolutely no comparison whatsoever; Comerel stands out as a leader in providing support during Hajj.

### **Effective Communication**

One of Comerel’s significant successes lies in its exceptional communication. I’ve never experienced anything quite like it before. They provide various channels, including a dedicated WhatsApp group, which makes communication extremely effective.

At every stage of the journey, even when I don’t see a Comerel staff member, I can easily check the WhatsApp page or other communication channels. They provide information exactly when I need it, which is invaluable. Effective communication is crucial for Hajj and Umrah, and Comerel excels in this area. In the midst of so many people, it’s easy to get lost or misinformed. Knowing I can refer back to Comerel’s communication channels gives me peace of mind and prevents confusion.



# FEEDBACK FROM HAJJ 2024 PILGRIMS

This commitment to clear communication is, without a doubt, one of the key successes of Comerel.

## Challenges

Honestly, the challenges I've encountered are not directly related to Comerel. They stem more from the broader organisational issues surrounding the treatment of Nigerian Hajj pilgrims. There's a significant need for improvement in how pilgrims from Nigeria and Africa are treated overall. Having observed how pilgrims in other countries are handled, I find the treatment of those from Nigeria and Africa to be quite depressing and deplorable.

Most of the challenges relate to how the Hajj packages are organised at a governmental or institutional level rather than anything Comerel has done.

However, I must commend Comerel for their exceptional response to these challenges.

They have stepped up to ensure that, when problems arise, they assist pilgrims in alleviating these issues. They communicate with us openly to provide comfort, and I genuinely appreciate their efforts. Interestingly, despite coming to Hajj hoping to lose a few pounds, I think I may have actually gained weight because of the wonderful meals they provide! It's been a truly amazing experience overall.

## Accommodation in Makkah and Madinah

I absolutely adored the accommodation in Madinah. It was excellent. The accommodation in Makkah, being within the Haram, is exactly what every pilgrim desires. Accessibility to the Haram is crucial, and I was very pleased with the hotels provided.

Most of the hotels within the Haram are very good quality. I believe Comerel has done an outstanding job in arranging these accommodations.

I know that such lodging options can be quite expensive, so for Comerel to secure housing for all their pilgrims in such a prime location is truly commendable.

## Nigerian Cuisine

I was pleasantly surprised by the food offered during my pilgrimage. As an African and a Nigerian, I know we have very specific palates that crave our traditional dishes. Nigerian cuisine truly is the best in the world, and I take pride in wanting to showcase our culinary specialities to a global audience.

Nigerian palates are unique; when we eat, we seek flavours and ingredients that resonate with our cultural heritage. It's essential for our food to feel familiar and satisfying, especially when travelling. I was delighted to find options that catered to this craving for home-cooked flavours.

## Comerel Promotes the Nigerian Brand

Comerel does a tremendous job in promoting the Nigerian brand. Many Nigerians who travel for Hajj are often seen or portrayed in a certain light, but when you see the Comerel brand, the first thing that stands out is the phrase "Proudly Nigerian", prominently displayed in their logo. As a Nigerian, that makes me proud.

I recall when I came for Hajj last year or the year before and saw the "Proudly Nigerian" branding. It brought me joy to know that there's a company providing services for pilgrims in a foreign land while simultaneously promoting Nigeria and encouraging Nigerians to take pride in their identity.

# FEEDBACK FROM HAJJ 2024 PILGRIMS

This initiative reflects how we, as a society, can each contribute to promoting Nigeria. Repositioning our country isn't solely the responsibility of the government; we all have a role to play.

Comerel is already fulfilling that role by using its platform to showcase its Nigerian identity and offering services that ensure security and comfort for Nigerians abroad.

## Areas of Improvement

Of course, there will always be areas for improvement, as nothing is ever completely perfect. There's always room to grow. However, I believe that with the strong communication channels they have, Comerel, along with other service providers, will continue to enhance the services they offer their clients year after year. The world is evolving rapidly, and with the rise of digitisation and AI, companies like Comerel should leverage these advancements to improve their services. Incorporating AI could provide an amazing experience for pilgrims, allowing them to understand what to expect even before they arrive.

While there's always potential for improvement, I am confident that Comerel is ready to embrace the changes necessary to enhance the overall pilgrimage experience. Mashallah.

## Value for Money

I genuinely believe that I received great value for my money. For me, both Hajj and Umrah are spiritual journeys aimed at enhancing my faith and helping me become a better Muslim. When a service provider like Comerel alleviates much of the stress and challenges associated with these journeys, it allows me to focus on my Ibadah. Because of the seamless experience I had, I definitely feel that Comerel provided excellent value for my investment.

## Rating Comerel

As for my rating, I would give Comerel a 9 out of 10. I tend to be quite discerning, so a nine from me is nearly equivalent to a perfect score! Yes, definitely 9 out of 10, or perhaps even 9-point-something out of 10.





# FEEDBACK FROM HAJJ 2024 PILGRIMS



## PROF. KHALID ABUBAKAR ALIYU

In the name of Allah, the Most Gracious, the Most Merciful.

I extend my heartfelt thanks to Him for the opportunity to participate in the 2024 pilgrimage to the holy cities of Makkah and Madinah. My name is Professor Khalid Abubakar Aliyu. I serve as the Secretary General of Jama'atu Nasril Islam (JNI), headquartered under the leadership of His Eminence Alhaji Muhammad Sa'ad Abu Bakr, CFR, mni. I am also a lecturer at Kaduna State University and the chief imam of Fiber Mosque, as well as a visiting imam at several other mosques, including An-Nur Masjid, where I serve as one of the core imams.

Alhamdulillah, I am grateful to have travelled this year with the well-known travel agent, the Comerel group. My experience has been lively and rewarding. The Comerel team is caring, affable, and friendly, demonstrating a commitment to excellent service. Their hard work and organisation are exactly what our country needs —when you are dedicated to your work, it is essential to be well-organized and always prepared to serve your clients. This dedication is indeed very important.

### COMEREL is Different

Having been a member of the National Hajj Committee back in 2000 and having attended Hajj at various levels, I can say that this particular pilgrimage is special. This year's journey is a VIP Hajj, which is significant. Thanks to the government of the Federal Republic of Nigeria, the VIP treatment we received truly sets this experience apart.

In Madinah, the accommodation met high international standards, and the quality of the meals was exceptional. In Makkah, we stayed at the Pullman Zamzam, a seven-star hotel and one of the top world-class hotels, which further enhanced our experience.

The distinction between private and government operations is evident. Private platforms, when managed well, can provide a level of service that sometimes surpasses government efforts. There is a pressing need for government operations to improve and work diligently.

The teamwork at Comerel is impressive. They are always ready to provide information through a dedicated WhatsApp platform, ensuring that assistance is available at all times. Since this is a paid service, it's essential that the quality of service justifies the payment made. The relationship should not be one of master and servant; rather, the customer—who deserves quality service for the considerable amount they pay—should be prioritised. In the context of the subsidised government Hajj, the amount of eight million naira is significant, and while the government's efforts to subsidise are appreciated, it is crucial that the services provided meet expectations.

At Comerel, the Amirul Hajj, the General Manager, the media team, and the medical team are all actively engaged, which is vital for a smooth experience.

However, one disappointing aspect has been the situation with the Minna tents. There has been a failure to fulfil commitments regarding accommodation in Minna, and this issue seems to affect all operators, including NAHCON. The inadequacy of tent facilities and toilets is a challenge. In contrast, here, at Arafah, we have access to clean and functional facilities, allowing for a much more comfortable experience.

Despite these challenges, one important message I want to convey is that the difficulties faced during Hajj are worth it.

This pilgrimage is one of the five fundamental pillars of Islam, and while it may not always be enjoyable, it is a struggle for a greater purpose: seeking Allah's pleasure and striving for Jannah.

# FEEDBACK FROM HAJJ 2024 PILGRIMS

When we reflect on the struggles of Prophet Muhammad (Sallallaahu alayhi wa sallam.) and his companions during their Hajj, we realise that we have it relatively easy today. The accommodations, including the tents, are of a high standard, equipped with air conditioning and necessary facilities.

In the end, while there may be challenges, the pursuit of Allah's pleasure makes every effort worthwhile.

## **Value for Money**

Yes, the package is undoubtedly expensive, but it proves worthwhile when considering the quality of the meals, accommodations, and tents. The VIP tents provided are exceptional; where else could you find such standards? Kudos to Comerel for that! While we appreciate their efforts, we also hope to see continual improvement so that they can become one of the best service providers in the industry. Our wish for Comerel is to keep striving for excellence, and so far, they have done well—we hope they will continue in this positive direction.

## **Proudly Nigerian**

Another significant aspect of Comerel's service is how they showcase Nigeria. This is something we should all embrace—being proudly Nigerian. The way Comerel promotes our country is commendable, and we should recognise them for that achievement.

## **The Tent: A Relief**

It has been quite pleasing to see how, despite the challenges initially communicated to us, we were ultimately provided with ease and relief. However, there were some shortcomings concerning the clients of Comerel not being able to secure all the tents for the contingents needed.

I understand that the female group faced some challenges, which were eventually addressed. Yet, that's part of the human experience. We learn and improve every day, and I believe that we can continue to make progress moving forward.

## **COMEREL, Don't Relax**

First and foremost, I want to extend my congratulations and kudos to Comerel for their commendable efforts. However, I urge them to remain vigilant and continue striving for excellence. It's easy to become complacent when receiving too much praise, but challenges often drive improvement. I genuinely hope that Comerel will rise to the occasion and exceed even the high standards they have already set.

## **Beware of Service Providers**

I would like to emphasise the importance of thorough pre-Hajj preparations. Comerel should aim to execute these preparations to the best of their ability, just as they have done thus far. Additionally, I encourage Comerel to be cautious when partnering with contractors and clients who may not fulfil their obligations. I have observed the pressure on the Managing Director, and I sympathise with him. It's crucial for him to leverage his experience to avoid partnerships that could compromise service quality. We pray for their continued success and improvement, inshallah.

## **Overall Assessment**

Overall, I believe Comerel is doing well. I would rate them a solid 7 out of 10. This is a strong score, and it reflects their commitment to quality service. Inshallah, with continued effort, they can achieve even greater heights.



# FEEDBACK FROM HAJJ 2024 PILGRIMS



## IMAM TELIAT YUNUS OLUSHINA

I would like to begin by expressing my heartfelt gratitude to the Supreme Council for Shariah in

Nigeria for recommending me to the Office of the National Security Adviser (NSA), which has granted me the incredible opportunity to perform Hajj with COMEREL.

I pray that Almighty Allah continues to strengthen the Supreme Council for Shariah in Nigeria and bless the Office of the NSA, including President Bola Ahmed Tinubu and Mallam Nuhu Ribadu, along with everyone working alongside them. May Allah's guidance be with them always.

I also pray for the President, asking Allah to grant him the wisdom, knowledge, and capability to lead Nigeria towards a successful future. I extend my prayers for all those in government working with the President — senators, members of the House of Representatives, ministers in the cabinet, and the thirty-six state governors, particularly my own governor, Engr. Seyi Makinde of Oyo State. May Almighty Allah continue to support and strengthen him.

For my community in Ogbomosho, where I serve as the Grand Chief Imam, I pray for peace and prosperity. As the Chief Imam of Ogbomosho land, I ask Allah to empower my office to grow and promote a deeper understanding of Islam globally. I pray for everyone at COMEREL, and I am reminded of the words of Prophet Muhammad (Sallallaahu alayhi wa sallam) that there is no reward for performing Hajj except Janatul Firdaus.

May Janatul Firdaus be our eternal abode on the Day of Judgment.

## COMEREL Logistics

I am proudly Nigerian, and there have been many times in my life, especially during this special occasion when I feel a deep sense of pride in my nationality. While many around the world may perceive Nigerians as synonymous with failure, COMEREL has proven that Nigerians can excel — and indeed, we have!

When it comes to logistics, I can confidently say that it is 100% perfect. I typically don't give perfect scores; I usually reserve 70-75% for evaluations. However, for the first time, I am giving COMEREL a complete 100%.

Our buses are fully air-conditioned, and the seating is very comfortable. The bus managers go above and beyond, providing us with drinks and various amenities during our travels.

I also want to extend my gratitude to the media crew at COMEREL. Thank you for keeping us updated and providing timely information, ensuring that everyone is included, regardless of our cultural backgrounds, identities, ethnicities, or languages. As a Yoruba man, I sometimes struggle with Hausa, but COMEREL has made certain that interpreters are available to facilitate understanding for everyone.

In terms of logistics and overall service, COMEREL has not only provided us with the best in this world ("Duniya") but has also offered us what can lead to the best in the hereafter ("Aakhirah").

# FEEDBACK FROM HAJJ 2024 PILGRIMS



## **HAROON IBRAHIM AIGIMENLEN**

I learned about COMEREL through the Supreme Council for Shariah in Nigeria. This is my first Hajj,

and I am excited to share my experience.

### **My Experience**

The Induction Course leading up to my departure from Nigeria was a truly enlightening experience. The lectures were clear and informative, reflecting the confidence and commitment of the MD and all the COMEREL staff. From the very first day, it was evident that these individuals are dedicated to serving humanity.

One particular statement from the MD struck me deeply: he encouraged participants to notify the team via WhatsApp if anyone was not satisfied with the services provided in Makkah or Madinah. This openness to feedback and the option to change services was remarkable. I had never encountered such a commitment to customer satisfaction before, where participants could openly rate the service they received and have alternative options readily available.

This approach set a positive tone for the entire journey, and I truly appreciate the level of support and commitment demonstrated by COMEREL. It was an experience unlike any I've had before.

### **Arrival at Jeddah Airport**

As I mentioned earlier, the commitment of the COMEREL staff, from the MD to every team member, was truly impressive. From the moment we landed at the airport, their warmth and brotherly attitude made me feel like part of a family. Every promise made during the induction sessions before our departure was fulfilled seamlessly.

When I spoke with friends who travelled with other agents, they remarked that our experiences felt like a dream compared to the hurdles we often hear about when preparing for Hajj.

Many had faced significant struggles and stress when travelling through other agencies or state governments, but we experienced none of that. Everything was tailored to be seamless and stress-free.

Kudos to COMEREL for their exceptional logistics, not just at the airport but throughout our entire journey. We encountered no difficulties until we reached Jeddah. Even when faced with security trying to enforce rules regarding pilgrim buses, COMEREL officials stood firm that their services were VIP and must remain so. Despite our pleas to allow some flexibility, they maintained their high standards and refused to compromise on service quality.

I genuinely have not seen a company in Nigeria as committed to its mission and customers as COMEREL. This journey marks a new chapter for me, and I am excited to share my experience. I plan to upload photos and highlights on my Facebook to ensure others can see the quality of service COMEREL provides and consider patronising them.

### **MADINAH**

#### **Hotel Proximity and Ziyarah as a First-Timer**

I found myself smiling during my time in Madinah, especially when discussing with friends how COMEREL has made this Hajj experience so stress-free. Many of them remarked that if it weren't for the fundamental rituals required for Hajj, which COMEREL meticulously ensured we adhered to, we might have overlooked other significant sites, like the Sab'ah Masjid. When I asked friends who travelled with other agencies about Sab'ah Masjid, most didn't even know it existed. We also visited Masjid Qiblatain, adding depth to our pilgrimage.

COMEREL provided us with an enriching experience beyond the core rituals, all executed with exceptional logistical arrangements. Everything was so well-organized that we never felt confused or overwhelmed.



# FEEDBACK FROM HAJJ 2024 PILGRIMS

We were pre-informed about every activity, allowing us to prepare adequately and making our ibadah smooth and enjoyable. Given the investment we made, we truly appreciated the space and time to worship. Unlike others who struggled, we had ample opportunity to engage in prayers and other acts of devotion. The proximity of our hotel was remarkable—like having a bedroom and sitting room right next to Majlid al-Nabawi.

This closeness made it easy for us to attend *Tahajjud* and never miss prayers, without having to trek under the sun or endure any discomfort. Overall, our experience was perfect. We couldn't have asked for anything more. I often reflect on a slogan that resonates with me regarding COMEREL: they promote Comfort, Reliability, and Efficiency, but I believe they provide something even deeper—selfless service. Their dedication transcends the financial aspect of our journey; it is truly about serving us with sincerity. We pray that Allah accepts their acts of ibadah as well.

## Raudah

Raudah was a truly remarkable place during my journey. I must mention the calibre of scholars associated with COMEREL; they are genuinely amazing. Before any ritual, various scholars would come to educate us on what is fundamental and what is not obligatory. This guidance was invaluable.

Before entering Raudah, we were informed about its significance and the specific area we would be in—between the Qibla and the house of the Rasul (peace be upon him), as well as between the minbar and the house of the Rasul (peace be upon him). We were advised to keep to our left as we entered, and this scholarly advice helped us navigate the experience.

We were also reminded to seek paradise above all else while in Raudah.

When we finally entered, the process was seamless; unlike others who travelled with different agencies and faced long queues, we quickly assembled ourselves. Our Amir and his crew liaised with security, and before we knew it, we were inside.

Being in Raudah is a profoundly emotional experience, as we prayed in the heart of the Masjid of the Rasul (peace be upon him). Many people were moved to tears, and we had the opportunity to pray sincerely from our hearts. COMEREL ensured we had ample time to express our prayers, including prayers for the company itself. We prayed that Allah would strengthen them to continue their selfless service and accept all our prayers in Raudah.

## Madinah to Makkah

There's a saying that you can't give what you don't have, and I believe COMEREL embodies this perfectly. They possess quality, and they deliver exceptional service, all infused with selflessness. From the moment we left Abuja, I realised we never lacked anything. Everything we needed seemed to arrive even before we asked for it. COMEREL showered us with gifts throughout our journey, making the experience even more special.

While others were enduring long bus rides of nine to ten hours, we simply boarded the Haramain Speed Train and, in just over two hours, we arrived in Makkah. It was remarkable to see those who had left before sunrise still on their way while we enjoyed a stress-free journey. COMEREL has truly eliminated the word "stress" from their operations; it was all about ibadah with ease. They embody the spirit of the saying from Rasulullah, "Innad deeina yusrun"—Islam should be practised with ease.

This journey taught me that worshipping Allah should not be a struggle; there is always a way to ease it. You can't fully grasp the meaning of "Islam is ease" until you experience it firsthand with COMEREL.

# FEEDBACK FROM HAJJ 2024 PILGRIMS

Traveling at 300 kilometres per hour on the Haramain Speed Train, we swiftly reached Makkah. Upon arrival, a bus was already waiting to take us to our hotel, where gifts continued to be shared. Remarkably, before we even arrived, we were informed through our WhatsApp group that our Amir had all the room keys, ensuring a smooth check-in process. Each of us received a smart card to access our hotel rooms.

Once settled, our Amir led us to the Ka'bah to perform Umrah, filling the experience with joy and gratitude. COMEREL has helped me forge many new friendships that I will cherish for a lifetime. This journey has been a significant achievement, alongside fulfilling the Hajj rituals.

## Branding

When you see COMEREL buses emblazoned with "Proudly Nigerian," it's more than just an advertisement; it's a powerful statement promoting a positive image of Nigeria. Even during our time at the camp, we were easily identifiable as COMEREL pilgrims. Officials recognised us and treated us with respect. This respect stems not just from us as travellers but from the esteemed reputation of COMEREL in Saudi Arabia.

Witnessing this respect was truly impressive. In Saudi Arabia, I hardly saw any advertisements for other countries—everything was focused on promoting Saudi. Yet there was COMEREL, proudly declaring their Nigerian identity. This wasn't merely a slogan; it reflected the commitment to high-quality services provided to all pilgrims. Such dedication clearly earned them the respect they received from local service providers.

A memorable moment was when we arrived at Arafat. Many of us felt so comfortable in our surroundings that we decided to step outside.

We recognised that staying in the building gave us too much convenience, which might hinder our ibadah. So, we willingly braved the sun to engage more fully in our worship.

Overall, it was a fascinating experience, and I feel grateful and privileged to have benefited from the exceptional service rendered by COMEREL.

## Muna

Our experience in Muna was truly a step ahead of everyone else. Upon arrival, I noticed many companies struggling to accommodate their pilgrims outside, but with COMEREL, it was a different story. Our tents were proudly branded with "Proudly Nigerian," making them easily identifiable and distinct. There was no need for arguments or conflicts; everything was well-organized.

As evening fell, I was surprised to see many prominent figures, including the minister's wife from Senegal, sleeping outside without tents. This highlighted just how well COMEREL had secured our accommodations. We had a comfortable space while others were left to fend for themselves.

However, when we went for ibadah, some important individuals from various countries ended up hijacking our tents due to their lack of space.

This is where COMEREL truly shone—they always kept us informed and involved. After returning from Arafat, they communicated with us about our options regarding the situation. Although we considered the alternative provided by the Saudi Ministry of Hajj, COMEREL stood firm on their standards, stating that the suggested D tents were not acceptable.



# FEEDBACK FROM HAJJ 2024 PILGRIMS

Ultimately, we decided to return to our original tents. The managing director stepped in and quickly called everyone back inside. We didn't have to wait long outside; within just a minute or two, we were back in our tents without any hassle.

This experience demonstrated COMEREL's commitment to their promises. They ensured we regained our rightful space, and all unauthorised occupants were promptly removed.

## Conclusion

In summary, COMEREL is an outstanding company with a global reach. Regardless of where you are in the world, you can book their services

. Even if you're already in Hajj, you can arrange activities with them. Many pilgrims arrive with their tickets purchased from various countries, but if you're looking for comfort and ease, COMEREL has you covered.

For instance, during our time in Muna, our tent was conveniently located just before the Jamrat. Instead of having to navigate the difficulties of being wheeled around or relying on someone else to perform rituals on your behalf, COMEREL stands ready to support you.

Travelling with them means you're always close to the activities that make your Hajj valid and fulfilling.

May Allah accept our Hajj and make it Mabroor for all of us.



# FEEDBACK FROM HAJJ 2024 PILGRIMS



## MUHAMMAD SALIM ISA

My name is Muhammad Salim Isa, and I'm from Talata Mafara in

Zamfara State. I learned about COMEREL through my sponsor, who funded my trip.

So far, my experience has been smooth, starting from Abuja to Jeddah and then from Jeddah to Madinah. Although we faced some unexpected difficulties along the way, they were quickly resolved, allowing us to reach Madinah without much hassle.

### Accommodation in Madinah

In Madinah, we were placed in excellent accommodation at EMAR ROYAL, which is conveniently located near Masjid al-Haram. Our stay was very pleasant, and we were provided with breakfast, lunch, and dinner, all of which were of high quality. However, I would recommend that COMEREL consider incorporating traditional foods into their meal offerings in the Deluxe Package, as this would enhance the experience for many pilgrims.

### Transportation

Upon arriving in Jeddah, we experienced a delay of about an hour and a half while waiting for transportation to Madinah. Initially, we were informed that the company assigned to take us had not been registered with the Saudi authorities, so we had to find another vehicle. This waiting period was the main difficulty we encountered.

### Daily Prayers

The proximity of our accommodation to the mosque made it easy for us to attend the five daily prayers. We were able to walk to the Masjid and join in the prayers without any issues, which was a great convenience.

### Ziyarah

One of the highlights of my trip was the Ziyarah. COMEREL made it easy for us to visit the Raudah by booking slots for the entire group.

Instead of individually downloading an app and making reservations, we simply queued up and entered together to perform our prayers. This arrangement significantly reduced the hassle that typically accompanies such visits.

Additionally, we had the opportunity to visit Masjid Quba, where we prayed Salat al-Zuhr. Our guide provided insightful information about each location, enriching our experience with historical context. Without this guidance, we might have visited these important sites without fully understanding their significance.

Overall, COMEREL has done an incredible job in organising our trip and ensuring that we had a fulfilling experience. Alhamdulillah for their efforts!

### Preparation for Umrah

Currently, we are on a train travelling from Madinah to Makkah. This high-speed train has saved us a lot of stress, as the car journey would have taken nearly six hours. We have already donned our Ihram, and upon our arrival in Makkah, we will perform Umrah and complete our Tawaful Qudum before heading to our respective hotels. Alhamdulillah for this smooth transition!

### Makkah

While it's true that some stress is inevitable during Hajj activities, we are optimistic about our accommodations in the Clock Tower. Its proximity to Masjid al-Haram will help minimise any potential stress. Additionally, we are expecting to be assigned Tent A in Muna, which will further ease our experience. Given the preparations we've seen so far, we anticipate a pleasant stay in Makkah, insha'Allah.



# FEEDBACK FROM HAJJ 2024 PILGRIMS



## UBA USMAN ONAH

Coincidentally, I happened to be one of the pilgrims from the Supreme

Council for Shari'ah, and it was during my visit to their office that I first learned about COMEREL.

Once I received the information that I would be travelling with them, I took the initiative to research the company online. I found a wealth of historical information about their operations and was genuinely impressed by what I discovered.

### Previous Hajj Experience

I previously performed Hajj in 2014, but that experience was under a standard state pilgrims arrangement. Comparing that to COMEREL, I can confidently say that they are a remarkable organisation. One of the first things they did was create a WhatsApp group for the pilgrims. This group was invaluable, as it allowed us to connect with one another in Nigeria before embarking on our journey. They shared vital information through this platform, helping to foster a sense of community among the pilgrims and the COMEREL management.

Additionally, I participated in a sensitisation programme at the National Mosque. Although I couldn't attend in person, I joined via Zoom, and it was a wonderful experience. This programme helped build my confidence in COMEREL, as it became clear that they genuinely care about ensuring that pilgrims benefit maximally from their journey rather than just collecting fees.

The teachings during the programme were excellent, and they provided us with a wealth of information, including pamphlets and digital copies of the materials shared on the WhatsApp group. Even if you missed the live session, you could catch up through the videos and documents available online.

When I travelled to Abuja to pick up my documents, it was my first face-to-face encounter with the COMEREL team.

The reception I received was overwhelming; they welcomed me as if we had known each other for a long time. I had previously chatted with some team members, including Usman (GMF), and he responded as if we were old friends. This level of warmth and professionalism truly impressed me.

### Commencement of the Journey

Starting from Abuja, the organisation of our journey by COMEREL was excellent. They arranged for pick-up from the National Mosque and guided us to the airport. If anyone encountered a problem, they were readily available to assist until the issue was resolved.

### Jeddah Arrival

Upon arriving in Jeddah at night, the COMEREL team was everywhere, ready to address our needs. No matter what assistance was required, they were there to help us.

### Madinah

My experience in Madinah has been truly wonderful. I don't want to exaggerate, but I can genuinely say that the management and staff of COMEREL are doing an outstanding job!

### Accommodation in Madinah

The accommodation provided in Madinah is superb, and the quality of the meals is excellent. Compared to what state pilgrims typically receive, COMEREL ensured we had balanced, nutritious meals and comfortable lodging. They truly excelled in this area.

### Proximity to Haram

The proximity of our accommodation to the Haram has been a significant advantage.

I recall my previous experience in 2014, where accessing the Raudah was a struggle, almost lost my glasses in the crowd. This time, however, it has been seamless. We could enter freely, perform our prayers, and complete our Ziyarah without any stress. I commend COMEREL for their effective organisation in this regard.

# FEEDBACK FROM HAJJ 2024 PILGRIMS

## Five Daily Prayers

Thanks to my father on this trip, Professor Khalid Aliyu, the Secretary General of JNI, who mentored me during this journey, we were able to pray all our prayers, including Nafilahs, in the Masjid. We didn't miss a single prayer in the hotel. The closeness of our hotel to the mosque allowed us to join the congregation quickly, even catching Raka'ahs even when the Iqamah had begun. This is another commendable aspect of COMEREL's arrangements.

## Madinah to Makkah Train

My first Hajj in 2014 was quite a nightmare when travelling from Madinah to Makkah by road. We spent no less than 8-9 hours on the journey, and to make matters worse, it was the day we were supposed to move to Muna. Everyone was running around trying to perform Umrah before heading back to the hotel, which made it very hectic.

In contrast, this time was like a dream come true. The train journey was so smooth that I hardly realised when we boarded; before I knew it, I had dozed off for an hour and woke up already in Jeddah, and shortly after, we arrived in Makkah. It felt like a journey of just thirty minutes compared to my previous experience.

## The Clock Tower Stay

When I arrived in Makkah in 2014, I remember seeing the Clock Tower from a distance and wondering if people actually stayed there. It was a surprise and a dream come true to find myself lodged in the Clock Tower this time.

From my room, I could hear the call to prayer and simply walked down to the Masjid. The convenience was remarkable.

Initially, I missed a few prayers because I assumed they would call for prayer like they do in Madinah, giving a ten-minute notice. However, here, the call to prayer was immediate, and we often rushed to perform ablution, which led to missing some prayers in the beginning.

Praying inside the Haram was challenging due to the large crowds. Often, we had to pray in the corridors of the Clock Tower because of the congestion. Most of our prayers, except for Isha, were conducted in those corridors due to the overwhelming number of worshippers.

## Umrah

The process of performing Umrah was quite smooth for us. As soon as we landed, our hotel room keys were ready, allowing us to check in quickly. After settling in, we attended the Maghrib prayer and waited for Isha to avoid breaking our Umrah. Immediately after praying Isha, we headed to perform our Umrah, and within just an hour and a half, we had completed it.

## Tent Accommodations

Regarding the tent accommodations, I personally had no issues. I believe we came to worship, not to enjoy luxuries, so I didn't focus on the differences in tent facilities. Initially, some tension arose when people began discussing the quality of the tents — especially in comparison to the A tents — but I remained focused on my purpose for being there.

## Muna Experience

When we arrived in Muna, there was some apprehension about the tent situation, as many were unsure what to expect. However, I found that COMEREL did an excellent job in communicating with us throughout the process. The MD had informed us about potential issues beforehand, and we were kept updated via WhatsApp.

Upon arrival, the crowd was significant, and there were some accommodation challenges. However, our group, which was in tent 90, was fortunate. Our tent was ready for us, and we settled in without any issues. I did hear that some others, particularly females, faced minor problems with their tents, but I believe those issues were resolved by the end of the day.



# FEEDBACK FROM HAJJ 2024 PILGRIMS

## Recommendations

Absolutely! I noticed that some other travel agencies had their pilgrims stranded, with many even sleeping outside. However, COMEREL stood out by anticipating challenges and proactively addressing them. Their efforts ensured that we secured accommodations, and without their quick problem-solving, many of us might have ended up in the same situation as those with other agencies.

I even shared a vote of confidence on the platform because I was genuinely pleased with how everything was handled. I am grateful to them and would love to experience their services again in the future!

## Arafah Experience

Upon arriving at Arafah, the difference was immediately noticeable. Everyone was in awe, realising this was how it should be. The accommodations were clearly superior to what we had seen in other tents. Unlike in 2014, when we had to walk miles to get close to the Hill, this time we were comfortably lying on top of the hills.

I learned that the facilities had been constructed in just ten days, which is impressive. For COMEREL to secure such excellent accommodations for their pilgrims is a significant achievement, and I encourage them to continue this great work.

While I understand that mistakes can happen, the few issues we encountered were so minor that they were hardly noticeable. The MD had already informed us about potential challenges in Muna, which helped set our expectations. I also spoke with a friend at NAHCON who mentioned that some of the problems stemmed from the embassy, which was issuing VIP visas even two days before Hajj. It's clear that the difficulties were not the agency's fault.

## Praise for COMEREL

The management and staff at COMEREL are truly wonderful! They are friendly and approachable, and I've made good friends among the staff. Insha'Allah, I will continue to share my positive experiences with them everywhere I go. Without a doubt, they are exceptional!



# FEEDBACK FROM HAJJ 2024 PILGRIMS



## ALIYU ZUBAIRU ABDULLAH

I seek refuge with Allah from the accursed Shaytan. In the name of

Allah, Most Gracious, Most Merciful.

My name is Aliyu Zubairu Abdullah, and I live in Kaduna while working in Abuja. Alhamdulillah, I learned about this blessed company through some brothers and mentors, which enabled me to fulfil my obligation during this blessed year of 1445H. I can say that this is how I came to know about COMEREL, Insha'Allah.

### **This is My Second Hajj**

This is my second Hajj. My first was through NAHCON when I was younger.

### **Madinah to Muzdalifah**

Alhamdulillah! I have much to share about my experiences, especially when compared with those who travelled with other agencies or private operators. Starting from our departure day, there were noticeable differences. Many government and private companies departed Nigeria two weeks earlier than us, which can leave pilgrims tired before the actual Hajj rites begin. In contrast, we arrived just as the Hajj rites commenced, making everything easier for us. During my previous trip, I often heard complaints about provisions running out.

COMEREL welcomed us at the airport with exceptional treatment, making us feel like the only pilgrims there. This showed me that Allah had something good in store for us through this blessed company.

### **Raudha and Other Ziyarah**

I would say Alhamdulillah regarding our access to Raudha. In the past, while many spoke about the experience, it was often overshadowed by the challenges of performing Ibaadah at such a significant site.

However, this time, things were easier thanks to the Saudi Hajj authorities and those tasked with overseeing the pilgrimage.

I felt comfortable and fulfilled during my prayers, and I pray that Allah accepts our supplications and weighs them on our scale of righteous deeds.

### **Accommodation**

In Madinah, although our hotel was not as close to the Haram as in Makkah, it was still just a 2-3 minute walk to Masjid Annabawi. The food we received in Madinah was outstanding—much better than in Makkah, where I unfortunately faced some health issues like fever and typhoid. However, we can still say Alhamdulillah for both cities.

Another advantage was the ability to pray in our hotel without worrying about congestion. After one experience outside, I chose to return and pray with other pilgrims in a more serene environment. This was truly a mercy from Allah, as many who travelled with other companies had to pray outside the Haram and missed the opportunity to worship inside.

This is a testament to COMEREL's hard work in ensuring their pilgrims have comfort during Ibaadah. We wish them continued success, for as it is said, "Whoever guides to goodness will have a reward similar to the doer." I sincerely admire this company for their efforts in making Hajj manageable for the pilgrims, offering services that money cannot buy. Seeing the exemplary service that COMEREL provides inspires me to pray for their continued success.

May Allah uplift their standing and grant them strength in facilitating the Hajj for future pilgrims.



# FEEDBACK FROM HAJJ 2024 PILGRIMS

I hope that other companies will strive to emulate their example, as emphasised in the words of Allah S.W.T.: "And in aspiring to this, let the competitors compete." This praise is rightly due to this blessed company, and all gratitude belongs to Allah, the Most High.

## **When I Fell Sick**

Whenever I'm not feeling well, even back in Nigeria, I usually suspect it's just malaria or typhoid. During my trip, I intended to go out to buy some medicine, but it felt a bit difficult. Instead, I decided to reach out in our WhatsApp group to let everyone know what I was experiencing and that I needed immediate medical attention.

Within just two minutes, I received a reply from the Head of the Medical Team at COMEREL. He informed me that he was in a convenience room but would come as soon as he was able. He kindly asked for my room number.

Before I knew it, while heading to Isha prayer, the doctor arrived, attended to me, and provided the necessary medication. I was given a dosage that I will complete today. Alhamdulillah, I am feeling much better now and was able to perform my Ibaadah in good health.

I truly appreciate the quick response from the medical team. May Allah reward them abundantly for their efforts. Jazakumullaahu khairan!



# FEEDBACK FROM HAJJ 2024 PILGRIMS



**MUHAMMAD ISAH TALATA  
MAFARA**

Bismillaahirrahmanirrahim,  
Alhamdulillah rabbi Aalam

The best of salutations and peace be upon our noble Prophet, his household, and his companions. May Allah be pleased with their followers, the hardworking scholars, and the four most pious A'immatul Mujtahideen, and those who follow their footsteps in righteousness until the Day of Judgment.

As I mentioned, I have been coming to this country for Hajj since 1986, which makes this my 30th Hajj. Most of my previous Hajj experiences were under state pilgrim boards, except for one with the Federal Government delegation and another with a different tour operator—this is my first time travelling under COMEREL. While I am not familiar with the meaning of the abbreviation 'COMEREL,' I can share my experiences.

## **Departure and Arrival**

Alhamdulillah, we were informed about our departure from Abuja on time, which was appreciated. However, upon our arrival in Jeddah, there was an issue with boarding the pilgrims due to a lack of arranged transportation.

Although we were told that GMC vehicles were organised for this purpose, they did not have the necessary licenses from the Hajj Ministry or NAHCON. This issue stemmed from the company that was contracted by COMEREL, not COMEREL itself.

In Madinah, our stay was pleasant overall. However, there was confusion regarding meal inclusions in our package. Initially, we were informed that breakfast, lunch, and dinner were included, but later, we were told that lunch was not part of the Deluxe Package.

Such contradictory statements are not ideal for a company of this standing; clarity and consistency in communication are essential.

## **Travel to Makkah**

Our departure from Madinah to Makkah was smooth, as we boarded a train that was punctual and arrived on time. This efficiency is commendable, as travelling by car could have resulted in significant delays and fatigue.

Upon arriving in Makkah, we encountered issues with hotel accommodations. Many of us were placed in rooms designed for two, yet three people were assigned to each room, making it uncomfortable. This situation needs attention, especially in such circumstances.

## **Communication and Scheduling**

Communication has been another area needing improvement. Announcements posted in the WhatsApp group should be timely and precise. For instance, we only learned today that our return to Nigeria is scheduled for Saturday at 8:00 AM. Initially, we were supposed to leave after Isha on Friday, but now we are informed of a departure tomorrow at 2:00 PM, requiring us to spend an additional day in Jeddah. Such last-minute changes hinder our ability to plan, especially for pilgrims who may have other transactions or commitments.



# FEEDBACK FROM HAJJ 2024 PILGRIMS

There is a noticeable communication gap that needs to be addressed. It would be beneficial for COMEREL to provide a clear explanation of schedules and timings from the outset.

## Conditions in Mina and Arafat

In Mina, there were significant issues with toilet facilities, leading to discomfort for many pilgrims.

It would be prudent for COMEREL to assess the conditions in Mina ahead of the pilgrimage to address such issues proactively.

In Arafat, while we faced no major problems, some camps experienced water shortages, which is unacceptable. Adequate water supply must be ensured to prevent health risks.

It is essential for COMEREL to adopt a practice similar to that of the Saudi authorities, who evaluate their operations after each Hajj season to identify successes and areas for improvement.

## Conclusion

Despite these challenges, I can say that this Hajj was successful overall. Alhamdulillah, there were no serious health issues or deaths among the pilgrims, and everyone returned to their hotels in good health.

The feeding in Mina was also commendable, with ample food available for all. In conclusion, I hope these observations will be taken into account for future Hajj operations.

A successful business must prepare adequately and ensure customer satisfaction to encourage repeat clients.

May Allah guide us all and grant success to COMEREL in their future endeavours.

## Feedback on Hotels in Madinah and Makkah Madinah Hotels

Alhamdulillah, the hotel in Madinah is very good, being just a five-minute walk from the mosque. This proximity is commendable, inshaAllah.

## Makkah Hotels

Similarly, in Makkah, the hotel is conveniently located right next to the mosque, which is also commendable.

## Conditions in Mina

While I didn't mention issues with space, the toilet facilities in Mina do have shortcomings that need to be addressed. Given that we paid for a VIP package (Very Important Personalities), we expect better conditions.

Although it's understandable that not everything can be perfect, the long queues and congestion were excessive. In some states where services are perceived to be below standard, there are typically fewer people waiting in line for toilets.

It's important for there to be an advance party to assess and project potential challenges. Despite these issues, I appreciate the arrangements regarding bed spaces and food, as I noted earlier.

## Jamaraat Proximity

The location of our tents near Jamaraat is a significant advantage. Instead of having to trek four or five kilometers, we can reach it in about fifteen minutes. However, pilgrims faced restrictions in following certain routes, which is a result of Saudi arrangements, not the fault of the company.

# FEEDBACK FROM HAJJ 2024 PILGRIMS

## Overall Assessment of COMEREL

What I will say about COMEREL is that, Alhamdulillah, there have been victories.

The biggest achievement is accommodating pilgrims close to Jamaraat, the Haram, and the Ka'abah in both Madinah and Makkah.

There's no need to trek twenty to thirty minutes to reach the Haram; sometimes, one can arrive in just five minutes upon hearing the call to prayer. The ability to hear the Imam from our rooms is indeed a great victory.

The fulfillment of promises regarding our departure from Nigeria and the smooth transition from Madinah to Makkah are also noteworthy successes.

Overall, I would say that 65 to 70% of the experience has been successful. However, there are areas that need improvement, particularly in communication and information dissemination.

Our hope is for all Muslim-owned companies to progress, and it's essential to address any shortcomings so that they can be corrected.





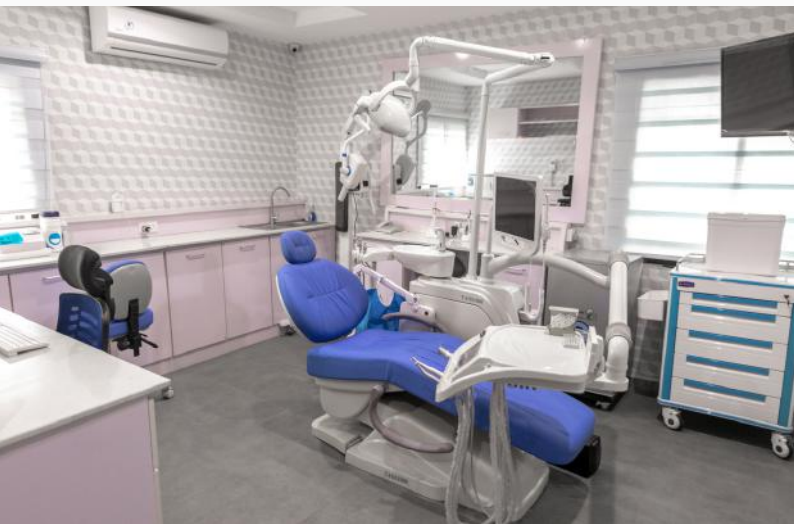
# TERMS AND CONDITIONS OF SERVICES

1. All payments to the Agent should be made only through the designated bank account given to the pilgrim. The Agent's staffs do not collect cash and payment of cash is strictly prohibited. Pilgrim should ensure that he/she gets the Agent's official receipt for every payment made.
2. The pilgrim shall NOT pay into any of the Agent's accounts until he/she has been cleared to pay and this is in the mutual interest of both parties.
3. Pilgrim shall complete all payments before all travel documents are presented to him/her by the Agent. Under no circumstance will a pilgrim get travel documents without complete payments.
4. The Agent reserves the right to increase the price of its package if a situation warrants it. Where this happens, the pilgrim will be notified.
5. The Agent or its staff shall not be responsible for any negligence that results in any sort of inconvenience to the pilgrim in the course of the pilgrimage if the negligence was not the fault of the Agent or its staff.
6. Where any default is proven to be the fault of the Agent's staff, the extent of its liability to the pilgrim is refund of the principal sum paid to the Agent less a 10% ADMINISTRATIVE CHARGE.
7. Any complete refund mentioned on the brochure is understood by both parties to mean the total amount paid by the pilgrim less a 10% administrative charge.
8. Any ticket refund is handled by the airline; the Agent does NOT pay refunds on tickets until the airline pays.
9. There is NO REFUND on group tickets unless the trip was aborted through Agent's fault.
10. The Agent reserves the right to alter its travel dates and check-in dates where it deems such an action to be in the best interest of the pilgrim. This shall be done with prior notification to the pilgrim.
11. Any room option on the brochure is subject to availability after the planning of the rooming list. Where the room option the pilgrim wants is not available, the pilgrim will be requested to downgrade or upgrade to the next available room option. This will be done after consulting with the pilgrim. Where it is an upgrade, the pilgrim will pay the difference and if it is a downgrade, the Agent will refund the difference.
12. The Agent's staffs are not porters and should not be looked upon to carry luggage for the pilgrim. The Agent's staff may help pilgrim at their sole discretion.
13. The information in the brochure is correct as at the time of issuance. Any alteration resulting from events or policies not within Agent's control thereafter shall not be blamed on it and does not attract any refund unless in the unlikely event of not providing a suitable and commensurate alternative.
14. The extent of the Agent's liability in the unlikely event that the pilgrim's luggage is missing while in the exclusive custody of one of the Agent's staff is as stipulated by the Warsaw Convention as amended by the Hague Protocol: US\$26 per kilogramme for checked luggage and US\$514 per pilgrim in the case of hand luggage.
15. Where the government of Nigeria, United Arab Emirates, Qatar, Saudi Arabia or any transit country refuse the pilgrim entry due to a visa on his/her international passport, the affected pilgrim will not be refunded in part or in full by the Agent.
16. Any destination mentioned in the package, which is cancelled by the government officials in Saudi Arabia without adequate notification from the said officials is not the Agent's fault and will not attract any refund to the pilgrim.

# TERMS AND CONDITIONS OF SERVICES

17. An abrupt change of mind by the pilgrim resulting in the cancellation of any trip less than four weeks to the departure date will not attract a refund. If payment was done less than four weeks to departure, any cancellation by the intending pilgrim will not attract a refund by default.
18. Delays in getting visas from the Saudi Embassy in Nigeria, which can cause a delay in flight date or time is not Agent's fault and will not attract any refund.
19. All service fees in Saudi Arabia are paid way ahead of the pilgrims' arrival and the service providers do not refund them; the Agent shall only honour any refund claim where it was its fault.
20. The Agent absolves itself and its staff of any blame in the unlikely event that the pilgrim is deemed to have committed an offence according to the laws of any of the countries they visit through the Agent.
21. Failure of the pilgrim to read these terms and conditions is not an excuse to demand a refund, the pilgrim is hereby advised to read this agreement.
22. The pilgrim's passports and payments must be in the Agent's office latest one week for Umrah or one month for Hajj before the pilgrim's departure date.
23. The pilgrim shall ascertain that all the information in his/her international passport is correct, with at least 6 months validity by his/her departure date and without any hindering documents for his/her trip like an Israeli visa or stamp. Also, avoid traveling with anything having Jewish inscriptions on them.
24. The Agent reserves the right to refuse service to a paying pilgrim if the pilgrim behaves in a manner that is adjudged rude and uncivil towards other pilgrims and Agent's staff.
25. The Pilgrim shall ensure that he/she uses the Agent's Pilgrim ID Card accordingly.
26. The pilgrim's children and infants on pilgrimage must have separate International Passports.
27. All rooms are double occupancy by default. Any additional occupancy will be based on availability and any extra bed may be smaller than the original two beds, which will be allocated on a first come, first served basis. If the hotel chosen by the agent for the pilgrims has no further accommodation, the agent shall provide accommodation in another hotel with similar standard to the one earlier chosen for the pilgrims.
28. The Pilgrim must notify the Agent's doctor of any unusual or militating medical conditions. This is to help the pilgrim in case of emergencies.
29. Pilgrim should avoid using the chain lock on the inside part of his/her room doors when alone and when the pilgrim is sharing a room, it is not allowed for whatever reason.
30. The pilgrim's children must be accompanied by either a parent or a guardian, and they are primarily responsible for maintaining discipline and order among their children/wards. The Agent will not be responsible for the movements of any child outside the itinerary of the package. Exceptions to this will be discussed and agreed upon by both parties.
31. Hajj dates are flexible, as they depend on moon sighting. They are not exact. Any date in Dhul Hijjah can differ by a day both ways. The dates used for the itinerary are therefore subject to moon sighting.
32. The Saudi Ministry of Awqaf and Islamic Affairs issued a new directive on 14th December 2017 forbidding taking photographs and recording videos within the two holy mosques in Madinah and Makkah respectively. This also includes their roofs. In the light of this, pilgrim should kindly keep his/her camera phones and cameras away. These items may be impounded by the security operatives guarding the mosques.





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