



# Customer Charter Riyadh Metro



# Table of Contents

- Glossary and Definitions
- Customer Charter
- Introduction
- About Riyadh Metro
- Riyadh Public Transport Network Map
- Your Journey with us
- Our Commitment to You
- Customer Rights and Responsibilities
- List of Violations & List of Prohibited Items
- Tickets and Pricing
- Buying your DARB Cards
- Safety and Security
- Accessibility and Inclusion
- Complaints, Feedback and Suggestions
- Service Disruption
- Refund Policy
- Lost & Found
- Contact Us

# Customer Charter Riyadh Metro

## Glossary and Definitions

CCC - Customer Care Center

CCTV - Closed-Circuit Television

DARB - A DARB is Contactless Smart Card functions as a digital wallet that can be used in Riyadh Public Transport.

KAFD - King Abdullah Financial District

LED - Light Emitting Diode

NFC - Near-field Communication

PA - Public Announcement System

PID - Passenger Information Display

QR - Quick Response (code)

RCRC - Royal Commission of Riyadh City

SAR - Saudi Riyal

TGA - Transport General Authority

TGP - Tactile Guidance Path

TVM - Ticket Vending Machine

TVS - Ticket Vending Station

Valid Ticket - Valid ticket may be any of the available approved fare media (i.e. Smart cards, Smart phone 2D barcode)





# Customer Charter Riyadh Metro

## Customer Charter

The Customer Charter embodies our unwavering commitment to excellence in every aspect of your journey. We pledge to elevate your experience beyond mere transportation, ensuring safety, comfort, reliability, and satisfaction are always paramount.

Our charter tells you what you can expect from all of us at Riyadh Metro on all Riyadh Metro Premises. It sets out the minimum level of service we are committed to. Our Customer Charter is not just a promise but a testament to our dedication to delivering world-class service that leaves a lasting impact. This charter goes hand in hand with the TGA Regulation of Rights and Obligations of Users of Public Transport.

Our goal is to ensure that you have a great experience with us.

This charter is reviewed annually in partnership with the Transport General Authority (TGA) and Royal Commission for Riyadh City (RCRC) to ensure it remains up-to-date and fair to all our passengers, in full accordance with the Saudi Railway laws

# Customer Charter Riyadh Metro

## Introduction

Welcome to Riyadh Metro, your modern and efficient transportation system designed to enhance urban mobility. The Customer Charter embodies our unwavering commitment to excellence in every aspect of your journey and serves as a guide to ensure a seamless, safe, and enjoyable experience for all passengers. We pledge to elevate your experience beyond mere transportation, ensuring safety, comfort, reliability, and satisfaction.

Riyadh Metro guarantees equal treatment to all passengers, without any form of discrimination, and is dedicated to supporting People with Disability.

Through accessible infrastructure and assistance services, our Customer Charter is not just a promise but a testament to our dedication to delivering world-class service that leaves a lasting impact. This charter covers essential information, including journey planning, passenger rights and responsibilities, ticketing, safety, and emergency procedures



# Customer Charter Riyadh Metro

## About Riyadh Metro

The Riyadh Metro is a rapid transit system in the heart of Riyadh, the capital of Saudi Arabia. It is part of the King Abdulaziz Project for Riyadh Public Transport. The system consists of six metro lines spanning 176 kilometers and 85 stations, including underground, elevated, and at-grade sections.

**The Blue Line** runs from Olaya Street to Al Hayer Road. The Line is 38km long and includes 22 stations, 3 park and ride buildings, the iconic KAFD station and four transfer stations connecting to other metro lines.

**The Red Line** connects King Abdullah Road to the King Fahd Stadium. The Line is 25.3km long and has 13 stations, the iconic STC station, 1 park and ride building and three transfer stations.

**The Orange Line** is the longest metro line, 40.7 km long, running from Madina Al Munawara to Rahman Al Awwal Road. It has 22 stations and 4 park and ride buildings, including two iconic stations: Western Station and Qasr Al Hokm Station.

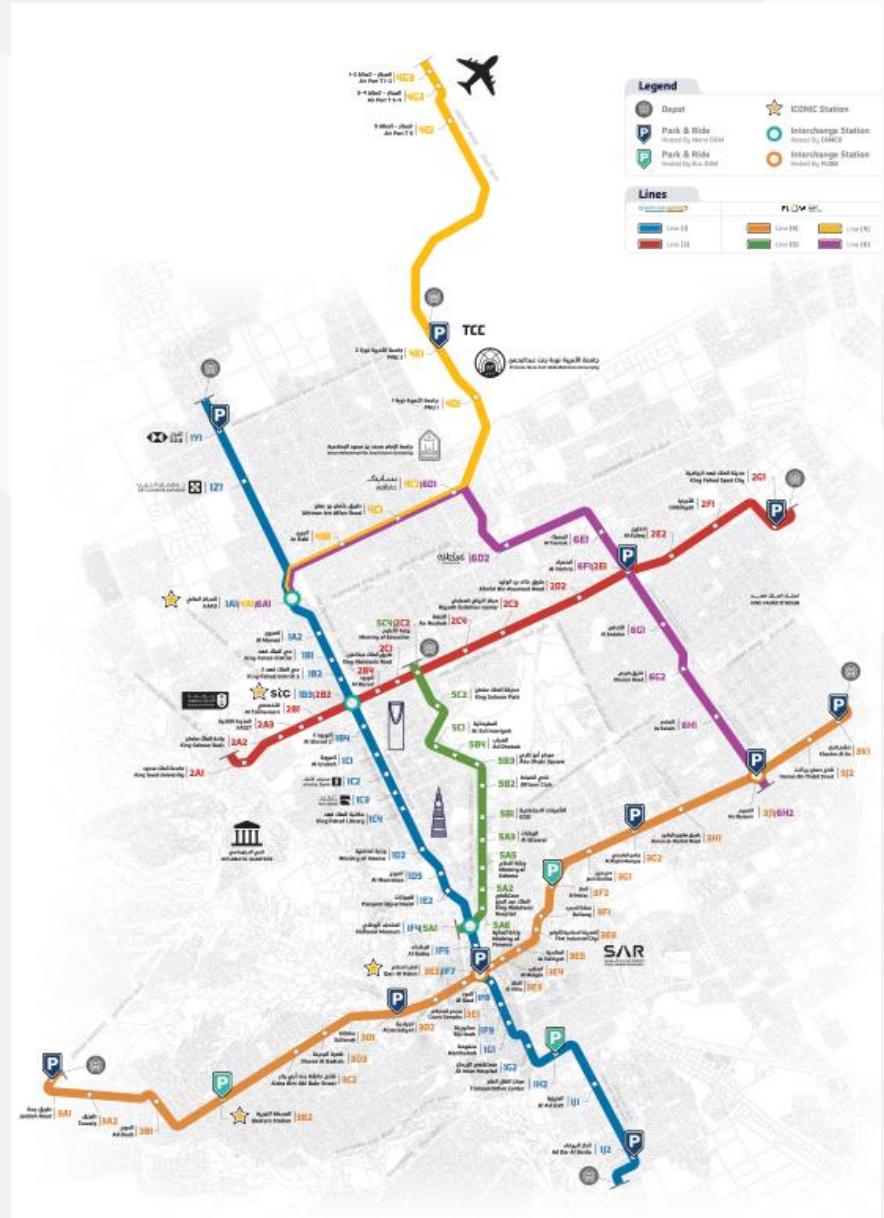
**The Yellow Line** runs 29km from the King Khaled International Airport to the new King Abdullah Financial District (KAFD) and includes eight stations and 2 Park and Ride buildings

**The Green Line** is 13km long and starts from King Abdul Aziz Road. The Line includes 11 stations and two transfer stations.

**The Purple Line** features six stations and 2 park and ride buildings. The Line is 21km long, mostly above ground. It starts at KAFD and ends at Prince Saad Ibn Abdulrahman Al Awwal Road.

# Customer Charter Riyadh Metro

## Riyadh Metro Map



# Customer Charter Riyadh Metro

## Your Journey with Us

### Before Your Journey

- Plan your route in advance using Riyadh Metro maps, schedules, and online journey planners.
- Ensure you have a valid ticket or top-up travel card before entering the station.
- Arrive early to avoid the last-minute rush and delays.
- Be aware of the station facilities, including ticket machines, restrooms, and customer service centers.
- Follow metro service updates on social media or the official website.
- All trip schedules, fares, and service information are made clearly available at stations and online. Any changes will be promptly communicated.

### During Your Journey

- Follow station and train signage for smooth navigation.
- Stand behind the safety line while waiting for the train.
- Allow passengers to exit before boarding.
- Offer priority seating to elderly passengers, pregnant women, and people with disabilities.
- Hold onto handrails while standing and avoid blocking doors.
- Keep stations and trains clean by disposing of waste in designated bins.
- Maintain a quiet and comfortable environment by keeping conversations and phone calls at a reasonable volume.
- Our vehicles are equipped to meet all technical and environmental standards and are cleaned regularly for your comfort.

### After Your Journey

- Exit stations safely and follow directional signs.
- Use designated pedestrian paths to avoid congestion and accidents.
- Keep your ticket or travel card for any necessary inspections.
- Share your feedback via our QR code survey to help us improve services.
- In case of delays or cancellations, passengers will be informed immediately.

# Customer Charter Riyadh Metro

## Our Commitment to You

Riyadh Metro is passionate about creating the best possible journey experience for you. Our Customer Charter sets out our commitment to deliver a safe, reliable, clean, and punctual service every day.

## We Promise

- Riyadh Metro staff will treat you with respect and greet you with a smile.
- We will assist you with your travel needs professionally to the best of our ability.
- We will provide you with any necessary information in formats that are accessible upon request, before and during your trip.
- We will do our best to be on time.
- We welcome your luggage on board our metro trains if it does not impede the flow of customers.
- We will always take your safety and security seriously.
- We will provide you with a clean and safe environment within all Riyadh's Metro premises.
- We will do the best of our abilities to make your experience as comfortable as possible.
- We will help you quickly, courteously and provide after-sales service and support.
- We will always keep you informed while you are within our premises of all Riyadh Metro aspects.
- Our passengers are at the heart of everything we do and every decision we make.

# Customer Charter Riyadh Metro

## Our Core Values

We do our best to ensure our stations are well-maintained and have the facilities you need to experience a comfortable and enjoyable journey. We have dedicated staff responsible for maintaining high levels of customer service and cleanliness in the station. Our stations are well lit, and the temperature is regulated to provide a pleasant environment and make you comfortable. We conduct regular security checks around the stations to ensure your safety and quality. We also provide continuous improvement to our service and enhance the customer experience to provide the best possible journey for our passengers.

### Polite and Helpful Staff

- We have qualified and trained staff at every metro station, ready to guide and assist you during any phase of your journey.
- Their primary objective is to create a smooth passenger experience and always be ready to address your inquiries and clarify any aspect relative to your journey and travel requirements.
- We have trained first aiders to administer first aid in all metro stations in the event of injury or sudden illness.

### Passenger Safety and Information Systems

- The Passenger Information Display & Announcement System provides visual and audio updates inside and outside the train. Inside, dynamic route maps above each door display the line and stations, helping passengers track their destination.
- For your safety, a video surveillance system (CCTV) is installed throughout the train. In case of emergency, you can contact our operator at the Operations Control Centre using the emergency passenger intercom located near each train entrance.

### Safety and Security

- Each station and train have advanced surveillance systems, firefighting equipment, tunnel safety systems, and sophisticated communications between the network and the Operations Control Center. The trains have been subjected to intense testing to withstand the city's harsh climatic conditions.

# Customer Charter Riyadh Metro

## Our Services

All metro trains share a uniform design, with colors reflecting their designated line. Each train offers three classes: First Class, Family Class, and Single Class. The driverless trains provide a high level of comfort, featuring ergonomic seating, LED lighting, air conditioning, and advanced passenger information systems. Dedicated wheelchair areas are available to support passengers with disabilities. Public parking services (Park & Ride) are available at select stations for added convenience.

During peak hours, seating availability in the First-Class cabin may be limited.

Metro services may only be used with a valid ticket, available via smartcards, smartphone barcodes, or NFC-enabled devices. The Riyadh Metro is a key enabler of Vision 2030, forming the backbone of Riyadh's public transport network and transforming how people travel across the capital city.





الدرجة الأولى  
First Class



قطار الرياض  
Riyadh Metro



# Customer Charter Riyadh Metro

## Customer Rights and Responsibilities

Maintaining a high standard of service requires not only our commitment and dedication, but also your support and cooperation. By following these guidelines, together we can ensure the best possible journey experience for all passengers.

### Your Rights

- Assisting and empowering people with disabilities.
- Providing passengers with services that meet the highest standards of quality, safety, comfort, and security.
- Clearly announcing station opening and closing times.
- First aid kits are available at all stations.
- Employees behave courteously toward passengers and adhere to all applicable rules and regulations.
- The right to information.
- The right to file a complaint.
- Ensuring that trains, stations, platforms, service vehicles, and other facilities operate efficiently and to a high standard.
- Riyadh Metro staff are trained in safety, customer service, and emergency response to consistently provide courteous and professional support.

# Customer Charter Riyadh Metro

## Customer Rights and Responsibilities (contd..)

### Your Responsibilities

- Comply with all terms and conditions, rules, restrictions, or directions as dictated by the railway law.
- We take security seriously and ask all our customers to be vigilant. If you see anything suspicious, please advise a member of our staff as soon as possible.
- Always stand in line in an orderly fashion.
- Carry children under six years old through the gate. If you need assistance, speak to a member of staff.
- Not to vandalize the station with graffiti or attach unauthorized materials.
- No advertisement of any sort is allowed unless permitted by the authorities.
- We have dedicated seats reserved for People with Disability, including the elderly and those carrying small children. Please give up these marked seats if they are needed.
- Read signage, listen to announcements and always follow instructions.
- Passengers must hold a valid ticket for the category they have paid for and may not use any other category than the one purchased.
- Passengers are responsible for purchasing a valid ticket or e-purse with sufficient transport credits before boarding any vehicle in the Public Transport System, using one of the approved ticket media or Smartphone NFC.
- Only use emergency equipment in an emergency.
- The passenger must provide his ID card to any Riyadh Metro representative upon request.
- Children under 8 years cannot travel on an urban railway unless they are accompanied by an adult.
- Show respect to fellow passengers and Riyadh Metro staff.
- Give priority seating to those in need and help when necessary.
- Keep personal belongings secure and be mindful of space for others.
- In accordance with TGA rules, regulations, and safety requirements, any non-compliance by customers toward Riyadh Metro assets or staff is subject to applicable penalties and compensation for any resulting damages.

# Customer Charter Riyadh Metro

## List of Violations

| No | Violation  | Infraction grade                 | Fine / punishment for the first violation | Fine / punishment for the second violation | Fine / punishment for the third violation | Fine / penalty in case of repeated violations more than three times [provided they occur within one year] | Notes or supplementary measures  |
|----|--|----------------------------------|---|--|---|---|--|
| 1  | Failure to present a valid ticket during inspection or upon request by the operating crew or inspectors.   | Violation of transportation fare | SAR 200 + transportation fare             | SAR 400 + transportation fare              | SAR 800 + transportation fare             | Refusal to provide service for up to 3 months.  |  |
| 2  | Failure to provide proof of identity or eligibility regarding special tickets (discounted fare tickets).   | Violation of transportation fare | SAR 200 + transportation fare             | SAR 400 + transportation fare              | SAR 800 + transportation fare             | Refusal to provide service for up to 3 months.  | Applies to passengers holding discounted tickets, such as [students, seniors, and so on]                               |
| 3  | Bringing luggage that cannot be placed in the luggage storage (due to its size), or that the passenger cannot carry by themselves, or that may cause damage to the vehicle or facilities | Other violations                 | SAR 200                                   | SAR 400                                    | SAR 800                                   |   | Passengers must check the operator's service policy regarding the size and weight of personal luggage allowed on board |
| 4  | The use of bicycles, skates, or any type of skateboards is prohibited on board the train, at stations, or in the facilities.   | Minor violation                  | SAR 200                                   | SAR 600                                    | SAR 800                                   | Refusal to provide service for up to one month.   |  |
| 5  | Sleeping in prayer rooms or any place where sleeping is prohibited.  | Minor violation                  | SAR 200                                   | SAR 600                                    | SAR 800                                   | Refusal to provide service for up to one month.   |  |
| 6  | Accessing the service by climbing or jumping.  | Minor violation                  | SAR 200                                   | SAR 600                                    | SAR 800                                   | Refusal to provide service for up to one month.   |  |
| 7  | Accessing unauthorized areas   | Minor violation                  | SAR 200                                   | SAR 600                                    | SAR 800                                   | Refusal to provide service for up to one month.   |  |
| 8  | Causing disturbance to passengers, operating staff, or employees affiliated with the infrastructure manager  | Minor violation                  | SAR 200                                   | SAR 600                                    | SAR 800                                   | Refusal to provide service for up to one month.   |  |
| 9  | Placing bags and belongings on the seats   | Minor violation                  | SAR 100                                   | SAR 200                                    | SAR 400                                   | Refusal to provide service for up to one month.   |  |

# Customer Charter Riyadh Metro

## List of Violations

| No | Violation   | Infraction grade       | Fine / punishment for the first violation  | Fine / punishment for the second violation | Fine / punishment for the third violation | Fine / penalty in case of repeated violations more than three times [provided they occur within one year] | Notes or supplementary measures   |
|----|---|------------------------|--|--|---|---|---|
| 10 | Blocking entrances and aisles and not allowing other passengers enough space to move when boarding or exiting the train.  | Minor violation        | SAR 100  | SAR 200                                    | SAR 400                                   | Refusal to provide service for up to one month.   |   |
| 11 | Refusal to present an ID card   | Minor violation        | Removal from the train and referral of the violation to the police [when disembarking from intercity trips |  |   | Refusal to provide service for up to 3 months.  | Upon request by the operator's staff, the authority, or other competent entities  |
| 12 | Smoking on board the train or in areas where smoking is prohibited  | Minor violation        | SAR 200  | SAR 200                                    | SAR 200                                   | Refusal to provide service for up to one month.   |   |
| 13 | Eating food on the means of transport   | Minor violation        | SAR 100  | SAR 300                                    | SAR 400                                   | Refusal to provide service for up to one month.   | Except for young children and certain special cases that can be reasonably justified, such as individuals with diabetes and pregnant women. |
| 14 | Misuse of any security or safety devices or equipment, including emergency exits, alarm and emergency equipment, and alarm/emergency boxes, in situations that do not warrant such use. | Serious violation      | SAR 400  | SAR 700                                    | SAR 800                                   | Refusal to provide service for up to 6 months.  |   |
| 15 | Putting hands, feet, any part of the body, or any other object outside the windows or doors, or placing feet on the seats   | Very serious violation | SAR 300  | SAR 600                                    | SAR 900                                   | A fine not exceeding 20,000Riyals/refusal to provide service for up to two months.                        |   |
| 16 | Obstructing staff efforts in the context of emergency response or while performing operational or maintenance duties.   | Very serious violation | SAR 400  | SAR 700                                    | SAR 800                                   | Refusal to provide service for up to 6 months.  |   |
| 17 | Obstructing the movement of the means of transport in any manner that may hinder the operation of the service.  | Very serious violation | SAR 400  | SAR 700                                    | SAR 800                                   | Refusal to provide service for up to 6 months.  |   |
| 18 | Entering or attempting to enter the means of transport, or exiting it, through unauthorized areas or after the train has started moving   | serious violation      | SAR 500  | SAR 1000                                   | SAR 1500                                  | Refusal to provide service for up to 2 months.  |   |

# Customer Charter Riyadh Metro

## List of Violations – Illegal interference, misuse, or trespassing on railway lines

| No | Violation  | Minor (Simple) or Didn't Cause an accident   | Medium or cased for service distribution | Severe (Serious) Caused an accident | Maximum Fine (Upon Repetition)                                  | Notes or supplementary measures  |
|----|--|--|--|-------------------------------------|---|--|
| 1  | Unauthorized use of railway lines or any part thereof for purposes other than those licensed.  | SAR 10,000 - 15,000  | SAR 20,000 - 50,000                      | SAR 100,000 - 200,000               | SAR 30,000 - 100,000 - 400,000                                  |  |
| 2  | Crossing or breaching railway safety fences or entering restricted railway zones.  | SAR 10,000 - 75,000  | SAR 80,000 - 150,000                     | SAR 150,000 - 200,000               | SAR 30,000 - 100,000 - 400,000                                  |  |
| 3  | Establishing temporary or permanent installations affecting railway visibility or safety.  | SAR 10,000 - 50,000  | SAR 75,000 - 150,000                     |                                     | SAR 100,000 if it might obstruct<br>SAR 300,000 if it obstructs |  |
| 4  | Any act causing visual or physical obstruction of railway lines or crossings.  | SAR 1,000 - 5,000  | SAR 10,000 - 20,000                      | SAR 50,000 - 100,000                | SAR 10,000 - 40,000 - 200,000                                   | Stopping the violation and removing its effects within the deadline set by the Authority.                      |
| 5  | Placing obstacles, equipment, or materials on railway tracks or protection areas.  | SAR 5,000 - 10,000   | SAR 20,000 - 50,000                      | SAR 100,000 - 150,000               | SAR 20,000 - 100,000 - 300,000                                  | Stopping the violation and removing its effects within the deadline set by the Authority.                      |
| 6  | Disposal of waste or debris on railway property.   | SAR 5,000 - 10,000   | SAR 20,000 - 50,000                      | SAR 100,000 - 150,000               | SAR 20,000 - 100,000 - 300,000                                  | Stopping the violation and removing its effects within the deadline set by the Authority.                      |
| 7  | Excavation or construction works causing soil instability near railway lines.  | SAR 5,000 - 10,000   | SAR 20,000 - 50,000                      | SAR 100,000 - 150,000               | SAR 20,000 - 100,000 - 300,000                                  | Stopping the violation and removing its effects within the deadline set by the Authority.                      |
| 8  | Cutting, damaging, tampering with, using, or benefiting from railway cables and related installations—whether located on the surface or underground. | The matter shall be referred to the competent authority, in accordance with Article Thirty-Eight of the Law, for investigation and prosecution, and for the imposition of any of the following : |  |                                     |   | The police or official security authorities shall be responsible for detecting and apprehending the violation. |
| 9  | Sabotaging, disabling, damaging, or destroying the infrastructure, or any facilities or equipment of the railway, or stealing them.                  |  |  |                                     |   |  |
| 10 | Putting railway lines or any of their facilities at risk, including through negligence or lack of due care   |  |  |                                     |   |  |

# Customer Charter Riyadh Metro

## List of Prohibited Items

To ensure the safety, security, and comfort of all passengers, the following items are strictly prohibited within Metro stations and on-board trains:

- Any item prohibited by government regulations.
- Smoking and e-cigarettes on board or on within the facility/station.
- Sharp objects (e.g., knives, blades, scissors).
- Weapons of any kind (e.g., firearms, knives).
- Flammable items or materials (e.g., fireworks, flares).
- Petrol, gasoline, or any flammable fuels.
- Liquids in non-sealed containers.
- Gunpowder / Explosive substances.
- Toxic or poisonous chemicals.
- Radioactive materials.
- Hazardous chemical substances.
- Corrosive liquids (e.g., acids, bleach).
- Large luggage exceeding the permitted size limits.
- Vandalism or any form of damage to metro property.
- Riding in unauthorized areas or entering staff-only sections.
- Items that may obstruct passenger flow or endanger safety.
- Food with strong or offensive odors (e.g., fish, certain meats, pungent vegetables).
- Take-away food in open or unsealed containers.
- Bicycles, scooters, e-scooters, skateboards, and similar riding devices.

# Customer Charter Riyadh Metro

## Tickets & Pricing

There are different means to pay for public transport in Riyadh, including the metro. To cross the metro access gates and embark on your metro journey, you would require either a topped up DARB Card or a valid QR e-ticket, these items may be acquired through different platforms such as:

- The Ticket Vending Machines.
- The Ticket Counters. (Ticket Vending Station)
- The Online DARB Application/ Website

## Ticket Duration

- 2 Hours Ticket.
- 3 Days Ticket.
- 7 Days Ticket.
- 30 Days Ticket.
- Semester Ticket
- 365 Days Ticket

## Ticket Types

- First Class Ticket - The First-Class carriage is dedicated for passengers with valid First-Class Ticket. (During peak hours, seating availability in the First-Class cabin may be limited)
- Regular Class Ticket (Family Class section is exclusively for families, women and children)
- Discounted Ticket (Conditions Apply)

## Accepted Means of Payments in Saudi Arabian Riyal

- International Cards (MasterCard, Visa, MADA)
- By Cash, at Ticket vending machine or at Ticket counters
- Digital Cards (Apple Pay, STC Pay and MADA pay).
- Digital and International Cards may also be used to directly cross the access gates.



# Customer Charter Riyadh Metro

## Buying your DARB Cards

The DARB Card is a smart card used to pay for public transport in Riyadh, including the metro. It allows customers to conveniently pay for their metro rides by tapping the card on a card reader at the entry and exit gates.

Customers can top up their DARB Card with credit or specific transportation packages, making it a convenient and cost-effective way to travel on the Riyadh Metro. It also allows for easy transfers between different modes of public transportation within Riyadh, promoting seamless travel experiences for commuters.

The DARB Card is available at ticket offices and ticket vending machines at Riyadh Metro stations, and bus stops across the city.

## Registration of your DARB Cards

- You may register a DARB card in your name through any TVS/ Ticket Offices. Doing so will allow you to deactivate the card in case it is lost and replace it with a new one.
- Registration is mandatory in case specific discounted fare products (i.e., concessions) are stored on the ticket.
- Personalization is an additional process step to an already registered ticket by which data can be additionally physically printed onto the ticket media.
- The personalization allows Customers to obtain access to the same benefits as for the registration.
- Smartcards that are not registered/personalized are also referred to as anonymous Smartcards, as they do not contain personal information.

# Customer Charter Riyadh Metro

## Concessions related to your DARB Card

The following categories of persons are eligible for a 50% discount on all fares upon first issuance of a personalized and registered DARB card at a Ticket Vending Station/ Ticket Office ("TVS"), if they satisfy the validation requirements with the necessary documentation:

- Minor/ School students from 6 to 18 years - National ID or Iqama along with a letter from school proving they are a school student, or a valid school ID.
- University Students - National ID or Iqama and a valid Student ID card issued by a KSA university.
- (Imtiyaz) Seniors 60 and above - National ID or Iqama.
- Persons with disabilities in addition to one companion - National ID or Iqama and Disability "Tashilat" Card or "Aircab" or "Mo'give" Card.
- Cancer Patient in addition to one companion - National ID or Iqama and Official medical report from Ministry of Health or government hospital.
- Martyrs' first-degree relatives - National ID or Iqama and Letter from Ministry of Interior, Ministry of Defense, National Guard, or "Shahim" Card.

Discounted tickets, concession cards, and special fare products are not valid for First Class Travel. Passengers holding such tickets must purchase a separate First-Class Ticket to access First Class coaches.

In addition, Children under 6 years old may travel for free and do not need to obtain a ticket for travel. Parents and guardians are requested to carry children under 6 years old through the automatic ticket gates to ensure safe passage. Riyadh Metro customer service staff are available to guide children under 6 years old through the gates.

# Customer Charter Riyadh Metro

## Safety Protocols and Emergency Procedures

At Riyadh Metro, your safety is our top priority. While our trains and stations are designed to meet the highest safety standards, we also encourage passengers to stay informed and be prepared in case of emergencies.

- Always follow instructions given by train and station staff during normal operations or emergencies.
- In case of an emergency, stay calm and listen to announcements through station or train audio systems.
- Use the emergency intercom only when necessary to report incidents, safety concerns, or request help.
- Emergency equipment such as intercoms, fire extinguishers, and emergency door releases are available on all trains—do not misuse them.
- In rare cases where evacuation is necessary, do not attempt to leave the train or station on your own.
- Do not attempt to leave the train or station unless instructed by staff. Emergency exits are clearly marked.
- In case of fire or smoke, notify staff immediately, move away from the area, and follow evacuation procedures.
- Never use elevators during emergencies—use designated stairways or evacuation routes instead.
- If you witness a safety issue, medical emergency, illness or feel threatened contact staff or use the intercom. Basic first aid assistance is available in the station.
- Report any unattended items or suspicious behavior immediately to metro staff.
- Do not touch or move suspicious or abandoned objects.
- Be aware of your surroundings and locate emergency exits when you enter the station or board the train.
- Keep children supervised and always close, especially during crowded or emergency situations.

# Customer Charter Riyadh Metro

## Accessibility and Inclusion

### Customers with Disabilities

We are committed to providing easy and convenient access to our service for all customers and to serving passenger with disabilities. All stations are manned by customer service staff trained to assist reduced mobility, Passenger with disabilities, and senior customers in getting on and off Riyadh Metro. All our stations are designed with special facilities for Passenger with disabilities, following the best international practices, including:

- Braille and tactile guidance paths (TGP) available for visually impaired customers.
- Audio and visual passenger information displayed in Arabic and English inside the stations.
- Lift access to all metro station levels for the mobility impaired.
- Wide ticket gates and special ticket counter.
- Upon arrival to the station and through the available CCTV system as well as the constantly roaming station staff.
- Our trained staff will provide assistance free of charge upon the customer's request for any passenger with disabilities, including but not limited to accessing and exiting the service.

Also, all our trains are designed to accommodate individuals with disabilities who use wheelchairs or other mobility aids. Additionally, each train is equipped with a designated area to securely position wheelchairs and other specialized mobility equipment.

### Luggage

- Customers may board with two pieces of luggage which would not pose any disturbance to the overall flow of passengers. The suitcase must meet the following dimensions: 56x45x25 cm.
- Any suspicious luggage will be reported to relevant authorities in accordance with the Security Protocol and is subject to inspection if needed.
- Customers will be responsible for their suitcases if it is lost or damaged.

# Customer Charter Riyadh Metro

## Complaints

### What to expect when submitting a complaint

- Complaints can be submitted through multiple channels (call center, website, mobile app) within 30 days of using the transport service.
- An official acknowledgment will be sent immediately via email and/or text message, including a ticket reference number for future correspondence.
- The complaint will be escalated to the relevant Subject Matter Experts, who will investigate and take necessary action.
- Complaints are processed according to their nature:
  - Minor complaints (e.g., cleanliness, metro schedule) will be resolved within 2 business days.
  - Major complaints (e.g., refunds, incidents) will be investigated within 30 calendar days, with a status update sent after 15 days.
- Upon completion of the resolution process, customers will receive a conclusive response, describing the actions taken and indicating the closure of the complaint.
- Customers may escalate the complaint to TGA if the response is unsatisfactory or delayed.
- All submission channels are accessible for passengers with disabilities, ensuring inclusive participation.
- The complaints system is monitored and audited to maintain fairness, transparency, and service quality.
- Personal information submitted is handled confidentially and used solely for complaint resolution.
- Repetitive or high-impact complaints may be escalated for management review and preventive action.

# Customer Charter Riyadh Metro

## Feedback & Suggestions

### What to expect when submitting a Feedback or Suggestion

- An official acknowledgment will be provided within the defined timeframe.
- Customers will be informed whether the feedback is accepted, rejected, or requires further investigation.
- If accepted, the case will be handled, resolved, and closed according to the standard resolution timeline.
- Customers may escalate their case if the response is unsatisfactory or delayed beyond the allowed timeframe.
- Feedback can be submitted through multiple channels (station staff, call center, website, mobile app, social platforms).
- All submission channels are accessible for passengers with disabilities, ensuring inclusive participation.
- Customers may request updates or follow-up information anytime using the ticket reference number.
- The feedback system is monitored and audited to maintain fairness, transparency, and service quality.
- Suggestions that contribute to operational improvement may be implemented and reflected in service updates.
- All personal information submitted through the feedback process is handled confidentially and used only for case resolution.
- Repetitive or high-impact feedback may be escalated for management review and preventive actions.

# Customer Charter Riyadh Metro

## Service Disruption

### What You Can Expect During a Service Interruption

- In the event of a service disruption, passengers will be notified immediately through the Public Announcement (PA) system, Passenger Information Displays (PID), the mobile app, website, and official social media channels.
- Our customer service staff will be available at stations to assist you, guide you, and provide alternative travel information..
- Depending on the nature and duration of the disruption, the following alternative transport options may be provided:
  - Shuttle buses serving affected sections.
  - Guidance to the nearest operational stations
  - Directions on using unaffected metro lines to continue your journey.
  - Additional assistance for passengers with disabilities or limited mobility.



# Customer Charter Riyadh Metro

## Refund Policy

- Refunds may be requested for unused balances on lost, damaged, faulty, expired, or cancelled registered DARB cards.
- Only personalized and registered cards with a balance of SAR 10 or more are eligible.
- Non-registered cards cannot be refunded.
- Refunds for unused time-based products can be processed through TVS (Ticket Vending Stations).
- A SAR 5 service fee applies for refund or replacement processing; the fee is cancelled if the refund is approved.
- If you believe your card has been overcharged or incorrectly charged, email your request to: [customercare@riyadhbus.sa](mailto:customercare@riyadhbus.sa)
- All refund/overcharge cases are reviewed and resolved within 30 days, with an email confirmation provided upon approval.
- Compensations or refunds shall be paid to the Passenger using the same method of payment used to purchase the tickets, or any other payment method the Passenger paid with. (MasterCard, VISA, MADA, Apple Pay, STC Pay & Cash)
- Refund payments are completed within 14 days, and compensation payments within 30 days, as per regulatory requirements.
- For more information about the refund policy, please contact the Customer Care Center at 19933.



# Customer Charter Riyadh Metro

## Lost and Found

- If you lose an item, contact the unified customer service number (19933) or approach any station staff or Help Desk.
- Items found within metro premises are documented, photographed, and registered by station staff.
- Found items are temporarily held at the station for up to 24 hours for quick recovery.
- After this period, items are transferred and collected by an authorized private Lost and Found service provider, following a unified process across all lines.
- Passengers reporting a lost item will be assisted through internal coordination or directly with the authorized service provider if the item has been transferred.
- Lost items are stored securely for up to 60 days from the date of collection.
- Items of value or containing personal information are handled confidentially.
- Perishable or heavily soiled items are disposed of at the end of the shift.
- Passengers are advised to report lost items as soon as possible and within 30 days of using the service.

# Customer Charter Riyadh Metro

## Contact Us

Whether you have a question or a complaint, want to claim compensation, give us feedback or suggestions, you can easily contact us through one of the channels below:

Visit our Official Website <https://rpt.sa/ar/web/guest/contact>

Chat with us on Social Media

- X : @RPTSupport

Speak to one of our Customer Service Staff

- Our staff at stations and on trains are ready to assist you. If they can't resolve your complaint, they'll guide you on the next step.

Call us on 19933

- If you're travelling soon and need immediate help, our Customer Contact Centre Team will happily assist you. They are available every day, including weekends.

Speak to Customer Care Center through the Ticket vending machine.

- Functionality within the TVM exists which allows you to communicate with the CCC directly.

Email us at [customercare@riyadhbus.sa](mailto:customercare@riyadhbus.sa)

- Send us a message. We value your inquiries and strive to provide excellent customer service. Rest assured that once we receive your message, our dedicated team will promptly address your concerns and get back to you in a timely manner. Your satisfaction is our priority, and we look forward to assisting you with any questions or feedback you may have.

# Customer Charter Riyadh Metro

| Development and Modifications Traceability Table |             |   |                       |
|--|-------------|---|-----------------------|
| Rev.   | Issue Date  | Modified Sections   | Document Status       |
| B02  | 28-Jan-2026 | Update and modification   |                       |
| B01  | 07-Oct-2025 | Update and modification   | Issued for submission |
| B  | 07-Jul-25   | Update and modification   | Issued for submission |
| A05  | 21-Jul-22   | Update the address as per Saudi Post  | Issued for use        |
| A04  | 23-May-22   | Sections 3 and 5, inclusion of this page (Development and Modifications Traceability Table), change the template ratio from 4:3 into 16:9 | Issued for use        |
| A03  | 09-Sep-21   | All sections  | Issued for use        |

**Thank you**