




# HARAMAIN HIGH-SPEED RAILWAY PASSENGER CHARTER

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## **1 PURPOSE**

This record contains the exact information that can be printed and/or published for the passenger's knowledge of the conditions of service provision.

## **2 SCOPE AND DISTRIBUTION LIST**


### **2.1 SCOPE**

Without prejudice to the laws and regulations in force in the Kingdom and amendments thereon, the provisions of this Regulation shall be applied to the arriving and departing trips by HHR train between the Holy Cities Makkah and Madinah.

### 3 TERMS AND ACRONYMS

TERM/ACRONYM	DESCRIPTION
Baggage	Means baggage, objects and personal things, which are considered necessary or appropriate for wearing, use or suitable for his comfort during trip. includes inspected and non-inspected baggage unless otherwise stated.
Baggage inspection	Personal inspection or baggage inspection for reasons of safety and security that may be requested by HHR
Business class prices	The prices set for travel on the category of the business class
Conditions of the contract	Means the terms and conditions shown on the passenger ticket.
Confirmed Reservation	The seat specified by HHR to the Passenger on a particular trip on specific date, time and class, and is confirmed by HHR with a sign on the ticket issued for the Passenger or in any other way used.
COOB	Commercial Operator On-Board
Damage	Means partial or total losses, which may occur during transportation or result of certain services provided by HHR such as (death, injury, delay, etc.)
Days	The full year days including weekends and official holidays.
Delay of Trip	The delay of a trip in terms of the date/time of the departure and arrival announced by HHR and stated on the ticket.
Departure Date/Time	The departure date/time of the trip determined according to the trip schedule announced by HHR.
Economy class prices	The prices set for travel on the category of the economy class
Force majeure	An exceptional and unforeseeable circumstance beyond HHR control, whose consequences could not be avoided even if all due care had been exercised or if it had been impossible for HHR to take such reasonable measures.
HHR	Haramain High Speed Railway
KAEC	King Abdullah Economic City

TERM/ACRONYM	DESCRIPTION
KAIA	King Abdulaziz International Airport
Operator	Any person who has a legal personality and is authorized by the Authority to work in accordance with the Kingdom's Laws and operates railways and their facilities to transport Passengers. HHR railway operating company is Saudi Arabic Train Project Company – SSTPC.
Passenger	The person contracting with HHR who operates trips subject to the scope of application of this document
Passengers with special needs	They are passengers, a person in need of special help and care to manage the travel procedures and get on/off a train.
Price	The amount collected by HHR for passenger transport and his baggage or for the additional services.
Round trip	Travel from one station to another and return by the same route
Single trip	Travel from one station to another
SSTPC	Saudi Spanish Train Project Company
Station	A place prepared for Passengers to get in/off the trains.
Ticket	Means a travel document issued by HHR or third parties authorized by HHR, includes (passenger name, trip information and contract terms mentioned in HHR website ( <a href="https://sar.hhr.sa/">https://sar.hhr.sa/</a> ))
TGA	Transport General Authority
TPRR	Train Passenger Rights Protection Regulation

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## 4 DEVELOPMENT

### 4.1 DOCUMENT DESCRIPTION

#### 4.1.1 WHAT IS OUR PASSENGER CHARTER

Our Passenger Charter is our commitment to you. HHR works hard to make sure every journey you take with us is easy and enjoyable.

Our Charter tells you what you can expect from all of us at Haramain High Speed Railway (HHR), on our trains and at our stations. It sets out the minimum level of service we're committed to.

HHR believes that this Charter is an evolving document, HHR is committed to working with the Transport General Authority (TGA), and local stakeholders to make sure it remains in compliance and fair to all our customers.

If you have any suggestions for us, HHR would love to hear from you. You can let our Customer Support Team know your thoughts by calling 920004433, visit our stations where our helpful staff will help you to solve any inquiries, via email at <https://sar.hhr.sa/> and you can Tweet us @haramainrailway.

Copies of our Passenger Charter can be obtained from the staff at our stations, from our Customer Support Team or from our website <https://sar.hhr.sa/>.

#### 4.1.2 CUSTOMER EXPERIENCE

HHR put customers at the heart of everything. Making sure you're safe and well, and that HHR always treat you fairly is our highest priority.

HHR wants you to have a great experience making easy for you to talk to us. HHR will always listen to you and take your individual circumstances into account.

#### 4.1.3 TGA TRAIN PASSENGER RIGHTS PROTECTION REGULATION

Our Passenger Charter complies with the TGA Train Passenger Rights and Protection Regulations. Our charter explains the contract you have with us when you buy a ticket and use it to travel. You will find copies of our Passenger Charter and the TGA Train Passenger Rights and Protection Regulations on our website <https://sar.hhr.sa/> or you can ask our customer support team or the staff at our stations for a copy.

### 4.2 WHO HHR IS AND WHAT WE DO

The Kingdom of Saudi Arabia (KSA) is developing a new, world-class, railway network, which includes a new passenger railway line from Makkah to Madinah.

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It is foreseen that a vast number of passengers a year be transported through the HHR system, including Hajj and Umrah pilgrims, so that traffic congestion in highways and environmental pollution caused by car emissions can be alleviated.

HHR operate daily passenger services between Makkah and Madinah, serving Jeddah, KAIA, and KAEC. Our route map shows the stations at which HHR call, and further information is available at <https://sar.hhr.sa/>

Our trains provide two types of accommodation:

#### 4.2.1 BUSINESS CLASS

	Business Class Seat
<b>Complimentary drinks</b>	Yes
<b>Meals</b>	Yes
<b>Cafeteria coach access</b>	Yes
<b>Trolley service (available to purchase)</b>	Yes

Additionally, passengers have access to high standard of comfort seats and entertaining content in their seats.

#### 4.2.2 ECONOMY CLASS

	Economy Class Seat
<b>Complimentary drinks</b>	No
<b>Meals</b>	No
<b>At seat complimentary service</b>	No
<b>Cafeteria coach access</b>	Yes
<b>Trolley service (available to purchase)</b>	Yes

#### 4.2.3 TICKETS

Tickets and e-document (ticket purchased via web) represent an approved document of the transport contract between HHR, and the passenger named in the ticket as well as some related terms and conditions.



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HHR only transport the passenger who has such a ticket, has proof of payment and is properly identified. In all cases, the ticket remains the property of HHR.

- HHR will issue transport ticket for a specific date/time, train, class and seat, departure and destination stations, as per HHR's terms and policies.
- Tickets may be individual or collective, according to their use and in accordance with the specific conditions established for each of them, which will be available to passenger.
- Tickets can be purchased at HHR's own points of sale (HHR's stations, telephone sales, app and website) or arranged with third parties authorized by HHR.
- Tickets will be issued in the format that HHR determines, whatever their nature and according to the evolution of the technologies.
- The passenger must check the ticket details at the time of issue: date/time, train, class and seat, departure/destination stations and price according to his request. Any claim on the ticket issued and price must be made in the next 8 minutes after the ticket purchase not accepting subsequent claims regarding the issued ticket details. (price, time, class...)

#### **4.2.4 TICKET TYPES**

- Tickets may be individual or collective, accordingly to their use and in accordance with the specific conditions established for each of them.
- Single ticket: valid for one passenger and one Single trip.
- Round trip ticket: valid for one passenger and one round trip.
- Collective or group ticket: valid for more than one passenger.

#### **4.2.5 NEED FOR TICKET**

Passengers will not be allowed to travel on HHR's trains unless they present a valid ticket (paper or electronic format) to travel.


HHR tickets are non-transferable and can only be used by the named passenger in the ticket, accompanied by an official document (National ID, Passport, Visa, Iqama or electronic ID with QR) proving ownership of the ticket.

#### **4.2.6 VALIDITY OF TICKET**

The transport tickets are valid for a specific date/time, train, class, and seat, as per HHR's terms and policies.

Tickets having deteriorations, amendments, scrapes, that are plasticized or hackneyed are not considered valid.

Passengers can re-print the train ticket at the travel centers in all the stations

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### 4.3 OUR PASSENGERS TRAVELING EXPERIENCE

Our seats have been designed to offer the passenger maximum comfort: large width between rows and slightly folding seats to facilitate rest. They are equipped with electric sockets for recharging the devices and a worktable.

HHR onboard service provide you with flexibility and a choice of amenities, food, and service. HHR offers a number of convenient options with reclining seats.

The on-board staff works to respond appropriately to your needs during the journey. They are at your disposal to make your journey more comfortable and enjoyable.

### 4.4 HOW HHR WILL HELP YOU PLAN YOUR JOURNEY

HHR know how important it is to give you everything you need to plan your journey properly, and to keep you up to date with any changes. That's why HHR offers advice, timetables, and information about travelling with HHR in all sorts of ways.

Here's how you can stay up to date:


- Check the information displays at our stations.
- Read our leaflets at our stations or on our website.
- Go to <https://sar.hhr.sa/> or utilize our mobile app for train and journey information,
- You can contact us via email at [https://sar.hhr.sa/](mailto:sar.hhr.sa).
- You can tweet us @haramainrailway.
- Call our Customer Support Team on 920004433.

You may also listen for our announcements at our stations and on our trains. HHR will give full and accurate live information before and during your journey. This includes information on how our trains are running, as well as information about our station facilities.

### 4.5 MAKING IT EASY TO BUY TICKETS

HHR train services are fully subject to prior reservation, meaning that you need to buy a ticket before you can access the platform and board the train. HHR makes easy to buy tickets for your journey. HHR offers a range of ticket types and fares to suit different circumstances and budgets.

You can find more information on our website <https://sar.hhr.sa/>, by using our mobile or speak to our station staff or Customer Support Team who are happy to help.

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#### **4.5.1 GO TO [HTTPS://SAR.HHR.SA/](https://sar.hhr.sa/) OR USE OUR MOBILE APPS (HHR TRAIN)**

The simplest way to book your HHR Business Class and Economy Class train tickets is online. Once you have completed your purchase online or via our app (android & IOS) you can conveniently print your tickets at home.

#### **4.5.2 GO TO THE TICKET OFFICE AT ANY OF OUR STATIONS**

You can buy tickets for our Business Class and Economy Class over the counter at any of our stations. Our helpful station staff can assist with printing pre-purchased tickets online or with any general enquiries you may have.

Sales of tickets for any particular train service will close in all sales channels 20 minutes before the scheduled departure time.

#### **4.5.3 TICKET SALES RESTRICTIONS AT STATIONS**

Please note that ticket sales at stations have the following restrictions:

- tickets bought at stations ticket offices cannot be changed or refunded.
- You can only buy a ticket for the current day.

#### **4.5.4 BUYING TICKETS OVER THE PHONE**

To buy tickets for our Business Class and Economy Class over the phone contact the HHR Customer Support Team on 920004433. The Contact Center is open every day, including weekends, so if you have a question, or would like to make a new booking please contact one of our friendly agents.

In case you find our Contact Center out of its commercial opening hours, you can buy your tickets at [HTTPS://SAR.HHR.SA/](https://sar.hhr.sa/).

#### **4.5.5 PURCHASING TICKETS**

You can purchase train tickets online, by telephone (call centre – an additional fee of 15 SAR applies) or at the station (an additional fee of 15 SAR for purchase at the station offices and 5 SAR for purchase through the Ticket Vending Machines applies) using credit or debit cards (Visa, MasterCard and Mada). SADAD is also available for online and telephone purchases and cash is accepted at our stations.<sup>1</sup>

You will find the opening hours for our ticket offices at <https://sar.hhr.sa/> or displayed at our stations, along with details of how to buy tickets if the ticket office is closed.

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<sup>1</sup> Service not currently available at Jeddah and KAEC Station.  
Each ticket office displays a list of the payment cards it accepts.

#### 4.5.6 MAKING CHANGES IN YOUR TICKET

If you have a Business Class or Economy Class ticket for travel, and you wish to change it to travel on a different day or at a different time, upgrade your booking (from Economy Class to Business Class) or change your departure station you can make amendments through the website, mobile apps, calling to the HHR Customer Care Centre or at the ticket office at any HHR station<sup>2</sup> with the following conditions and charges being applied:

CHANGES IN YOUR TICKET		
TIME	Economy	Business
>24 hours (train departure time)	10% of the ticket value is levied.	Free.
between 20 min and 24h (train departure time)	20% of the ticket value is levied	10% of the ticket value is levied
< 20 min (train departure time)	No changes are allowed	No changes are allowed

- Tickets can only be changed at HHR own channel/points of sale.
- These conditions may be modified according with the HHR's published terms and policies.<sup>3</sup>

Multiple changes to the same ticket (e.g., changing the date of travel and departure station) will result in amendment charges being applied to each modification made. It is also important to note that prices can change regarding the first ticket issuance.

#### 4.5.7 CANCELLING YOUR TICKET


If you have a Business Class or Economy Class ticket for travel, and you wish to cancel you can do it through the website, mobile apps, calling to the HHR Customer Care Centre or at the ticket office<sup>4</sup> (\*) at any HHR station with the following conditions and charges being applied:

CANCELLING YOUR TICKET		
TIME	Economy	Business
>24 hours (train departure time)	20% of the ticket value is levied.	Free.
between 20 min and 24h (train departure time)	50% of the ticket value is levied	35% of the ticket value is levied
< 20 min (train departure time)	No cancellations are allowed	No cancellations are allowed

<sup>2</sup> Tickets bought at stations ticket offices cannot be changed or refunded. Sales at Stations made in card cannot be refund

<sup>3</sup> HHR will notify TGA before making any changes on this.

<sup>4</sup> Tickets bought at stations ticket offices cannot be changed or refunded. Sales at Stations made in card cannot be refund.

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- Tickets can only be cancelled at HHR own points of sale.
- These conditions may be modified according with HHR’s published terms and policies.<sup>5</sup>

#### **4.5.8 CHANGES AND CANCELLATIONS TO ROUNDTRIP TICKETS**

If you have a roundtrip ticket and wish to make an amendment or cancellation to one leg of your journey, the above charges will only apply to the length of the journey that is being modified or cancelled.

If both legs of a roundtrip are modified or cancelled, then the above charges will apply to the total price of the return ticket.

#### **4.5.9 CHANGE AND REFUND PAYMENT METHODS**

Changes and refunds will be done by mean the same channels where the client made the ticket purchase.

### **4.6 IF YOU NEED HELP WHEN YOU TRAVEL**

HHR wants to make sure everyone who travels with us has an easy and comfortable journey, including our older and younger passengers, and people with disabilities. If you need support getting on and off the train, navigating the station or planning your journey, HHR will be more than happy to help.

All our stations have a ready supply of wheelchairs for passengers requiring mobility assistance. Our helpful staff can give advice, information and assistance as required, and will accompany mobility impaired passengers through the station and onto the train. If required, our station staff can also arrange for you to be met off the train at your destination station.

HHR will provided those passengers having special mobility needs, as far as possible, with all the means available for adequate transport or mobility within the HHR’s stations and on the trains where the provision of this service is possible.

Passenger with special needs in wheelchairs can travel in the comfort of their own wheelchair in our accessible Business coach. They will find one accessible toilet onboard our trains.


#### **4.6.1 OUR ARRANGEMENTS FOR YOUR WELLBEING**

The safety of our passengers travelling alone is extremely important to us, and it is our job to make sure you feel safe and protected at all times during your journey.

To respect the needs of all passengers travelling with HHR, HHR observe a dress code policy onboard our trains. Passenger’s dress code onboard HHR trains must be in accordance with public dress code laws of KSA. If your attire is deemed inappropriate, you will be refused travel with HHR.

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<sup>5</sup> HHR will notify TGA before making any changes on this.

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All passengers bound for Makkah must have authorized access to the Haram area.

## 4.6.2 PASSENGER'S RIGHTS

Our passengers have the following rights:

### I. Transport contract and information

Passengers should be given clear and accessible information:


- Before the trip, have access to the publication, in advance, of the schedule of services, clarifying the duration of trip, stations to stop in and ticket prices.
- During the trip, in particular concerning any delays or interruptions to services.
- Concerning procedures for the submission of complaints.

### II. Before the purchasing of tickets

- Clarifying the duration of the trip, stations to stop in and ticket price.
- Announcing services provided on the train.
- Providing service for seat reservation.
- Be entitled to enter in a transport contract with HHR in accordance with current legislation on land transport.
- Be informed of the procedures established to solve the issues that may arise in relation to rail transport.
- Be informed of the insurance policies that HHR has contracted to guarantee their responsibility. This information will be available to travelers at the stations and on the corresponding HHR website.
- Be informed of the existence of these travel terms and conditions that will be available to customers in the same terms as in the previous section.
- Change and cancel your transport tickets in the terms provided in these travel terms and conditions.

### III. During / After HHR services

- Receive HHR services in the appropriate quality and safety conditions.
- Make claims and complaints that they deem appropriate under the terms provided in the terms and conditions that may be directed to HHR, for which purpose they will have at their disposal a book or sheets of official claims, in the form and terms established in current legislation.
- To be compensated for the damages that may be caused to them, in case of breach by HHR of the obligations with the customers.
- To escalate any claim regarding the HHR obligations to the TGA

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### 4.6.3 PASSENGER'S OBLIGATIONS

#### The passenger must commit to the following:

- Review and accept the Terms and Conditions of the Travel Contract referred to on the website of HHR before or after the completion of the booking process and issuing a confirmed ticket.
- Passengers are responsible for ensuring they hold a valid ticket applicable for their entire journey for the day, time, train, route and class mentioned in the ticket, before boarding the train.
- Disclosure of any special needs of the passenger, if any, prior to the completion of the booking process and the issuance of a confirmed ticket.
- Bring of all official travel documents and requirements such as (National ID card, Digital ID Card with QR, Iqama, Passport, official document, etc.) and taking into account all government regulations.
- The passenger must create the reservation in the prescribed way and add a correct mobile phone number and e-mail which will be the only valid means of communication between HHR and the passenger.
- Comply with the indications of HHR employees in charge of the correct provision of the service, as well as with those laid out for this purpose in the panels, posters, banners and other information displays in stations and trains.
- Comply with and respect the security and civil protection measures and checks that may be established.
- It is strictly prohibited to smoke in all station facilities and inside the train coaches. Failure to comply can lead to penalties (compatible with instructions /penalties set by other Authorities within KSA
- The transport of animals is not allowed except for guide animals accompanying PRM passengers.
- Passenger's obligation to disclose items that require a special arrangement/management permission to be transported by train

### 4.6.4 PASSENGER MAY NOT

- Perform actions that disturb the order within the trains, entail danger to the physical integrity of the other passengers or their comfort, may cause the deterioration of the stations or trains or, generally, endanger the safety of transport.
- Travel in places other than those enabled for passengers.
- Leave the train except at the destination indicated on the ticket.
- Carry hazardous materials (susceptible to explosion or inflammation) and packages that, due to their size, volume, content, or smell, may damage, disturb or stain other travelers's personal belongings or the trains themselves.

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- Observe or perform any conduct or action prohibited by the legislation in force in the Kingdom of Saudi Arabia.
- The above actions will be subject to sanction according to the legislation in the Kingdom of Saudi Arabia.

## **4.7 WHAT TO EXPECT AT OUR STATIONS?**

HHR works hard to make our stations pleasant and easy to use. HHR regularly checks if everything is working properly and keep them clean and tidy throughout the day. If you find that is not the case, please speak to a member of HHR Station Team or call our Customer Support Team on 920004433.

Here is what you can expect at our stations:

### **4.7.1 POLITE, HELPFUL STAFF**

Everyone who works at our stations is proud to wear a smart, distinctive HHR uniform. They also wear a name badge, and they are trained to give you excellent customer service. They will be happy to answer your questions, give you information about your journey and help with anything else you need.

### **4.7.2 WAITING AREAS**

All our stations have plenty of seating areas located along the entire route from the arrival at the station to the platforms.

Travelers often seek out items and services they might need while traveling or that will help reduce the strain of travel. You will find these types of items at newsstands and convenience stores.

### **4.7.3 LOST AND FOUND**

Have you lost something on the train or at the station? HHR may well find it again quickly or an honest person may hand it in. Report it immediately to the station staff. They will fill the designated form according to your information and we'll contact you as soon as we've found your lost property.

### **4.7.4 INFO DESKS**

Our fully staffed Information Desks specialize in superior customer service. The desk is open during regular station hours and is available to assist you with any inquiries, claims, comments, or any other services you may need.


### **4.7.5 PRAYER ROOMS**

Prayer rooms are available at all our stations both for men and women.

### **4.7.6 ACCESS GATES**

All passengers must pass through the access gates in order to validate their tickets.



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Remember that 5 minutes before the train departure all access points will be closed. Please, remember to attend in enough advance to grant your train access.

HHR does not permit certain items to be carried onboard the train. You will find details of these prohibited items on your ticket and at <https://sar.hhr.sa/>

#### **4.7.7 GETTING THE CORRECT TRAIN**

HHR gives the information to help you find your train. All platform details, train times and stations on each route are on our notice boards and information screens.

#### **4.7.8 TOILETS**


All of our stations have accessible toilets for customers, and they are open when our staff are there. HHR work hard to keep them clean and hygienic throughout the day. All stations have toilets specially designed to people with special needs.

#### **4.7.9 LUGGAGE**

### **TERMS AND CONDITIONS**

- Each passenger can bring one large sized piece of luggage with up to 25 kg and with dimensions up to 65 x 55 x 35 cm (length-height-width). Besides, passenger will be able to carry one extra hand luggage: backpack, laptop bag, camera bag, purse, nursery bag and any similar items.
- By baggage it is understood any hand luggage containing garments and objects for personal or professional use belonging to the passenger, the nature of which does not contravene the security provisions established in the laws and regulations does not represent a danger or inconvenience to other passengers.
- The passenger must properly place the luggage in those places set up for this specific purpose, in order to avoid possible damage or inconvenience to other passengers or damage to the trains. It is the passenger's exclusive responsibility to watch over his/her own luggage.
- HHR will not be responsible for any incident, theft, loss, or damage caused to luggage due to improper placement or contents, unless they are attributable to HHR.
- Special baggage could also be carried (i.e., Zamzam water) and its conditions will be at passenger disposal. (To find further details about prohibited items and baggage policy consult our webpage at <https://sar.hhr.sa/>)

*Please do not bring more luggage to carry onto the train than you are entitled to. If you have more luggage than our policy allows you will have to use the courier service available at HHR stations for the items not allowed as carry-on luggage.*

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## **TRANSPORTATION OF FOOD AND BEVERAGES ON HHR TRAINS**

- Only small sized drinks which are finely packaged in their original container and carried by the passenger.
- Only tightly packaged foods are allowed to be kept inside the luggage

To find further details about prohibited items and baggage policy consult our webpage at <https://sar.hhr.sa/web/portal/travel/guidelines/baggage>

## **LUGGAGE TROLLIES SERVICE**

All stations have a service for the provision of trolleys to carry out your luggage in case you need it. Please take into consideration the luggage terms and conditions.

## **WHAT IF YOU HAVE MORE LUGGAGE?**

- Excess baggage will not be transported by HHR, you will have to use the courier service available at HHR stations
- HHR will make available to those passengers who so wish a courier service, the price of which is not included in the ticket, and which must be contracted separately.
- Courier services will be provided by a company external to HHR and may be contracted at stations.

## **COURIER SERVICE**

If you have more luggage than it is allowed to carry on with your ticket HHR's stations have courier service available to our customers. With this service you can send your excess baggage to your destination.


This service may be subject to a specific prices, terms, and conditions.

### **4.7.10 PASSENGER WITH SPECIAL NEEDS**

Our stations are equipment with all the resources needed to assist people with special needs including wheelchairs to move into the station and staff to help them to get in /off the train.

### **4.7.11 CAR PARKING**

All of our stations have car parking available, located within easy walking distance of our station buildings. This service may be subject to a specific prices, terms, and conditions.

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## 4.8 WHAT TO EXPECT AT OUR TRAINS?

HHR wants all of your journeys with us to be comfortable and enjoyable. HHR works hard to make sure everything runs smoothly.

Here's what you can expect on our trains.

### 4.8.1 SNACKS AND DRINK

HHR offer a range of different options for food and drink on our trains, which can be purchased on-board.

You can order and eat in our restaurant coach or HHR staff will serve a selection of cold drinks and snacks to your seat via our at-seat trolley service.

Business Class passengers will be served a welcome drink.

### 4.8.2 RESERVING SEATS

When you buy your ticket, you will automatically be allocated a coach and a seat for your chosen journey.

You can change it for a seat of your choice either online or via the HHR ticket offices.

Passengers must sit in their allocated coach and seat number. Coach and seat numbers are clearly printed on our tickets.

Please note however, that HHR may have to re-allocate seat reservations at short notice for operational reasons which will be explained to the affected passengers avoiding separate families as much as possible.

### 4.8.3 BRINGING LUGGAGE ON OUR TRAINS


The conditions and possibilities available to the customer regarding baggage on board are explained in section 5.7.9.

### 4.8.4 TRAVELLING WITHOUT A TICKET

As our trains are fully subject to prior reservation, all of our passengers must buy a ticket before boarding the train. Customers without a valid ticket will not be permitted to pass through access gates. You must retain your ticket for your entire journey.

A valid ticket is defined as a ticket that is held by the correct passenger type (including any supporting documentation), train number, date and departure time, class of travel and origin and destination station combination. A valid ticket must also clearly display the correct passenger's name and ID number.

If you lose your pre-printed ticket or it is stolen, our helpful station staff will be happy to re-print your ticket for you at the ticket office before you board the train.

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Passengers without a valid ticket must leave the train at the next station and pay a surcharge unless they buy a new ticket for the entire trip before to arrive to the next station.

More information can be found at <https://sar.hhr.sa/>

## **4.9 IF THINGS GO WRONG – INCLUDING DELAYS AND COMPENSATION**

HHR works hard to make sure your journeys with us run smoothly. Nevertheless, if your journey is delayed, HHR will do everything to get you where you need to be.

### **4.9.1 WHAT HHR WILL DO TO GET YOU THROUGH DELAYS**

- HHR will always try to keep you up to date about what is happening and give you advice about your journey.
- If the train is cancelled in-route, HHR will ensure get you to your final destination station via a replacement service or alternative transportation where necessary. If HHR can't get you to that station, HHR will take you back to the station that will work best for you.
- HHR will make claiming compensation for a delayed journey easy. However, HHR is not responsible for passenger compensation due to the late arrival of services due to force majeure.


### **4.9.2 HOW HHR COMPENSATE YOU FOR DELAYS**

<b>DELAY COMPENSATION</b>	
<b>DELAY</b>	<b>COMPENSATION</b>
> 2 hours and you do not complete your intended journey and/or you choose not to travel.	Full amount paid for the ticket (100% refund)
> 2 hours and you complete your intended journey.	25% of the amount paid for the ticket
> 3 hours and you complete your intended journey.	50% of the amount paid for the ticket
> 4 hours	Service cancellation conditions apply

### **4.9.3 HOW HHR COMPENSATE IF YOUR TRIP IS CANCELLED**

HHR shall not cancel trips unless the security and safety of the railway service require so.

Provided that there are no causes of force majeure, cancellation of trip means that you cannot make your trip because HHR has cancelled this service or because the commercial service is delayed more than 4 hours at the arrival time.

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If your train service is cancelled or delayed by more than 4 hours at the arrival time the following refunds will apply:

TRAIN CANCELLATION	
DELAY	COMPENSATION
HHR notify you earlier or up to 6 hours before the scheduled service time.	Transfer your ticket to another service free of charge <u>or</u> refund 100% of the amount paid for the ticket
HHR notify you less than 6 hours before the scheduled service time	<p><u>you will have the option to:</u></p> <p>Transfer your ticket to another service free of charge within three hours of the cancelled trip and a refund equal to 25% of the base price of the ticket (without vat).</p> <p>Refund 100% of the amount paid for the ticket and provide the customer a compensation equal to 25% of the base price of the ticket (without vat).</p>

Our Customer Support Team will put in contact with the affected passengers in order to present both options and offer to choose between them.

#### **4.9.4 HOW HHR COMPENSATE YOU FOR ANY LOSSES OR OTHER COSTS**

**If your train is delayed or cancelled, HHR will not give you compensation for any losses or extra costs other than those related to your ticket price (e.g. if you miss a connecting plane).**

If you are catching a plane, please leave plenty of time to allow for any delays to your train journey. You can ask your airline how much time you will need to leave to check in.


In case of necessity, HHR could make a class downgrade before or during the trip. This situation is not considered as boarding rejection.

In this case, HHR informs the Passenger of the availability of alternative seats on lower class. This shall be dealt with as follows:

If the Passenger agrees to downgrade the reservation class, the Passenger must be compensated for the full price difference between the original class and the class on which the Passenger did actually travel, at the lowest price of the class on which the downgrade is made.

In addition, the Passenger shall receive a compensation equivalent to (25%) of the value of the original ticket.

HHR shall have the right to make a class upgrade to the passenger if needed. In this case it will be consider as an improvement of the travel conditions so no compensation will apply in this case.

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#### **4.9.5 REFUSAL OF SERVICE**

You must adhere to our ticket terms and conditions when travelling with HHR. If you do not conform to these conditions, you will be refused travel with no refund or compensation due.

Our ticket terms and conditions are printed on your ticket and can also be found at <HTTPS://SAR.HHR.SA/>

If you are refused to travel with HHR, and it is later found that no ticket terms and conditions were violated, HHR will refund you 100% of the original ticket price, plus you will have the option to receive either compensation to the value of 50% of the original ticket value or a complimentary ticket to the equivalent value and in the same standard of class as your original ticket.

#### **4.9.6 IF YOUR PROPERTY IS DAMAGED**

Anything that you bring with you to our stations or on our trains is your responsibility. No compensation will be paid for damaged hand luggage.

#### **4.9.7 IF YOUR LUGGAGE IS LOST**

All carry-on luggage onboard the train will always remain your responsibility. No compensation will be paid for lost carry-on luggage.

If you ever leave something on the train or at the station, contact the nearest station or HHR Customer Support Team on 920004433 who will assist you to complete a lost property form, enabling us to check the lost property records to see if your item has been found.

Objects forgotten or lost by passengers, found on HHR trains or stations, will be retained by HHR for a period of two months. A special record of all the objects found will be made, with a detailed description of the main characteristics and the day and place where they were found.


All customers must present either their Saudi National ID, Visa, Iqama, Passport, or electronic ID with QR when collecting lost property from our stations.

Please note perishable items will be discarded immediately.

#### **4.9.8 CLAIMING REFUNDS AND COMPENSATION**

If you believe you are entitled to a refund or compensation or want to rise a complaint, you can do it through the following channels:

- Calling to our Customer Support Team on 920004433.
- Through the website or mobile apps entering in your personal area an open a new incidence
- Through social media (Twitter)
- When the options for submitting the complaint through electronic channels are not possible, it can be submitted at stations using one of our Refund & Compensation Forms

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All refund & compensation claims must be received within 28 days of your journey. Your claim will be processed within 15 days. If these options do not work for you, please get in touch with our Customer Support Team.

Upon request from our stations or via our Customer Support Team, verification letters can be provided to customers outlining the delay, service cancellation or lost baggage encountered.

#### 4.9.9 TRAIN MISS OR LEAVE

Train miss or leave at the departure station or during the trip will invalidate the ticket and will not entitle you to any refund.

Remember that 5 minutes before the train departure all access points will be closed. Please, remember to attend in enough advance to grant your train access.

#### 4.9.10 ACCIDENTS AND INJURIES

Travelling by train is very safe, and HHR work hard to prevent accidents.

If something does go wrong and you fell sick, get injured or otherwise hurt, please let us know as soon as possible. If it is an emergency, HHR will get you the help you need.

HHR records all the details of accidents and comply with the applicable government regulations so HHR can investigate what happened and make sure it does not happen again.

### 4.10 CONTACT US

Whether you have a question or a complaint, want to claim a refund or compensation, give us feedback, or make a suggestion, HHR makes it easy for you to get in touch with us.



**Call us on 920004433**


If you're travelling soon and need help straightaway, our Customer Support Team will be more than happy to help you with whatever you need. They're available every day, including weekends. (Opening hours from 08.00 to 20.00)

In case you find our Contact Center out of its commercial opening hours, you can use any of the other alternatives (website, social media, stations, mail, and mobile apps)



**Email us at <https://sar.hhr.sa/>**

Send us a message and we'll get back as soon as possible within a period not exceeding 15 days. If HHR needs more time to investigate a complaint or check information, we'll let you know within seven days.

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If you are not happy with the response received from HHR, please review our Complaints Handling Policy to understand how you can escalate your grievance You'll find a copy at <https://sar.hhr.sa/>.

Remember that you can also escalate any claim regarding the HHR obligations to the TGA. (<https://tga.gov.sa/home/contactus/> 19929)



### Get in touch in social media

If you're travelling soon and need help straightaway, tweet us @haramainrailway



### Visit our Stations

If you need help and you feel like you need someone to talk to, our helpful station staff will solve all your inquiries.

Visit us at our stations:

- Madinah Station
- KAEC Station.
- KAIA Station.
- Jeddah Station.
- Makkah Station.



### WEBSITE

You can make a question, rise a claim/complaint, or give us feedback/suggestion through:

- CONTACT US section
- In your Personal Area opening a new incidence