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# 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

The document applies to all HHR staff involved in the development or execution of passenger experience.

Without prejudice to the laws and regulations in force in the Kingdom of Saudi Arabia and amendments thereon, the provisions of this Regulation shall be applied to the arriving and departing trips by HHR train connecting the holy cities of Madinah and Makkah via Jeddah, including the airport station and KAEC.

### 2.2 DISTRIBUTION LIST


- SSTPC Managers
- SAR
- TGA
- HHR

## 3 INPUT DATA

### 3.1 INTERNAL

All documentation associated with the internal processes of: (Process information cards, General Procedures, specific procedures, etc.)

- Commercial Offer Design. Especially:
  - Ticket Conditions for passenger transport services on HHR trains
  - Terms and Conditions for passenger transport services on HHR trains
- After-sales services
- PRM Policy
- Luggage policy
- Lost and Found policy

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- Complaint handling policy
- Ticket conditions for passengers


### 3.2 EXTERNAL

The Detailed Mechanism for the Rights and Obligations of Railway Transport Users (TGA). The update dated January 2025


## 4 TERMS AND ACRONYMS

TERM/ACRONYM	DESCRIPTION
HHR	Haramain High Speed Railway
Baggage	It 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 operator, authorized personnel or by any competent authority upon request.
Business class prices	The prices set for travel in the category of the business class
Conditions of the contract	Means the terms and conditions shown on the passenger ticket and previously agreed before completing the purchase of the ticket
Confirmed Reservation	The seat specified by HHR operator 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 but not limited to: death, injury, delay, etc.)
Days	The full year days include weekends and official holidays.
Working days	Weekdays not including Kingdom's bank holidays
Delay of Trip	The delay of a trip in terms of the date/time of the departure and arrival announced by HHR operator and stated on the ticket.

TERM/ACRONYM	DESCRIPTION
Departure Date/Time	The departure date/time of the trip is determined according to the trip schedule announced by HHR operator
Economy class prices	The prices set for travel on the category of the economy class
Force majeure	An exceptional and unforeseeable circumstance beyond HHR operator control, whose consequences could not be avoided even if all due care had been exercised or if it had been impossible for HHR operator to take such reasonable measures.
KAEC	King Abdullah Economic City
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 (Saudi Spanish Train Project Company – SSTPC.)
Passenger	The individual who purchases a ticket and undertakes travel on a train operated by HHR, or who benefits from any service provided by HHR or within its facilities, in accordance with the terms and conditions outlined in this document.
Passengers with disabilities or reduced mobility	Any passenger with a disability or reduced mobility, whether caused by a physical, sensory, mental or intellectual impairment, age, or any other condition, who requires appropriate assistance to manage travel procedures, including boarding, disembarking, and moving through railway facilities
Penalties	The sanction to be received or fixed amount of money to be paid by a passenger who commits any of the violations defined in the Rights and Obligations of Railway Transport Users
Price	The amount collected by HHR operator for passenger transport and his baggage or for the additional services.
Round trip	Trip from one station to another and return by the same route

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TERM/ACRONYM	DESCRIPTION
Single trip	A trip 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 authorised 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
RORTU	Rights and Obligations of Railway Transport Users
Violations	Offences by passengers as defined in the Rights and Obligations of Railway Transport Users

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## 5 DEVELOPMENT

### 5.1 DOCUMENT DESCRIPTION

#### 5.1.1 WHAT IS OUR PASSENGER CHARTER

Our Passenger Charter represents our commitment to our passengers. At Haramain High Speed Railway (HHR), we strive to ensure that every journey with us is smooth and enjoyable.

The Charter outlines what our passengers can expect from HHR, on our trains, and at our stations. It defines the minimum level of service we provide.

We view this Charter as a living document. HHR is committed to working with the Transport General Authority (TGA) and local stakeholders to ensure it remains compliant and fair to all our customers.

Copies of our Passenger are available on our website at <https://sar.hhr.sa/>. Alternatively, our customers can request a copy from our customer support team or from the staff at our stations.

If there is any suggestion a passenger would like to share with HHR, we would love to hear it. In section 5.12, passengers will find information on how to contact HHR.

#### 5.1.2 CUSTOMER EXPERIENCE

At HHR, we place our customers at the centre of everything we do. Ensuring their safety, well-being, and fair treatment is our top priority.

We aim to provide our customers with an exceptional experience by making it easy for them to communicate with us. HHR is committed to listening to our customers and always considering their individual circumstances.


#### 5.1.3 TGA REGULATION OF RIGHTS AND OBLIGATIONS OF RAILWAY

##### TRANSPORT USERS

Our Passenger Charter is aligned with the TGA Detailed Mechanism for the Rights and Obligations of Railway Transport Users. It details the terms of the contract between us when the passenger purchases a ticket and uses it to travel.

### 5.2 WHO HHR IS AND WHAT WE DO

The Kingdom of Saudi Arabia (KSA) is developing a new, world-class railway network, which includes a high-speed passenger line connecting the holy cities of Madinah and Makkah via Jeddah, including the airport station and KAEC. Inaugurated in 2018, the Haramain High-Speed Railway (HHR) is the first and only high-speed

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train in the region of Saudi Arabia, connecting multiple cities, including integration with King Abdulaziz International Airport. Operating at 300 km/h, HHR is among the world’s top 10 fastest electric trains and is committed to delivering a seamless, accessible, and sustainable travel experience for both residents and visitors.

The HHR system is expected to transport a substantial number of passengers each year, including Hajj and Umrah pilgrims, thereby reducing highway congestion and mitigating environmental pollution from vehicle emissions.

For details on our stations and route map, please visit [HTTPS://SAR.HHR.SA/](https://SAR.HHR.SA/).

Our trains offer two types of accommodation:

### 5.2.1 BUSINESS CLASS

Business Class Seat	Included
Seat selection	Yes
Complimentary drinks	Yes
Meals	Yes <sup>1</sup>
Cafeteria coach access	Yes
Trolley service (available to purchase)	Yes
Access to HHR business lounges at stations <sup>2</sup>	Yes
Baggage <sup>3</sup>	Free meeting the hand baggage requirements

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

### 5.2.2 ECONOMY CLASS

Economy Class Seat	Included
Seat selection	Yes
Complimentary drinks	No

1 Only for the long routes (i.e.: from Makkah to Madinah or Kaia to Madinah, hot meal will be served). For short routes such as from Makkah to Kaia, complimentary drink will be served.

2 External Business/VIP lounges may be available at stations for an additional fee

3 Refer to HHR luggage policy and HHR website/application or any of HHR stations for extra and check in luggage and fees.

Economy Class Seat	Included
<b>Meals</b>	No
<b>At the seat, complimentary service</b>	No
<b>Cafeteria coach access</b>	Yes
<b>Trolley service (available to purchase)</b>	Yes
<b>Access to HHR business lounges at stations<sup>4</sup></b>	No
<b>Baggage<sup>5</sup></b>	Free meeting the hand baggage requirements

### 5.2.3 TICKETS

Tickets and e-tickets (tickets purchased online) constitute a formal transport contract between HHR and the passenger named on the ticket, along with any associated terms and conditions.

HHR only transports passengers who possess a valid ticket<sup>6</sup>

HHR will issue transport tickets for a specific date, time, train, class, seat, departure, and destination stations, as detailed in this Passenger Charter and in accordance with HHR's terms and conditions (available in the ticket conditions and on the HHR website).<sup>7</sup>

- Tickets will be issued in the format determined by HHR, in accordance with prevailing technology.
- Once the passenger has verified that the purchase details are correct, any adjustments to the ticket, to avoid cancellation or change fees, must be made within 60 minutes of the purchase (20 minutes for purchases at stations).

### 5.2.4 TICKET TYPES

- Tickets may be individual or collective, according 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.


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4 External Business/VIP lounges may be available at stations for an additional fee

5 Refer to HHR luggage policy and HHR website/application or any of HHR stations for extra and check in luggage and fees.

6 Refer to 5.2.6 "Validity of ticket"

7 The direction of the seat may, in exceptional cases, be altered due to operational needs. This will not result in any changes to the conditions or the price of the ticket.

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- Round-trip ticket: valid for one passenger and one round-trip (same origin and destination)
- Collective or group ticket: valid for more than one passenger.

### **5.2.5 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.

Passengers are responsible for ensuring they hold a valid ticket applicable for their entire journey.

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. This document must be presented upon request by authorised staff or competent authorities. Failure to do so may result in a penalty payable by the passenger.

Passengers with disabilities or reduced mobility may request assistance from staff for ticket purchase, modification, cancellation, or validation. HHR offers accessible ticketing channels to ensure an inclusive experience for all travellers. Our user-friendly online platforms feature simple visual layouts for easy ticket booking and reservation management.

In addition, our call centre is available to support passengers who experience difficulties using other booking methods. At stations, passengers may use ticket vending machines equipped with clear visual icons and step-by-step instructions. All ticket offices also provide at least one wheelchair-accessible counter.

Tickets can be purchased online up to 15 minutes before the scheduled departure time and at stations (ticket vending machines and ticket offices) up to 20 minutes before departure.

If special assistance is required, passengers with disabilities or reduced mobility may indicate their needs during the booking process by selecting the “Special Needs” option under Traveler Information. This option is simply a selection button and is intended exclusively for travellers with disabilities, reduced mobility or those who need special assistance.


Please refer to Section 5.5 for applicable fees based on the chosen booking method and consult the HHR PRM Policy for further details

### **5.2.6 VALIDITY OF TICKET**

Transport tickets are valid only for the specific date, time, train, class, and seat indicated, in accordance with HHR’s terms and conditions (available on the ticket and the HHR website).

Tickets that are altered, damaged, deteriorated, plasticised, excessively worn, or falsified are considered invalid. Passengers may reprint their ticket at any travel centre, ticket office, or ticket vending machine located in HHR stations.

Only tickets with a QR to scan through the automatic gate (either printed or electronic) are valid.

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Once a ticket has been issued, the passenger is not entitled to any fare reduction. Amendments are only permitted if the fare type allows and the ticket has not been validated. After validation, no changes can be made.

For tickets issued under special fare conditions (e.g., discounted fares), the passenger may be required to present valid documentation supporting their eligibility for the discount.

### **5.3 OUR PASSENGERS TRAVELING EXPERIENCE**

Our seats are designed to provide maximum comfort, featuring ample legroom between rows and slightly reclining seats to enhance relaxation. They are equipped with electric sockets for charging devices and a worktable.

HHR's onboard service offers flexibility and a range of amenities, including food and other conveniences (with extra cost)

Our onboard staff is dedicated to addressing our passengers' needs throughout the journey. They are available to enhance their travel experience, making it as comfortable and enjoyable as possible.


### **5.4 HOW HHR WILL HELP TO PLAN THE JOURNEY**

At HHR, we understand the importance of providing our passengers with all the necessary information to plan their journey effectively and keep them informed of any changes. That's why we offer a variety of ways to access advice, timetables, and information about travelling with us, in accordance with the TGA Detailed Mechanism for the Rights and Obligations of Railway Users

Here's how our passengers can stay updated:

- Check the information displayed at our stations.
- Read our brochures available at our stations or on our website.
- Visit <HTTPS://SAR.HHR.SA/> or use our mobile app for train and journey information.
- Contact us via email at [cs@hhsrw.com](mailto:cs@hhsrw.com)
- Visit our Facebook page "Haramain Railway"
- Send us a message on the "X" account @haramainrailway
- Call our Customer Support Team on 920004433.

They can also listen to announcements at our stations and on our trains. HHR provides comprehensive and accurate live information both before and during your journey, including updates on train operations and station facilities accessible to all passengers.

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## 5.5 MAKING IT EASY TO BUY TICKETS

HHR train services require advance reservations, so passengers must purchase a ticket before they can access the platform and board the train. HHR makes it easy to buy tickets for their journey, offering a variety of ticket types and fares to fit different needs and budgets.

For more information, passengers can visit our website at <HTTPS://SAR.HHR.SA/>, use our mobile app, or speak with our station staff or Customer Support Team, who are ready to assist them.

### 5.5.1 GO TO <HTTPS://SAR.HHR.SA/> OR USE OUR MOBILE APPS (HHR TRAIN)

The simplest way to book an HHR Business Class or Economy Class train ticket is online. Once passengers have completed their purchase through our website or mobile app (Android & iOS), they can conveniently print their tickets at home or present them in electronic format with the appropriate QR code.

The electronic ticket must be shown in the original format provided by the app, website, email, or SMS — not as a screenshot or photo. The QR code must be clearly visible for scanning at the gates.

Please note that online and app-based ticket sales for any train service close 15 minutes before the scheduled departure time.

### 5.5.2 GO TO THE TICKET OFFICE AT ANY OF OUR STATIONS

Passengers can purchase Business Class and Economy Class tickets at any of our station ticket counters. Our friendly station staff are available to assist with printing pre-purchased tickets and answer any general inquiries they may have.


Tickets can be bought with cash or card at any of our ticket offices with an additional fee of 15 SAR (excluding VAT). Alternatively, passengers can use a card to purchase tickets at ticket vending machines with an additional fee of 5 SAR (excluding VAT).

Please note that ticket sales at station ticket counters for any train service will close 20 minutes before the scheduled departure time.

Passengers 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.

### 5.5.3 TICKET SALES RESTRICTIONS AT STATIONS

- Accepted payment methods: Cash, Mastercard and Visa cards are accepted.
- Ticket modifications and cancellations: Tickets purchased at station ticket offices may be modified or refunded. All changes or cancellations must be processed in person at the station through the ticket office.

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- Refunds for MADA card purchases: If the purchase was made using a MADA card, and a cancellation or modification (after applying any applicable penalties) is requested, the customer must contact HHR and submit a complaint, including their bank details<sup>8</sup>. The refund may be issued using a different payment method if the passenger agrees. Otherwise, HHR will proceed with the refund through the most convenient method available for the passengers, whenever possible.
- Cancellations and modifications for purchases made with non-MADA cards are temporarily unavailable.
- Compensation for train delays or cancellations: The same conditions apply when requesting compensation or refunds due to train delays or cancellations

#### 5.5.4 BUYING TICKETS OVER THE PHONE

To purchase Business Class and Economy Class tickets over the phone, please contact the HHR Customer Support Team at 920004433. Our Contact Centre is open every day, including weekends. If our customers have any questions or wish to make a new booking, our friendly agents are ready to assist them.

If a passenger decides to buy any ticket through our call centre, an additional fee of 15 SAR will apply (VAT not included)

If our passengers reach our Contact Centre outside of business hours, they can still buy the tickets online.

#### 5.5.5 MAKING CHANGES IN YOUR TICKET

If passengers have a Business Class or Economy Class ticket and wish to change their travel date or time, upgrade from Economy Class to Business Class, or change the departure station, they can make these amendments through our website, mobile apps, by calling the HHR Customer Care Centre, or at any HHR station ticket office.


For purchases at stations, modifications must be processed in person at the station through the ticket office.

Please note that the following conditions and charges apply.<sup>9</sup>:

CHANGES IN YOUR TICKET		
TIME	Economy	Business
>24 hours (train departure time)	10% of the former 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

<sup>8</sup> Refer to 5.12 "Contact us" for submitting such information

<sup>9</sup> These are general conditions. Exceptionally, different may apply, for instance, in the case of promotions.

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<b>CHANGES IN YOUR TICKET</b>		
<b>TIME</b>	<b>Economy</b>	<b>Business</b>
< 20 min (train departure time)	No changes are allowed	No changes are allowed

- Tickets can only be changed through HHR's own channels or points of sale.
- Changes must be made through the same channel where the original ticket was purchased.
- These conditions may be modified according to HHR's published terms and policies.
- For specific conditions, please visit our website or any of our stations.

Multiple changes to the same ticket (e.g., changing the travel date and departure station) will incur amendment charges for each modification. Please also note that prices may vary from the original ticket issuance.

### **5.5.6 CANCELLING YOUR TICKET**


If passengers have a Business Class or Economy Class ticket and wish to cancel it, they can do so through our website, mobile app, by calling the HHR Customer Care Centre, or at the ticket office of any HHR station.

For purchases at stations, cancellations must be processed in person at the station through the ticket office.

Please note that the following conditions and charges will apply:

<b>CANCELLING YOUR TICKET</b>		
<b>TIME</b>	<b>Economy</b>	<b>Business</b>
>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

- Tickets can only be cancelled at HHR's own points of sale.
- Cancellations must be made through the same channel where the original ticket was purchased.
- These conditions may be modified according to HHR's published terms and policies.

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## 5.5.7 CHANGES AND CANCELLATIONS TO ROUND-TRIP TICKETS

If passengers have a round-trip ticket and wish to make an amendment or cancellation to one leg of the journey, the above charges and conditions will only apply to the length of the journey that is being modified or cancelled.

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

The return leg of the round-trip ticket cannot be modified or cancelled unless the outgoing trip ticket has been used.<sup>10</sup> Otherwise, the full round trip must be modified.

## 5.5.8 CHANGE AND REFUND PAYMENT METHODS

Refunds for cancellations and/or changes will be processed using the same payment method used for the original reservation. With the exception of the non-MADA card purchased at stations as specified in 5.5.3 section.

If a passenger cancels or modifies their journey, the HHR shall process the refund within 14 days from the date the cancellation or modification request was submitted.

If the ticket was purchased at the station using a MADA card, any cancellation or modification must be completed in person at the station. The passenger is required to submit a claim through any of the official channels listed under section 5.12 “Contact Us” with the required banking details to request a refund for the cancellation and/or change fees. Please note that the refund may take additional time to appear in the passenger's account. For cash payments made at the station, the passenger should visit one of our stations to request the refund.

For online reservation payments, the refund for cancellations and/or modifications will be processed using the same payment method used for the reservation.

HHR will proceed with the refund through the most convenient method available for the passengers, whenever possible.


The above is subject to the conditions mentioned earlier regarding exceptions according to terms and conditions.

## 5.6 IF YOU NEED HELP WHEN YOU TRAVEL

HHR is committed to providing a comfortable and seamless journey for all passengers, including the elderly, children, and those passengers with disabilities or reduced mobility. If you need help boarding or disembarking the train, navigating the station, or planning your trip, HHR is here to assist you. This assistance is provided free of charge.

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<sup>10</sup> In the event that more restrictive conditions apply regarding cancellations and/or changes, these will override the method for modifying a reservation (in case of, for example, promotions).

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HHR will make every possible effort to provide assistance upon the arrival of passengers with disabilities at the station, even if prior notification was not given at the time of the booking. This assistance shall include boarding, disembarking, and leaving the station in accordance with HHR’s available resources.

Passengers requiring assistance can indicate their needs during the booking process by selecting the “Special Needs” option under Traveler Information when purchasing their ticket. This option is simply a selection button and is intended exclusively for travellers with disabilities, reduced mobility or those who need special assistance.

All HHR stations are equipped with wheelchairs, available free of charge, for passengers needing mobility support. Staff assistance is also available for services such as ticket purchase, modification, cancellation, or validation. Our accessible ticketing channels, including user-friendly online platforms and mobile apps, are designed to ensure an inclusive and convenient booking experience.

In addition, passengers may contact our call centre for support if they experience any difficulties with digital booking methods. At the station, ticket vending machines are equipped with clear visual icons and step-by-step instructions, and every ticket office includes at least one wheelchair-accessible counter.

Our trained and friendly staff are available to provide guidance and assistance as needed — from entering the station to boarding the train, and again upon arrival at your destination. This includes support with boarding, disembarking, and navigating station facilities.

If a passenger with disabilities or reduced mobility (PRM) wishes to travel using their own (non-foldable) wheelchair, they must reserve the designated wheelchair space located in the Business Coach (5) by selecting the option “PRM Spaces for wheelchair”. This special space will be automatically assigned when Business Class is selected, provided it is available. If unavailable, a regular seat will be assigned instead, and the wheelchair must be foldable to allow proper storage.

One accessible restroom is also available on board every train. The measures for the permitted wheelchairs on board are specified in the HHR PRM policy and in HHR website.


HHR strives to offer all possible means to accommodate passengers with disabilities or reduced mobility, ensuring accessible transportation and services throughout the entire journey.

### **5.6.1 OUR ARRANGEMENTS FOR THE PASSENGER’S WELLBEING**

At HHR, the safety and well-being of all our passengers is a top priority. We are committed to ensuring that every traveller feels secure and protected throughout their journey.

To maintain a safe and respectful environment onboard, all passengers are expected to adhere to the following guidelines:

- In accordance with the Kingdom of Saudi Arabia’s Public Decency Regulations, passengers must observe an appropriate dress code while onboard HHR trains. Passengers whose attire is deemed inappropriate may be denied boarding.

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- All passengers travelling to Makkah must have authorised access to the Haram area. It is the passengers' responsibility to ensure they meet the necessary requirements.
- It is the passenger's responsibility to be aware of what constitutes unsafe behaviour and it's therefore not permitted, which includes, but is not limited to:
  - Causing obstruction and danger to passengers, HHR employees or HHR facilities and property.
  - Placing objects that may obstruct the movement of passengers or the train.
  - Misuse of any security or safety devices or equipment, including emergency exits,
  - Extending any part of the body or any object through windows or doors; placing feet on the seat.
  - Impeding staff efforts in the context of emergency response, or while performing operation or maintenance tasks.
  - Refusing inspection by HHR staff or security on suspicion of carrying prohibited items<sup>11</sup>.
  - Obstructing the movement of a train or interfering with the operation or provision of any services connected with the train or the railway.
  - Entering or attempting to enter or exit the train from places other than those designated for that, or after the train has moved.
- Passengers or others waiting or present at stations should not leave their children playing on the loading docks or near the train track, and they should not attempt to approach the train until it has stopped completely.
- Passengers must familiarise themselves with emergency signage and procedures and follow instructions promptly in case of an emergency.
- Any safety hazard, malfunctioning equipment, suspicious behaviour, unusual odours, or unattended packages must be reported immediately to HHR staff.

## 5.7 PASSENGER'S RIGHTS

Passengers will be provided with clear information regarding their rights at stations and facilities, and wherever needed, including electronic platforms, provided that they are easily accessible by people with disabilities or those with reduced mobility<sup>12</sup>.


### I. Transport contract and Passenger information

- Before the trip

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<sup>11</sup> Refer to <https://sar.hhr.sa/travel/guidelines/baggage#> for checking the list of prohibited items inside the train


<sup>12</sup> All information about assistance to people with disabilities and reduced mobility can be found in HHR PRM Policy

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- HHR publishes service schedules at least 30 days in advance through its official website and mobile application.
- Passengers have access to clear and transparent information regarding trip duration, station stops, travel classes, seat reservations, and ticket prices
- Details on available onboard services and facilities for passengers with disabilities, including applicable conditions, are provided.
- HHR clearly states applicable fees for booking, modifications, or cancellations as per the travel terms and conditions.
- Information on station opening and closing times is available at <HTTPS://SAR.HHR.SA/> in the section Stations information per station.
- Passengers have the right to enter into a transport contract with HHR under the current railway transportation legislation.
- Travel terms and conditions are accessible in Arabic and English via all official platforms.
- Information on luggage policies, including baggage and mobility equipment allowances, is clearly communicated both in the HHR Luggage Policy and HHR PRM Policy.
- Be informed of the insurance policies that HHR has contracted to guarantee their responsibility. This information will be available to travellers at the stations and on the corresponding HHR website.
- During the trip
  - Passengers are informed of the next station, onboard services, and any service disruptions or delays via multiple channels (e.g., audio announcements, SMS, signboards, electronic displays).
  - In case of a delay or cancellation, passengers are notified through official electronic means at least 30 minutes prior to departure.
  - Passengers are kept informed throughout the journey in a clear and accessible manner.
- After the trip
  - Passengers have the right to file complaints or escalate them to the Transport General Authority (TGA), following the procedures in Sections 5.9.8 and 5.10.
  - Passengers may seek compensation for damages resulting from HHR's failure to fulfil its obligations.<sup>13</sup>
  - HHR ensures all services meet appropriate standards of safety and quality.

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<sup>13</sup> Refer to 5.11.9. Accidents and injuries


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- HHR must avoid providing misleading or inaccurate information.

## 5.8 PASSENGER'S OBLIGATIONS

The passenger must commit to the following:


- The obligation to review and accept the Terms and Conditions of the Travel Contract, as referenced on the HHR website, either before or after completing the booking process and receiving a confirmed ticket.
- Passengers are responsible for ensuring they possess a valid ticket that covers the entire journey, including the specified day, time, train, route and class, prior to boarding the train.
- Passengers must disclose any special request for assistance prior to completing the booking process and receiving a confirmed ticket.
- Personalised or discounted tickets must be accompanied by a valid form of identification and proof of eligibility upon request.
- Tickets must be purchased only through authorised sales channels.
- Passengers must present their ticket upon request to any HHR staff or authorised inspector during the journey.
- Failure to present a valid ticket may result in penalties, in accordance with the Railway Transport Users Violations Table (refer to [www.tga.gov.sa](http://www.tga.gov.sa) for further information)
- Passengers must bring all necessary official travel documents, including but not limited to a National ID card, Digital ID Card with QR code, Iqama, passport, and any other relevant documentation, while adhering to all government regulation
- Passengers must make the reservation in the prescribed manner and provide a valid mobile phone number and email address, which will serve as the sole means of communication between HHR and the passenger.
- Passengers must comply with the instructions provided by HHR employees responsible for service delivery, as well as adhere to the guidelines displayed on panels, posters, banners, and other information sources at stations and on trains.
- Passengers must comply with and respect any security and civil protection measures and checks that may be implemented.
- The transportation of pets on board is permitted under certain conditions (see section 5.10.4 for more information).
- Guide or service animals for people with disabilities and reduced mobility are allowed on board and at HHR facilities.
- Passengers are prohibited from carrying hazardous materials or any other prohibited substances, as outlined in the rules, regulations, and policies detailed in section 5.9.9 and our luggage policy.

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- Passengers are responsible for arriving at the station in sufficient time before the train’s scheduled departure as indicated in their reservation. Passengers must not arrive less than 10 minutes prior to departure, as this is when the automatic gate for ticket validation closes. Failure to arrive on time may result in loss of boarding rights without entitlement to a refund
- Passengers may bring hand luggage onboard, as long as it does not exceed the dimensions specified on their ticket, does not obstruct other passengers or HHR staff, and is not likely to cause damage to the train, stations, or facilities. Further details can be found on the HHR website and in the HHR Luggage Policy.
- Passengers are responsible for supervising their hand luggage and personal belongings at all times.
- HHR reserves the right to inspect passenger luggage, including animals, in the passenger’s presence.
- The passenger is liable for any loss or damage caused by their failure to comply with the
- obligations outlined in this charter or other regulatory requirements. This includes damages to transportation means, facilities, or infrastructure, unless caused by unavoidable circumstances or force majeure. In such cases, the passenger will be responsible for paying both fines and compensation, subject to review and approval by a designated committee.
- Passengers must comply with all local laws and regulations in force in the Kingdom of Saudi Arabia, including instructions from security, health, and other relevant authorities, for matters not covered in this charter
- Occupy only their assigned seat and avoid placing luggage on seats or blocking aisles.
- Allow disembarking passengers to exit first before boarding.
- Offer seats to elderly passengers, people with disabilities, or families with children where possible.

### **5.8.1 PASSENGER MAY NOT**

- Engaging in actions that disturb the order within the trains poses a danger to the physical integrity or comfort of other passengers, causes damage to stations or trains, or generally compromises the safety of transport.
- Attempt to board or exit the train once it is in motion, or from unauthorised areas.
- Entering or remaining in areas not designated for the public or sleeping in prayer rooms.
- Exit the train at any station other than the one listed on the ticket.
- Carrying hazardous materials (prone to explosion or ignition) or packages that, due to their size, volume, content, or odour, may damage, inconvenience, or stain other passengers’ belongings or the trains themselves. Carry items that are flammable, explosive, or offensive in size, odour, or content.

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- Engaging in conduct or actions prohibited by the laws of the Kingdom of Saudi Arabia.
- It is strictly prohibited to smoke, except in designated areas, 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).
- Passengers shall refrain from unsafe behaviour, including:
  - Obstructing passengers or staff.
  - Tampering with emergency tools, alarms, or equipment without cause.
  - Leaning out of train windows or placing feet on seats.
  - Causing panic through threats, violence, or misconduct.
  - Blocking doors or walkways.
  - Attempting to board or disembark after movement begins.
- Children (under 13 years old) must be supervised at all times and must not play near platforms or tracks.
- Any suspicious activity or damaged facilities should be

All violations are subject to sanctions as per Kingdom regulations and are published at: <HTTPS://WWW.TGA.GOV.SA/>

## 5.9 WHAT TO EXPECT AT OUR STATIONS?

HHR is committed to providing stations that are clean, comfortable, and easy to navigate. We carry out regular inspections throughout the day to ensure everything is in proper working order and that the environment remains tidy and well-maintained.


If you notice anything that falls short of this standard, please don't hesitate to approach a member of the HHR Station Team or contact our Customer Support Team at 920004433.

In compliance with the regulatory requirements and the requirements of safety, security and quality service, cameras are placed on board and at the stations. HHR will indicate to passengers the presence of these cameras. HHR will enable the security authorities to check and keep recording them in case there is a need for reasons related to security. However, HHR will not modify any recording.

Here is what you can expect at our stations:

### 5.9.1 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 our customers excellent customer service, including those passengers with disabilities or reduced mobility. They will be happy to answer their questions, provide information about the journey, and assist with anything else passengers may need.

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## 5.9.2 WAITING AREAS

All our stations offer ample seating areas located along the entire route, from arrival at the station to the platforms. Travellers often look for items and services to meet their needs or to make their journey more comfortable. Passengers can find these essentials at newsstands and convenience stores within our stations.

## 5.9.3 LOST AND FOUND

If a passenger has lost or forgotten something on board the train or at the station, HHR may well find it again quickly, or an honest person may hand it in. In that case, the passenger must report it immediately to the station staff. They will fill out the designated form according to the information, and we will contact the passenger as soon as we have found their lost property. For more information, refer to the 5.12 “Contact Us” section and HHR’s Lost and Found Policy

## 5.9.4 INFO DESKS

Our fully staffed Information Desks are dedicated to providing exceptional customer service. The desk is open during regular station hours and is available to assist our customers with any inquiries, claims, comments, or other services they may need.

## 5.9.5 PRAYER ROOMS

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


## 5.9.6 ACCESS GATES

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

Remember that 10 minutes before the scheduled train departure, all access points will be closed. Please remember to arrive well in advance to ensure you have sufficient time to access your train. Boarding gates will open 60 minutes prior to the train departure. Passengers will find all information regarding HHR's terms and conditions on the website and on the back of the purchased ticket.

## 5.9.7 GETTING THE CORRECT TRAIN

HHR provides the information passengers need to find their train. All platform details, train schedules, and stations along each route are displayed on our noticeboards and information screens. The responsibility for accessing the correct train lies with the passengers, as they have the necessary means. However, the HHR staff are available to assist you in case of any discrepancies or questions.

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## 5.9.8 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 for people with disabilities or reduced mobility.

## 5.9.9 LUGGAGE AND PROHIBITED ITEMS

All information about the items permitted on board and the measures allowed for the luggage on board can be found in the HHR Luggage policy, on our website and in the terms and conditions of the ticket. Regarding equipment allowed on board (wheelchairs, bicycles, etc.), refer to HHR “Luggage policy”

## 5.9.10 PASSENGER WITH DISABILITIES OR REDUCED MOBILITY

Our stations are equipped with all the necessary resources to assist people with disabilities or reduced mobility, including wheelchair access to enter the station and staff available to help them board and disembark from the train<sup>14</sup>. Please note that wheelchair service provision is free of charge. As stated in passengers’ obligations, passengers must disclose any request for assistance prior to completing the booking process and receiving a confirmed ticket. However, HHR will make every possible effort to provide assistance upon the arrival of passengers with disabilities or reduced mobility at the station, even if prior notification at the time of the booking was not given. This assistance is provided free of charge.

## 5.9.11 CAR PARKING

All of our stations offer parking facilities, conveniently located within a short walking distance from the station buildings. This service may be subject to specific prices, terms, and conditions, as it is managed by an external provider. Refer to <HTTPS://SAR.HHR.SA/SERVICES/PARKING#> for more information.


## 5.10 WHAT TO EXPECT AT OUR TRAINS?

HHR is committed to making the journeys with us comfortable and enjoyable. We work hard to ensure that everything runs smoothly.

Here’s what our passengers can expect on our trains.

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<sup>14</sup> Refer to HHR PRM policy for more information

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### 5.10.1 SNACKS AND DRINKS

HHR offers a variety of food and drink options available for purchase on board. Passengers can enjoy a meal in our restaurant coach, or if they prefer, HHR staff will serve a selection of cold drinks and snacks directly to their seat through our at-seat trolley service.

Business Class passengers will be welcomed with a complimentary drink and/or meal on board, although certain conditions apply.<sup>15</sup>

### 5.10.2 RESERVING SEATS

When passengers purchase a ticket, they will automatically be assigned a coach and seat for the selected journey. Passengers can change their seat to one of their preferences either online or at HHR ticket offices.<sup>16</sup>

Passengers are required to sit in their designated coach and seat number, which are clearly printed on the tickets.

Please note that HHR may need to reallocate seat reservations at short notice for operational reasons. In such cases, we will do our best to explain the situation to the affected passengers, minimise the separation of families and extra costs for the passengers.

### 5.10.3 TRAVELLING WITHOUT A TICKET

As our trains require prior reservation, all passengers must purchase a ticket before boarding from the approved sales point (see 5.2.3). Passengers without a valid ticket will not be allowed to pass through the access gates. The passenger must hold a valid ticket throughout the journey.

A passenger without a valid ticket may be required to pay an additional fee equivalent to the fare, as approved by the Authority, unless the fare payment is confirmed through the Transporter's reservation system or another method provided by the passenger. Repeated failure to present a valid ticket may result in increased penalties or a ban from travelling on the same service, in line with the Authority's regulations.<sup>17</sup>


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.

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<sup>15</sup> Depending on the route distance, different amenities on board will be served to business class passengers. Refer to 5.2.1 for more information

<sup>16</sup> Considering the same purchase channel for modifications/cancellations and any penalties that may apply based on the fare purchased.

<sup>17</sup> Refer to TGA website for violations of passenger's obligations <https://www.tga.gov.sa/Regulations>.

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If the printed ticket is lost or stolen, our helpful station staff will be happy to reprint it at the ticket office before boarding.<sup>18</sup>

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


### 1.1.1 PETS ON BOARD THE TRAIN

Aligned with the Detailed Mechanism for the Rights and Obligations of Railway Transport Users (TGA), HHR allows the transportation of small pets on board the train, meeting the following conditions.

- Only domestic dogs or cats weighing a maximum of 5 kg are allowed.
- **Carrier specifications**
  - The animal must travel inside a rigid, hermetically sealed carrier.
  - The carrier must simultaneously meet all of the following requirements:
    - Maximum dimensions: 40 x 30 x 25 cm.
    - Total weight (animal + carrier): not exceeding 7 kg.
    - Must have a double-lock safety closing system and ventilation grids
    - The base must be waterproof, absorbent, and disposable, replaced for each journey.
- **Onboard restrictions:**
  - The carrier must be placed exclusively under the passenger's assigned seat, never protruding into aisles or other passengers' areas.
  - Pets aren't allowed in business class coaches
  - Placement on seats, shelves, luggage racks, or aisles is strictly prohibited.
- **Travel conditions**
  - The animal must always remain inside the carrier, with no opening for feeding, handling, or direct contact.
- **Documentation and approval**
  - The passenger must present a veterinary certificate issued within the last 7 days confirming good health and absence of parasites.
  - Proof of microchipping and pet registration.
- **Denial of transport**

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<sup>18</sup> Considering that the data provided during the purchase process is the passenger's correct information, HHR is not responsible for any mistakes made by the passenger when providing their email, ID, or phone number.

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- Failure to meet any of these conditions will result in immediate denial of access.
- The railway company staff reserves the right to refuse animals that may cause discomfort to other passengers, even if all conditions are met.
- **Other considerations:**
  - The passenger bears full responsibility for their pet’s transportation, both within station premises and on board the train, as well as for ensuring no disturbance to other passengers.

Failing to comply with these conditions, the passenger will be denied boarding without any right to ticket refund as stated in section 5.11.4 Refusal of service.

## **5.11 IF THINGS GO WRONG – INCLUDING DELAYS AND CANCELLATIONS.**

HHR is committed to ensuring our passengers’ journeys with us run smoothly. However, in the event of a delay, HHR will take all necessary actions to get them to their destination. HHR shall inform passengers about their entitlements to compensation and the procedures for claiming compensation in case of delays or cancellations when applicable.

### **5.11.1 HOW HHR COMPENSATE PASSENGERS FOR DELAYS**

- HHR will always try to keep our passengers up to date about what is happening and give them advice about their journey.
- In the event of a delay or cancellation, HHR will notify the passengers with the new train number and/or updated departure time if applicable. A notification message will be sent to affected passengers 30 minutes before the train’s scheduled departure and will be updated every 30 minutes with any further changes
- HHR will make it easy to claim compensation for a delayed journey. However, HHR is not responsible for passenger compensation due to delays caused by bad weather conditions that endanger the safe operation of the train or if it was due to exceptional circumstances.
- or a force majeure that hindered the regularity of service.
- In any case of the following cases, the passenger will not be entitled to any compensation in case of delay:
  - If the passenger was informed of a trip delay before purchasing the ticket;
  - If the reason for that delay depends on the regularity of another service with which the Transporter has nothing to do.
  - Or when the trip is redirected in less than 60 minutes.

DELAY COMPENSATION		
DELAY <sup>19</sup>	COMPENSATION	
More than 60 minutes	Passengers receive complimentary snacks, regular meals or refreshments.	
More than 2 hours, less than 3 hours	<b>If the passenger doesn't intend to complete the trip<sup>20</sup></b>	<b>In case the passenger chooses to complete the trip</b>
	Full price of the ticket +additional compensation equal to 50% of the ticket value	50% of the ticket value for the delayed segment
More than 3 hours, less than 4 hours		75% of the ticket value for the delayed segment
> 4 hours	Service cancellation applies	

### 5.11.2 HOW HHR COMPENSATE IF THE TRIP IS CANCELLED

HHR shall not cancel trips unless the security and safety of the railway service requires it.

If the train is cancelled en route, HHR will ensure that passengers are transported to the final destination station via a replacement service or alternative transportation, if necessary. HHR will make it easy to claim compensation for a cancelled journey. However, HHR is not responsible for passenger compensation due to cancellations caused by bad weather circumstances or force majeure that hindered the regularity of service.

Provided there are no causes of force majeure, a trip cancellation means that the passenger cannot proceed with the journey because HHR has cancelled the service or because the commercial service is delayed by more than 4 hours from the scheduled arrival time.


If the train service is cancelled or delayed by more than 4 hours from the scheduled arrival time, the following refunds will apply<sup>21</sup>:

TRAIN CANCELLATION	
CANCELLED SERVICE NOTIFICATION PERIOD	COMPENSATION
More than 48 hours from the scheduled train departure.	Refund 100% of the amount paid for the ticket
Between 24 hours and 48 hours before the scheduled train departure.	Refund 100% of the amount paid for the ticket + an additional 50% compensation of the ticket price.

<sup>19</sup> The compensation amount for the delay will be calculated based on the minutes of delay according to the scheduled arrival time.

<sup>20</sup> In the case of a round-trip booking, the passenger must contact HHR to receive a refund for any unused segments.

<sup>21</sup> In the case of a round-trip booking, the passenger must contact HHR to receive a refund for any unused segments

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Less than 24 hours from the scheduled train departure.	Refund 100% of the amount paid for the ticket and provide the customer with compensation equal to 100% of the ticket price.

### **5.11.3 HOW HHR COMPENSATE THE PASSENGER FOR ANY LOSSES OR OTHER COSTS**

If the train is delayed or cancelled, HHR will not give the passenger compensation for any losses or extra costs other than those related to the ticket price (e.g. if the passenger misses a connecting flight).

If passengers are catching a flight, they should allow ample time to account for any potential delays to their train journey. Passengers can check with the airline to find out how much time they need to leave for check-in.

In case of necessity, HHR may downgrade a passenger's class before or during the trip. This situation is not considered a boarding rejection.


In this case, HHR will inform the passenger of the availability of alternative seats in a lower class. The situation will be handled as follows:

- In case an alternative seat in a lower class is available:
  - If the Passenger agrees to downgrade the reservation class, the passenger will be compensated for the price difference between that shown on his ticket and the lowest price in the class that was reduced, in addition to compensation equivalent to (50%) of the value of the purchased ticket;
  - If the passenger does not accept the downgrade, then the value of the purchased ticket will be refunded to the passenger in addition to compensation equivalent to (50%) of the value of the purchased ticket.
- In case an alternative seat in a lower class isn't available, it will be considered a refusal of the service, and the conditions stated in 5.11.4 will be applied.

HHR reserves the right to upgrade the passenger's class if necessary. In this case, it will be considered an improvement in travel conditions, and no compensation will apply.

### **5.11.4 REFUSAL OF SERVICE**

Passengers must adhere to HHR's ticket terms and conditions when travelling with HHR. If the passenger violates the terms of use or the provisions outlined in this charter, they may be refused travel without any refund or compensation.

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More information can be found in HHR's terms and conditions printed on the ticket and on our website <HTTPS://SAR.HHR.SA/>

In the event that HHR refuses to transport the passenger despite meeting all necessary conditions for doing so, HHR will refund the ticket price and provide the passenger with additional compensation equivalent to 100% of the ticket price of the unused segment of the journey.

#### **5.11.5 IF PASSENGER'S PROPERTY IS DAMAGED**

Anything passengers bring to our stations or on board our trains is their responsibility. No compensation will be provided for damaged hand luggage, as HHR does not offer baggage delivery. All baggage on the train is considered carry-on luggage and remains solely the passenger's responsibility. Therefore, HHR does not assume liability for any loss or damage to passengers' luggage, and no compensation will be issued to customers in these terms.

At HHR stations, third-party companies will be available to handle luggage shipping, with an additional cost for the traveller, in cases where the luggage does not meet the dimensions permitted onboard HHR trains (refer to HHR Luggage policy). All liability for shipped luggage will rest with the third party involved; HHR will not be responsible for any damage.

#### **5.11.6 IF PASSENGER'S LUGGAGE IS LOST**

All carry-on luggage onboard the train will remain the passenger's responsibility at all times. No compensation will be provided for lost carry-on items.


If passengers leave something on the train or at the station, they must contact the nearest station or the HHR Customer Support Team at 920004433, who will assist them in completing a lost property form. This will allow us to check our records to see if the item has been found. When collecting lost property from our stations, all customers must present either their Saudi National ID, Visa, Iqama, Passport, or electronic ID with a QR code.

Please note that perishable items will be discarded immediately. For more information, please refer to the lost and found policy.

Alternatively, customers can contact HHR regarding a lost item using any of the contact methods listed in section 5.10.

#### **5.11.7 RIGHT TO SUBMIT A CLAIM**

As valued passengers, they have the right to submit a claim if they experience any issues with HHR services. Claims can be submitted through our website by completing the online claim form (through the contact us section or by logging in with your personal data and opening a new incidence)

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Alternatively, passengers may visit one of our station service desks to submit a claim in person, or contact our Customer Support Team at 920004433<sup>22</sup>

All claims must be submitted within one month of the event giving rise to the complaint.

Once the claim is received, passengers will receive an acknowledgement via email or SMS within 5 business days. HHR will send a notification to the passenger if the claim remains unresolved 10 days after it is opened.

Claims related to refunds and compensation will be processed within 30 days of the date of submission. If the passenger is not satisfied with the response after the resolution of his claim by HHR, he can escalate to the TGA, and he must submit it within 30 days from the notification of the result.

Upon request, verification letters can be provided by our stations or Customer Support Team, outlining any delay, service cancellation, or lost baggage incident.

All compensation and refunds will be issued to passengers through the same payment method used for the original purchase.

HHR will proceed with the refund through the most convenient method available for the passengers, whenever possible

For more information on how to submit complaints, please refer to the HHR Complaints Handling Policy.

### **5.11.8 TRAIN MISS OR LEAVE**

Missing the train at the departure station or at any point during the trip will invalidate the ticket and will not entitle you to a refund.

Please note that all access points will close 10 minutes before the train's departure. Be sure to arrive with enough time to ensure access to your train.

### **5.11.9 ACCIDENTS AND INJURIES**

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


If something does go wrong and passengers feel sick, get injured or otherwise hurt, they should let us know as soon as possible.

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

If an accident occurs due to HHR's service that results in the passenger's death or injury while using the service or boarding/leaving the train, and HHR or its staff are proven responsible,

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<sup>22</sup> More information about how to contact HHR in section 5.12. Contact us

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HHR passengers are covered under a public liability insurance policy. HHR is exempt from liability in cases where:

- Incidents caused by the passenger’s own actions or negligence.
- Loss or damage to personal belongings under the passenger's care.
- Damages resulting from war, acts of terrorism, or natural disasters.
- Claims related to contamination, pollution, or other specific exclusions detailed in the insurance policy.
- When the passenger fails to comply with the instructions provided by the responsible staff in any given situation.

HHR's liability applies only to accidents related to railway operations, or when alternative transportation is provided during service suspension under agreement with the passengers. HHR holds the burden of proof to show the causes for any exemption from liability. This policy ensures that passengers are protected within the operational scope of HHR, subject to its terms and exclusions.

## 5.12 CONTACT US

Whether any passenger has a question or a complaint, wants to claim a refund or compensation, give us feedback, or make a suggestion, HHR makes it easy for them to get in touch with us.



**Call us on 920004433**



**Email us at [cs@hhsrw.com](mailto:cs@hhsrw.com)**




Send us a message through the “X” platform at [@haramainrailway](https://twitter.com/haramainrailway)



**Website** <https://sar.hhr.sa/>

- Use the “Contact Us” section
- Open a new Incident in your profile

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### Visit our Stations

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