

# Passenger Charter

## North & East Trains

December 2023



# CONTENTS

**1**

What is our Passenger Charter?

**2**

Who are we and what do we do

**3**

Tickets

**4**

Our On-Board Experience

**5**

How we will help you plan your journey

**6**

Making it easy to buy tickets

**7**

If you need help when you travel

**8**

What to expect at our stations

**9**

What to expect on our trains

**10**

If things go wrong – including delays and compensation

**11**

Contact Us

**12**

Saudi Arabia Railways Route Map

# 1 What is our Passenger Charter?



Our Passenger Charter is our commitment to you. We work 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 Saudi Arabia Railways (SAR), on our trains and at our stations. It sets out the minimum level of service we're committed to.

We believe our Charter is an evolving document, and we are committed to working with the Transport General Authority (TGA), and local stakeholders to make sure it remains up to date and fair to all of our customers.

If you have any suggestions for us, we would love to hear from you. You can let our Customer Support Team know your thoughts by calling 8001262000, via email at [customercare@sar.com.sa](mailto:customercare@sar.com.sa), you can Tweet us **@SARNorthEast**, or send a WhatsApp to 0567225878.

Copies of our Passenger Charter can be downloaded from our website [www.sar.com.sa](http://www.sar.com.sa).

## Treating Customers Fairly

We put our customers at the heart of everything we do and every decision we make. Making sure you're safe and well, and that we always treat you fairly is our highest priority.

We want you to have a great experience with SAR, so we make it easy for you to talk to us, and we will always listen to you and take your individual circumstances into account.

## The TGA Train Passenger Rights Protection

Our Passenger Charter goes hand in hand 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 [www.sar.com.sa](http://www.sar.com.sa).



## 2 Who are we and what do we do

Saudi Railway Company was formed in 2006 by the Public Investment Fund (PIF) in order to implement a railway project linking the northern region with both the eastern and central regions of the Kingdom. In 2021, Saudi Railway Company merged with Saudi Railway Organisation to form Saudi Arabia Railways and began the operation of services between Riyadh, Hufuf, Abqaiq and Dammam which have been in service since 1966.

Today, our SAR North Train operates daily passenger services between Riyadh and Hail, serving Majmaah and Qassim. Sleeper services are also available between Riyadh and Qurayyat, calling at Majmaah, Qassim, Hail and Jauf.

A Car Cargo by train service is also available between Riyadh and Qurayyat stations.

Our SAR East Train operates daily passenger services between Riyadh and Dammam serving Hufuf and Abqaiq.

SAR also offers non-travelling passengers, a fast and secure Parcel Shipment service on all passenger trains operating across our North and East networks.

Our route map shows the stations at which we call, and further information is available at

[www.sar.com.sa](http://www.sar.com.sa).

The SAR logo is positioned in the top right corner of the page. It consists of the letters 'SAR' in a bold, sans-serif font. The letter 'A' is stylized with a blue triangle pointing upwards, and the letter 'R' has a blue vertical bar on its left side.





SAR North Trains provide two types of seating accommodation:

## **Business Class**

Customers travelling in Business Class will enjoy travelling with SAR at its best.

All seats in our Business Class coach on our North Trains offer a generous 47" seat pitch, 3 reclining seating positions, a padded head rest, table and universal power socket and USB point.

Other Business Class amenities include exclusive baggage check-in, a fast-track ticket check lane, priority boarding and access to the Business Class prayer area on board the train.

Complimentary lounge access and an onboard meal are included for Business Premium customers, and are available to purchase for Business customers online or via our app.



## Economy Class

Our Economy Class coach offers a high standard of comfort combined with great value fares.

Customers travelling in Economy Class on our North Trains will experience a 37" seat pitch, an at-seat universal plug socket, USB point, and access to the Economy Class prayer area on board the train.

Food and beverages are available to purchase in advance on our website or app, via our onboard restaurant or from our at-seat trolley service.





In addition to our Business Class and Economy Class coaches, our SAR North Night Train provides sleeping accommodation:

### **Private Sleeper Cabins**

Customers travelling on our Night Train services between Riyadh, Majmaah, Qassim, Hail, Jauf and Qurayyat can enjoy the privacy and comfort of our Private Sleeper Cabins.

Our Private Sleeper Cabins can accommodate up to 4 guests, with the flexibility for customers to either sit on our leather sofa seats or sleep in one of our bunk beds.

All Private Sleeper Cabins are booked exclusively for between one and four persons for one set price.

Other Private Sleeper Cabin amenities include exclusive baggage check-in, a fast-track ticket check lane, priority boarding, complimentary guest toiletries, sleep pack and access to the Business Class prayer area on board the train.

Complimentary lounge access and an onboard meal are included for Private Cabin Premium customers, and are available to purchase for Private Cabin customers online or via our app.







## Car Cargo

Both customers and non-travelling passengers can ship their car between Riyadh and Qurayyat by train.

Transporting your vehicle with SAR is the fastest, safest and most convenient way to travel long distances by car.

We allow customers the option to either transport their car on its own with a nominated person identified to collect the car upon its arrival, or for you to ship the car and travel with it on the same train service.

The following types of vehicle are accepted for transportation by train with SAR:

- Hatchback car
- Convertible car
- Sedan car
- Station Wagon
- Coupe car
- SUV
- Sports car
- Pickup truck

The maximum size of vehicle accepted for transportation is 210cm (width) x 216cm (height).





On our SAR East Trains, we provide two types of seated accommodation:

### **Business Class**

Customers travelling in Business Class will enjoy travelling with SAR at its best.

All seats in our Business Class coach on our East Trains offer a generous 44" seat pitch, a padded head rest, table and power socket.

Other Business Class amenities include a fast-track ticket check lane, priority boarding and access to the prayer area on board the train.

Complimentary lounge access and an onboard meal are included for Business Premium customers, and are available to purchase for Business customers online or via our app.



## Economy Class

Our Economy Class coach offers a high standard of comfort combined with great value fares.

Customers travelling in Economy Class on our East Trains will experience a 37" seat pitch, an at-seat power socket and access to the prayer area on board the train.

Food and beverages are available to purchase in advance on our website or app, via our onboard restaurant or from our at-seat trolley service.



## Parcel Shipments

Non-travelling passengers can ship both large and small parcels (up to 60kg) between all stations on our North and East networks.

Parcels are simply dropped off at any SAR passenger station (no pre-booking is required) and subject to availability can be shipped on the next available passenger service, making parcel shipments by train one of the fastest ways to move packages around Saudi Arabia.

Upon the shipment's arrival, an SMS is sent to the nominated recipient who can collect the parcel immediately or at a convenient time within the next 48 hours.



SAR offers a range of ticket types to suit your individual travel needs. Handpick the ticket that is right for you, and add extras such as baggage, meals or lounge access to personalize your experience with SAR.

## SAR North Ticket Types

Economy Class	Economy Saver	Economy
Onboard baggage	1 x Cabin (10kg)	1 x Cabin (10kg)
Checked baggage	Not included	1 x Medium (25kg)
Seat selection	Not included	FREE
Change booking	50% charge	20% charge
Cancel booking	75% charge	40% charge
No Show	100% charge	50% charge





## SAR North Ticket Types

Business Class	Business	Business Premium
Onboard baggage	1 x Cabin (10kg)	1 x Cabin (10kg) 1 x Medium (32kg)
Checked baggage	1 x Medium (25kg)	1 x Large (32kg)
Seat selection	FREE	FREE
Lounge access	Not included	FREE
Onboard meal	Not included	FREE
Change booking	20% charge	FREE
Cancel booking	40% charge	15% charge
No Show	50% charge	30% charge



## SAR North Ticket Types

Private Sleeper	Private Cabin	Private Cabin Premium
Onboard baggage	1 x Cabin (10kg)	1 x Cabin (10kg) 1 x Medium (32kg)
Checked baggage	1 x Medium (25kg)	1 x Large (32kg)
Cabin / bed selection	FREE	FREE
Lounge access	Not included	FREE
Onboard meal	Not included	FREE
Change booking	20% charge	FREE
Cancel booking	40% charge	15% charge
No Show	50% charge	30% charge



## SAR East Ticket Types

Economy Class	Economy Saver	Economy
Onboard baggage	1 x Cabin (10kg)	1 x Cabin (10kg) 1 x Medium (25kg)
Checked baggage	Not included	Not included
Seat selection	Not included	FREE
Change booking	50% charge	20% charge
Cancel booking	75% charge	40% charge
No Show	100% charge	50% charge



## SAR East Ticket Types

Business Class	Business	Business Premium
Onboard baggage	1 x Cabin (10kg) 1 x Medium (25kg)	1 x Cabin (10kg) 1 x Medium (32kg)
Checked baggage	Not included	1 x Large (32kg)
Seat selection	FREE	FREE
Lounge access	Not included	FREE
Onboard meal	Not included	FREE
Change booking	20% charge	FREE
Cancel booking	40% charge	15% charge
No Show	50% charge	30% charge

- Modifications can be made to tickets up to 1 hour prior to the scheduled departure time.
- Cancellations can be made to tickets up to 24 hours in advance of the schedule departure time.
- No show rates will apply to ticket cancellations made less than 24 hours in advance and up to 24 hours after the scheduled departure time.
- No refunds are permitted on pre-purchased extras.
- Any modifications made to tickets including pre-purchased extras will be carried forward to the new booking (excluding voluntary upgrades to a higher class of travel or ticket type which includes complimentary lounge access, or seat selection and Economy Saver tickets which include pre-purchased seat selection).





## Waiting List Tickets

Waiting List tickets are available to purchase from all SAR stations when the train you plan to travel on is fully booked.

Waiting List tickets are ideal for those customers who need to travel on the next available service, but all seats have already been taken.

Waiting list tickets are available to purchase from one hour prior and until 10 minutes before the train departure time in either Business Class or Economy Class, with tickets allocated without a seat number. Once onboard the train, our onboard staff will direct you to an unoccupied seat in the equivalent class of travel.





### **Adult Tickets (12 years +)**

Adult tickets are for those people aged 12 years and above, and who do not qualify for any of our concessionary fares outlined below.

### **Child Tickets (2-11 years)**

Children aged from 2 years but who have not yet reached 12, travelling in Economy Class pay 50% of the adult fare. Children travelling in

Business Class will receive a 20% discount off the adult ticket price.

Children aged 2 to 11 years, travelling in Business Class or Economy Class must be travelling with at least one other adult (16+) in their group.

Children (5 to 11 years), travelling in our SAR North Private Sleeper Cabins must occupy the room with at least one other adult (16+) in their

group. Children and infants (0 to 4 years), travelling in our Private

Sleeper Cabins must be accompanied by an adult (16+) at a ratio of 1:1.

Children over the age of 5 must have their own bed in our Private Sleeper Cabins. The maximum occupancy rate in our Private Sleeper Cabins is four, inclusive of children and infants.

It is recommended that children and infants, under the age of 5 travelling in our Private Sleeper Cabins occupy the lower beds only.

### **Infant Tickets (0-1 years)**

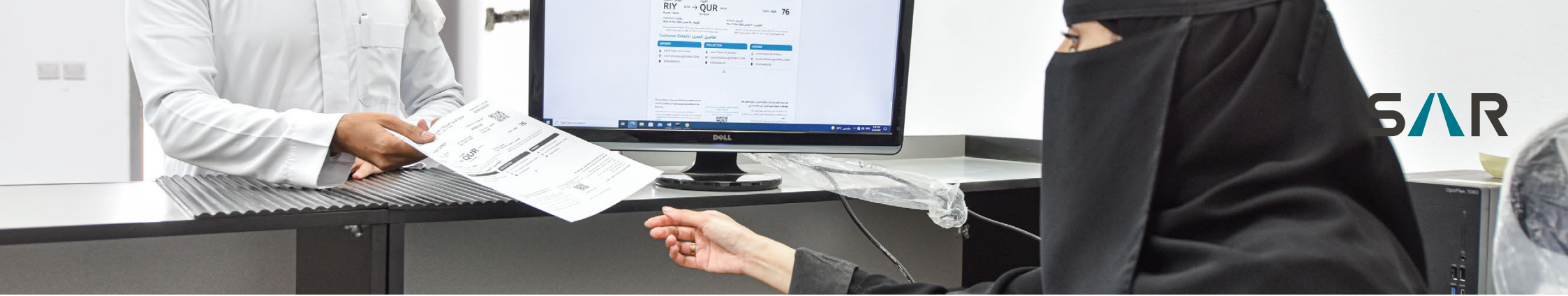
Infants under 2 (0-1 years) travel for free in Economy Class with SAR, but they will not receive a seat reservation, and therefore must occupy a lap of a parent/guardian for the duration of the journey. Infants travelling in Business Class will receive an 80% discount off the adult ticket price without a seat reservation.



## Disabled Tickets

Registered disabled passengers (and cancer patients) can save 50% off the adult ticket price in Economy Class. One carer ticket, per disabled customer/cancer patient is also available at the same price, when purchased together.





## Car Cargo Tickets

Below are the types of ticket available for our Car Cargo by train service between Riyadh and Qurayyat:

### Car Cargo only

For customers wishing to ship their car on its own, with a nominated person identified to collect the car upon its arrival, Car Cargo only tickets are available.

Vehicles can be dropped off at the Car Cargo Reception Centre in Riyadh or Qurayyat up to 3 hours prior to the train departure or from up to 2 days before.

## Train Tickets + Car Cargo

For customers wishing to transport their car and travel on the same train, Train Tickets + Car Cargo are available.

Vehicles can be dropped off at the Car Cargo Reception Centre in Riyadh or Qurayyat up to 3 hours prior to the train departure. Customers can then relax in the comfort of the station until the train is ready to board.

Upon arrival, customers can collect their car from 2 hours after the train's arrival. Customers are free to relax whilst their car is being offloaded in the comfort of the station.

For the opening times of our Car Cargo Reception Centre's please visit [www.sar.com.sa](http://www.sar.com.sa).



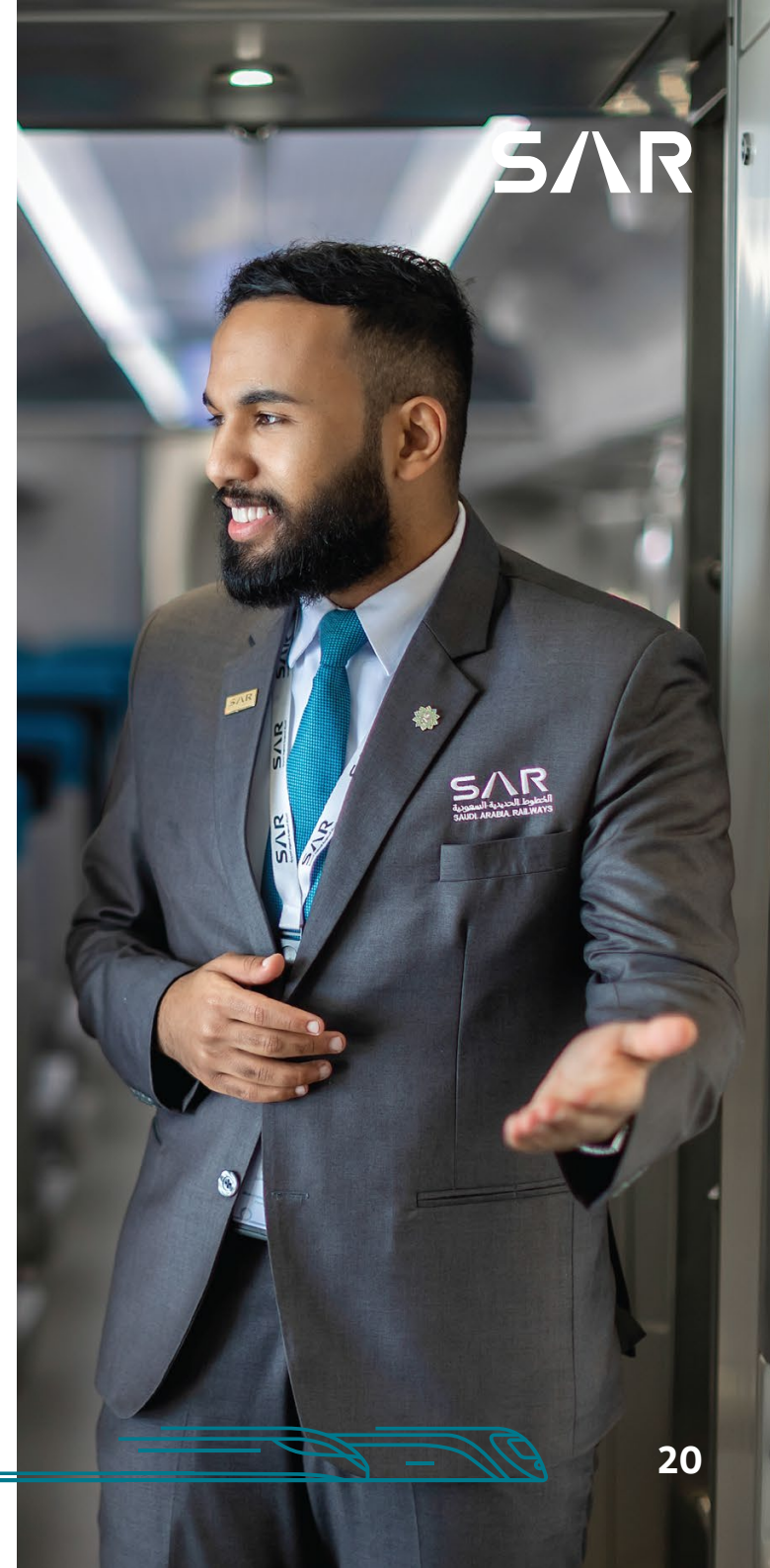


## 4 Our On-Board Experience

SAR is a unique Saudi train operating company, combining day and sleeper services. To us, SAR is about hospitality – and you are our guest.

Our sleeper service promise to you combines what you would expect of a quality hotel with the safe and punctual journey of a high-performance long-distance train operator. Our staff will do all they can to make your journey as enjoyable as possible and put you and your needs first.

We have designed our onboard service to provide you with flexibility and a choice of accommodation, food and service. We offer a number of accommodation options with cabins or reclining seats. Our seasonal menu, updated regularly includes evening meals, breakfast, snacks and hot or cold drinks.



Our on-board service offer is shown below:



Travel Class	Economy Class		Business Class		Private Sleeper Cabin*	
Ticket Type	Economy Saver	Economy	Business	Business Premium	Private* Cabin	Private Cabin Premium*
Sole use	N/A		N/A		Yes	
Complimentary seat selection	No	Yes	Yes		Yes	
Complimentary lounge access	No	No	No	Yes	No	Yes
Complimentary onboard amenities	No		Blanket and pillow. Amenity kit and sleep pack featuring a deluxe eye mask, dental kit, hand cream and ear plugs*		Blanket and pillow. Amenity kit and sleep pack featuring a deluxe eye mask, dental kit, hand cream and ear plugs.	
Complimentary drinks	No		No	Yes	No	Yes
Complimentary onboard meal	No		No	Yes	No	Yes
At seat / cabin complimentary service	No		No	Yes	No	Yes
Restaurant car access	Yes		Yes		Yes	
Trolley service (available to purchase)	Yes		No		No	

\*SAR North Night Train services only



## 5 How we will help you plan your journey

We 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 we offer advice, timetables and information about travelling with SAR in all sorts of ways.

Here's how you can stay up to date:

- Check the information displays at our stations.
- Read leaflets at our stations or on our website.
- Go to **www.sar.com.sa** for train and journey information, to book tickets and to print your own personalised timetable.
- Download our free app from your app store, so you can plan your journey, buy your tickets and check train times and journey information.

- You can tweet us **@SARNorthEast**
- Call our Customer Support Team on 8001262000.
- Email us at **customercare@sar.com.sa**
- Contact our WhatsApp Chatbot on 0567225878.

You can also listen for announcements at stations and on our trains. We 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.





## 6 Making it easy to buy tickets

Our trains are fully reservable, meaning that you need to buy a ticket before you board the train. So we make it as easy as we can for you to buy tickets for your journey, and we offer a range of tickets to suit different circumstances and budgets.

You can find more information on our website [www.sar.com.sa](http://www.sar.com.sa) or speak to our station staff who are happy to help.

### Go to [www.sar.com.sa](http://www.sar.com.sa)

The simplest and cheapest way to book your SAR train and Car Cargo tickets is online or on our mobile app.

Once you have completed your purchase online or via our app you can conveniently print your tickets at home.

### Download our free app

You can buy mobile tickets with the free SAR app. To get the app, search 'SAR' in your app store.

### Go to the ticket office at any of our stations

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

Parcel shipments can be paid for and collected from our dedicated Parcel Shipment desk at each station.

You can purchase tickets using credit cards or debit card (Visa, MasterCard and mada) online, or at the station. Cash is accepted at our stations. Each ticket office displays a list of the payment cards it accepts.

You will find the opening hours for our ticket offices and Parcel Shipment desks at [www.sar.com.sa](http://www.sar.com.sa) or displayed at our stations, along with details of how to buy tickets if the ticket office is closed.



## Making changes to your ticket (Economy Class)

If you have an Economy Class ticket, and you wish to change it to travel on a different day or at a different time, upgrade or downgrade your booking class or ticket type or change your departure or arrival station, you can make amendments online, on our app or at the ticket office at any SAR station with the following charges applied:

Economy Class	Economy Saver	Economy
Change booking	50% charge	20% charge

Modifications can be made to tickets up to 1 hour prior to the scheduled departure time.

Changes to seat numbers for Economy ticket holders can be made online, on our app, by calling 8001262000 or at the ticket office at any SAR station with no fees applied.

No changes are permitted to seat numbers for Economy Saver ticket holders with pre-purchased seat selection.

Corrections to passenger names\* on tickets can be made at the ticket office at any SAR station without fees until 30 minutes before the train departure time.

\*All passenger names must be identical to the ID used within the booking process.



### cancelling your ticket (Economy Class)

If you have an Economy Class ticket and you wish to cancel it, you can do so online, on our mobile app, at the ticket office at any SAR station or by calling 8001262000 with the following charges applied.

Economy Class	Economy Saver	Economy
Cancel booking	75% charge	40% charge
No Show	100% charge	50% charge

Cancellations can be made to tickets up to 24 hours in advance of the schedule departure time.

No refunds are permitted on pre-purchased extras.

No show rates will apply to ticket cancellations made less than 24 hours in advance and up to 24 hours after the scheduled departure time.



## Making changes to your ticket (Business Class)

If you have an Business Class ticket, and you wish to change it to travel on a different day or at a different time, upgrade or downgrade your booking class or ticket type or change your departure or arrival station, you can make amendments online, on our app or at the ticket office at any SAR station with the following charges applied:

Business Class	Business	Business Premium
Change booking	20% charge	FREE

Modifications can be made to tickets up to 1 hour prior to the scheduled departure time.

Changes to seat numbers for Business Class ticket holders can be made online, on our app, by calling 8001262000 or at the ticket office at any SAR station with no fees applied.

Corrections to passenger names\* on tickets can be made at the ticket office at any SAR station without fees until 30 minutes before the train departure time.

\*All passenger names must be identical to the ID used within the booking process.



### Cancelling your ticket (Business Class)

If you have a Business Class ticket and you wish to cancel it, you can do so online, on our mobile app, at the ticket office at any SAR station or by calling 8001262000 with the following charges applied:

Business Class	Business	Business Premium
Cancel booking	40% charge	15% charge
No Show	50% charge	30% charge

Cancellations can be made to tickets up to 24 hours in advance of the schedule departure time.

No refunds are permitted on pre-purchased extras.

No show rates will apply to ticket cancellations made less than 24 hours in advance and up to 24 hours after the scheduled departure time.



## Making changes to your ticket (Private Sleeper Cabins)

If you have a Private Sleeper Cabin ticket, and you wish to change it to travel on a different day, modify your ticket type between Private Cabin and Private Cabin Premium or change your departure or arrival station, you can make amendments online, on our app or at the ticket office at any SAR station with the following charges applied:

Private Sleeper Cabins	Private Cabin	Private Cabin Premium
Change booking	20% charge	FREE

Modifications can be made to tickets up to 1 hour prior to the scheduled departure time.

Changes to the travel date for Private Sleeper Cabins apply to the cabin (up to 4 passengers), and not to individual passengers.

Adding\*\* or removing passengers to/from the cabin can be made by calling 8001262000 or at the ticket office at any SAR station with no fees applied.

Corrections to passenger names\* on tickets can be made at the ticket office at any SAR station without fees until 30 minutes before the train departure time.

\*All passenger names must be identical to the ID used within the booking process.

\*\*Maximum four passengers per Private Sleeper Cabin inclusive of children and infants.





## cancelling your ticket (Private Sleeper Cabin)

If you have a Private Sleeper Cabin ticket and you wish to cancel it, you can do so online, on our mobile app, at the ticket office at any SAR station or by calling 8001262000 with the following charges applied:

Private Sleeper Cabins	Private Cabin	Private Cabin Premium
Cancel booking	40% charge	15% charge
No Show	50% charge	30% charge

Cancellations can be made to tickets up to 24 hours in advance of the schedule departure time.

No show rates will apply to ticket cancellations made less than 24 hours in advance and up to 24 hours after the scheduled departure time.



## Cancelling your Car Cargo ticket

If you change your mind and you wish to cancel your Car Cargo ticket, you can do so at the ticket office at any SAR station or by calling 8001262000 with the following charges applied:

Up to 7 days prior to departure	7 days to 24 hours prior to departure	Less than 24 hours prior to the train departure
10% of car transportation fee charged	50% of car transportation fee charged	No refunds permitted (100% of car transportation fee charged)



### Cancellations and changes to roundtrip tickets

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

If both legs of a roundtrip are modified or cancelled then the charges will apply to each individual leg of your return ticket.





## Canceling your Parcel Shipment

In the event that you decide to cancel a Parcel Shipment after the initial acceptance by SAR, 100% cancellation fees will apply.

Customers are required to cancel their shipment in person from the departure station, and providing the shipment has not already been shipped, the parcel will be available to collect by presenting a valid form of identification (Saudi National ID or Iqama) and a valid shipment number.

## Refund payment methods

When we make a refund we will use the original form of payment you used.

- If you used a credit or debit card to buy your ticket we will ask your card issuer to make the refund. The card issuer will refund you the appropriate amount under the terms of the card agreement. Please note your refund may not show on your card statement immediately, and can take up to 28 days.

- If you paid for your ticket through Apple Pay we will refund you via bank transfer.
- Cash transactions will be refunded in cash, however if you paid with cash and your refunded amount includes Halalas you will be refunded via bank transfer. If you paid in cash in the station and you cancel your booking online you will also be refunded via bank transfer.
- If you paid in cash for a Waiting List ticket and you were unable to travel due to insufficient space onboard the train, we will refund you via bank transfer.
- If you paid for your ticket through credit or debit card in the station we will refund you via bank transfer.
- Please note all refunds paid via bank transfer can take up to 28 days to be processed.



## 7 If you need help when you travel

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

All our stations have a ready supply of wheelchairs for customers requiring mobility assistance. Our helpful staff can give advice, information and assistance as required, and will accompany mobility impaired customers 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.

If you require assistance please inform any member of staff upon your arrival at your departure station.

Disabled customers in wheelchairs can travel in the comfort of their own wheelchair in our seated carriages, or alternatively larger electric/battery powered wheelchairs can be checked-in and you will be assisted into one of the wheelchairs provided by SAR.

You will find two accessible toilets onboard our SAR North Day Trains and we have two designated wheelchair spaces per Day Train. Our SAR North Night Train has one accessible toilet and one designated wheelchair space in our seated accommodation.

Personal electric/battery wheelchairs that have been checked in will be available to collect in the arrival area at your destination station.







### **Persons with Disabilities Protection Policy**

Our Persons with Disabilities Protection Policy outlines our commitment to helping our disabled and mobility impaired customers.

You can read the policy on our website at [www.sar.com.sa](http://www.sar.com.sa), or ask our station staff for a copy of the booklet.

### **Travelling with Children (0 -11 years)**

Children under 12 cannot travel with SAR unless they are accompanied by an adult (16+).

Infants under 2 (0 - 1 years) will not receive a seat reservation and must be accompanied by an adult (16+) at a ratio of 1:1.

Children and Infants (0 -11 years) travelling in one of our SAR North Private Sleeper Cabins, must occupy the room with at least one other adult (16+) in their group. Children and Infants (0 - 4 years) in our sleeper rooms must be accompanied by an adult (16+) at a ratio or 1:1.

Children (5-11 years), travelling in our sleeper rooms must have their own bed. The maximum occupancy rate in all of our sleeper rooms is 4 inclusive of children and infants.

It is recommended that children and infants under the age of 5 in our sleeper rooms occupy the lower beds only.



## Our arrangements for your wellbeing

The safety of our customers 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.

If you are travelling alone on one of our SAR North Night Train services, our Private Sleeper Cabins are recommended if you prefer to guarantee your privacy. All rooms are fitted with a call button for help.

If you are travelling alone in seated accommodation, we will always try where possible to group customers of the same gender, using any unoccupied seats. If you ask us, we will always do our best to make sure that you do not sit next to someone of the opposite sex.

Please note that we have onboard staff available throughout the journey.



## 8 What to expect at our stations

We work hard to make our stations pleasant and easy to use. We regularly check everything is working properly, and keep them clean and tidy as best we can throughout the day. If you find that is not the case, please speak to a member of our Station Team or call our Customer Support Team on 8001262000.

Here is what you can expect at our stations:

### **Polite, helpful staff**

Everyone who works at our stations is proud to wear a smart, distinctive SAR 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.

### **Ticket Offices**

You can purchase tickets over the counter at any of our stations. Our helpful station staff can also assist with printing pre-purchased tickets online or with any general enquiries you may have.

### **Baggage Check-in & Parcel Shipment Desks**

All of our stations have baggage check-in and parcel shipment desks. If you are checking-in luggage, our baggage check-in desks open 2 hours before the scheduled train departure time and will close 20 minutes prior to the scheduled departure time.

If you are sending a parcel via our Parcel Shipment Service, customers can submit their parcel for transit anytime up to 10 minutes prior to the scheduled departure time of the train.



## Waiting Areas

All our stations have plenty of seating areas located before and after the ticket check point.

We also have Lounges at all our stations (except Abqaiq).

All of our lounges include complimentary food and beverages, and are available for customers to access up to 2 hours prior to your scheduled departure time.

Complimentary Lounge access is included for all Business Premium and Private Cabin Premium passengers, and Lounge access can be added as an extra by Business and Private Cabin ticket holders online, on our app or at the station ticket office.





## Ticket check-points

To stop people travelling without a ticket, all passengers must pass through a ticket check-point prior to boarding the train. Our ticket check-point closes 5 minutes before the scheduled train departure time. If you are late, you will not be allowed to board the train.

## Getting the correct train

We give as much information as we can to help you find your train. All platform details, train times and stations on each route are on our notice boards and information screens.



## Car Parking

All of our stations have car parking available, located within easy walking distance of our station buildings.

There's no need to reserve a car parking space in advance, simply turn up at the car park entrance, collect a token from the machine before the barrier and take this with you on your journey.

On your return, simply hand over the token to the car park attendant at the exit barrier and pay the required fee.

Parking with SAR is free for the first 15 minutes, and thereafter charges will apply. Payment can be made with credit card, debit card or cash.

See [www.sar.com.sa](http://www.sar.com.sa) for further details.

Pick up and drop off lanes are also available at all stations, located immediately outside the station front.

Please note, customers parking cars at SAR stations do so at their own risk. SAR takes no responsibility for damage, accident or loss.





## Toilets

All of our stations have accessible toilets for customers and they are open when our staff are there. We work hard to keep them clean and hygienic throughout the day.

## Smoking

In the interest of customer safety and comfort it is strictly prohibited to smoke in all station facilities and onboard the train. This includes disembarking the train at intermediate stations. Failure to comply with these rules can lead to financial penalties or being removed from the station or train.



## 9 What to expect on our trains



We want all of your journeys with us to be comfortable and enjoyable, so we work hard to make sure everything runs smoothly. Here's what you can expect on our trains.

### Food and Drink

We offer a range of different options for food and drink onboard our trains, which can be purchased in advance online, on app or onboard the train.

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

Complimentary onboard meals are included for Business Premium and Private Cabin Premium customers, and are available to purchase for all other ticket type holders online or via our app.

Please note, no refunds are permitted on pre-purchased onboard meals.

When a ticket is modified including a complimentary meal, a default meal will be added to the customer's booking.

Paid meals will be carried forward to the new booking.

### Our Business Class service

We have Business Class coaches on all our trains, and we always try to give exceptional service to all our Business Class customers.

### Taking animals on-board our trains

Transportation of animals will not be permitted onboard SAR trains.



## Reserving seats

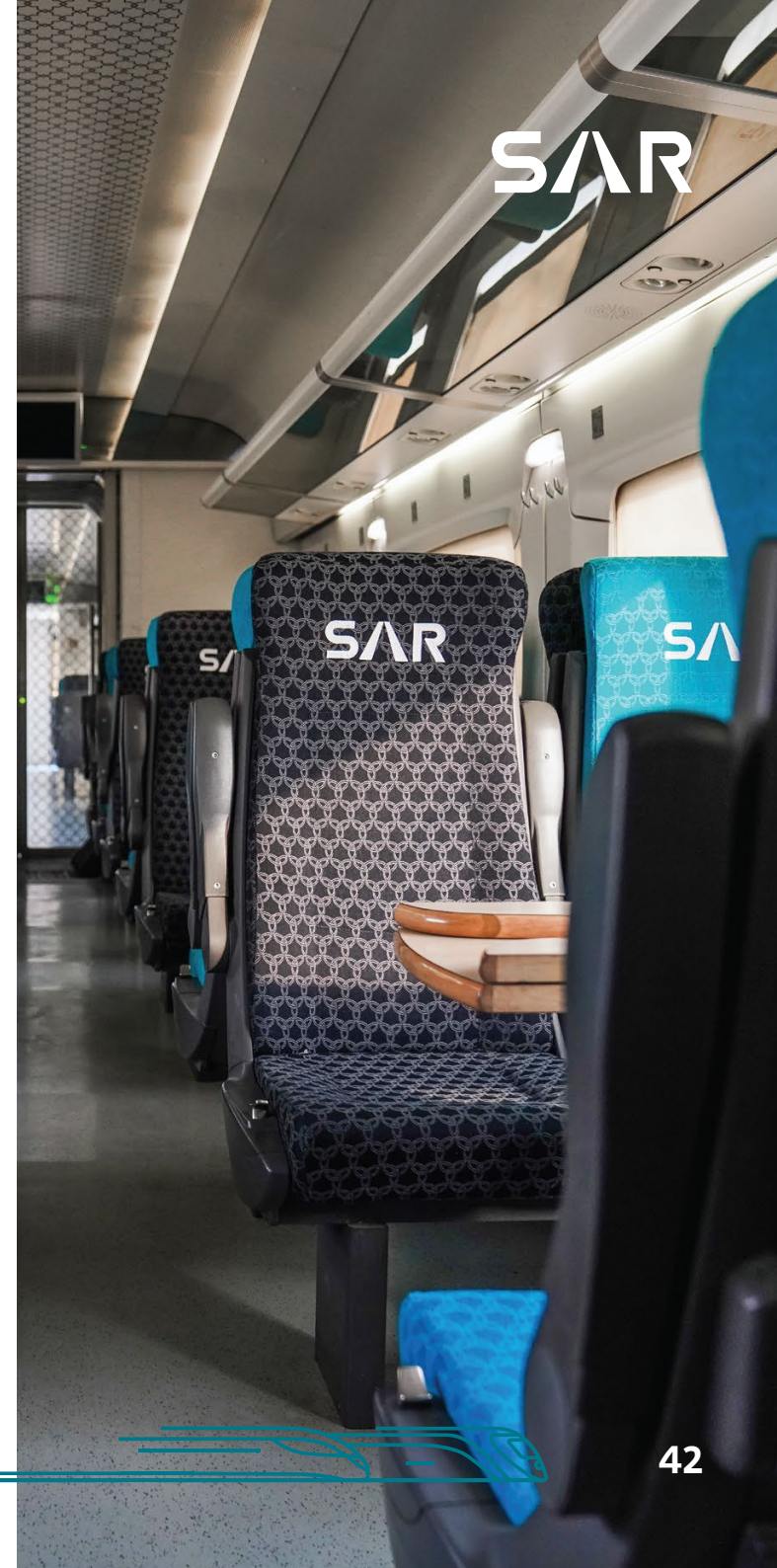
When you buy your ticket, you will automatically be allocated a seat for your chosen journey (except for Waiting List Tickets), or you can change it for a seat of your choice either online or via the SAR mobile app (excludes Economy Saver ticket holders).

Economy Saver ticket holders, can select a seat during the booking process if a paid seat is added as an extra.

No changes are permitted to seat numbers for Economy Saver ticket holders with a pre-purchased seat at a later stage.

For Waiting List Ticket holders, once onboard the train, our onboard staff will direct you to an unoccupied seat in the corresponding class of travel. Customers must sit in their allocated carriage and seat number. Carriage and seat numbers are clearly printed on our tickets.

Please note however, that SAR may have to re-allocate seat reservations at short notice for operational reasons.





## Bringing luggage on our trains

SAR classifies baggage that is permitted to be carried onboard, and checked into our luggage coach into three types:

CABIN	MEDIUM	LARGE
60cm (H) x 40cm (W) x 25cm (D)	70cm (H) x 45cm (W) x 30cm (D)	80cm (H) x 55cm (W) x 35cm (D)

Baggage allowances refer to the free baggage you are permitted to travel with. This allowance will vary depending on the ticket type you have purchased.

Additional checked baggage can be added to your booking online, via our app or at the station. For further information on travelling with baggage on SAR trains, please visit [www.sar.com.sa](http://www.sar.com.sa).

Infants under 2 years old do not receive a luggage allowance, so they will need to fit all of their belongings in their accompanying adult's luggage.

If you are checking-in luggage, our baggage check-in desks open 2 hours before the scheduled train departure time and will close 20 minutes prior to the scheduled departure time.

Baby strollers are not permitted to be transported onboard the train, and must be checked-in to our luggage car. To avoid any damaged to your baby stroller whilst in transit, it is recommended that it is wrapped before being checked-in. Baggage wrapping facilities are available for customers to purchase at most SAR stations.

We always do our best to accommodate all of your luggage. But if the train is busy, or loading your luggage could cause delays, injury or inconvenience, we will not be able to take it. We will not take unaccompanied luggage or anything that we think might be dangerous.





### **Travelling without a ticket**

As our trains are fully reservable, all of our customers must buy a ticket before boarding the train. Customers without a valid ticket will not be permitted to pass through the ticket check-point at our stations.

Along with their tickets, customers must present a pre-approved form of ID to proceed past the ticket check-point and onto the train. You must retain your ticket for your entire journey.

A valid ticket is defined as a ticket that is held for 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 customer name and ID number. Regular ticket checks are carried out onboard our trains.

If you do not have a valid ticket for your entire journey, you will be required to purchase a new ticket for the whole journey in the class of travel that you are seated in, priced at the highest available fare. Please note, SAR has the right to prevent passengers who are found to fare evade from travelling on its services again.

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.

If you misplace your printed ticket onboard the train, you will be required to show your SMS or email ticket confirmation on your smart phone device.

### **Prohibited items on our trains**

It is strictly prohibited to ship any kind of meat, weapons, flammable materials or compressed containers on our trains. The carriage of weapons and sharp items onboard is strictly prohibited.





## 10 If things go wrong – including delays and compensation

We work hard to make sure your journeys with us run smoothly, but we know that sometimes things don't go to plan. So, if your journey is delayed, we will do everything we can to get you where you need to be;

What we'll do to get you through delays:

- We will always try to keep you up to date about what is happening, and give you advice about your journey.
- If the problems with our service are very bad, we will try to put extra members of staff on the delayed trains and at the stations they stop at.
- If the train is cancelled en-route, we will ensure we get you to your final destination station via a replacement service or alternative transportation where necessary. If we can't get you to that station, we will take you back to the station that will work best for you.
- We will make claiming compensation for a delayed journey as easy as we can.

### Let us know how we are doing

If you ever get delayed on a journey with us or have received poor service, we want to hear from you. We'd like the chance to understand what we can do better, so we can make improvements for the future.

For more on what you can expect from us and how to get in touch, check our Complaints Handling Policy. You will find a copy at [www.sar.com.sa](http://www.sar.com.sa)

### How we compensate you for delays

On the following pages, you'll see the details of the minimum amount of compensation we pay for delays.





## Delays to your journey

If you or your vehicle are delayed by more than two hours and you do not complete your intended journey and/or you choose not to travel, we will compensate you for the full value of that part of your journey (including any paid extras purchased in advance), unless you have completed the trip and then the following will apply:

- If you or your vehicle are delayed by more than two hours but complete the trip, we will compensate you 25% of the value of the ticket only (excluding any paid extras);
- If you or your vehicle are delayed by more than three hours but complete the trip, we will compensate you 50% of the value of the ticket only (excluding any paid extras).

If your train is delayed by more than four hours this will be treated as a service cancellation.

## How we compensate you if your trip is cancelled

If your train is cancelled or delayed by more than 4 hours the following refunds will apply;

- If your trip is cancelled and we notify you up to 6 hours before the journey time we will refund you 100% of the value of the ticket purchased (including any paid extras purchased in advance).
- If your trip is cancelled and we notify you less than 6 hours before the journey time, we will refund you 100% of the value of the ticket purchased (including any paid extras purchased in advance) and provide you with compensation equal to 25% of the original ticket value only (excluding any paid extras).

Please note, if you are delayed more than 4 hours and you complete the trip, then the above compensation amounts will be paid only on the value of the ticket (excluding any paid extras).





### **Delays in offloading vehicles (Car Cargo)**

If your vehicle is delayed from being offloaded beyond the published collection time of 2 hours after the train's arrival, we will compensate you as follows:

- If your vehicle is delayed between two and six hours, we will compensate you 25% of the value of the Car Cargo ticket.
- If your vehicle is delayed between six and 10 hours, we will compensate you 50% of the value of the Car Cargo ticket.
- If your vehicle is delayed by 10 hours or more, we will refund you 100% of the value of the Car Cargo ticket purchased.

### **How we compensate you for any losses or other costs**

If your train is delayed we will only provide compensation on the cost of your train ticket, and not on ancillary services such as baggage, onboard meals, lounge access, seat selection or car parking.

If your train is cancelled, we will refund you the cost of your train ticket, plus any paid extras purchased in advance (excludes car parking fees), however compensation will only be provided based upon the cost of your train ticket.

If your train is delayed or cancelled, we will not give you compensation for any losses or extra costs (e.g. if you miss a connecting plane or bus journey, or you are connecting trains between our North and East lines).

If you are catching a plane, bus or are connecting trains between our North and East lines please leave plenty of time to allow for any delays to your train journey. You can ask your airline or bus operator how much time you will need to leave to check in. It is also really important to get full travel insurance.



## Refusal of service

You must adhere to our ticket terms and conditions when travelling with SAR. 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 [www.sar.com.sa](http://www.sar.com.sa).

If you are refused travel with SAR, and it is later found that no ticket terms and conditions were violated, we will refund you 100% of the original ticket value (including any paid extras purchased in advance), plus you will have the option to receive either compensation to the value of 50% of the original ticket value (excluding any paid extras) or a complimentary ticket to the equivalent value and in the same standard of class and ticket type as your original ticket.





## Refusal of service (Train Tickets + Car Cargo)

If you have purchased Train Tickets + Car Cargo on the same train service, and you or your vehicle are refused travel with SAR, and it is later found that no terms and conditions were violated, if you decide to continue to travel by train without your vehicle, or you decide to transport your vehicle alone we will refund you 100% of either the Train Ticket value (including any paid extras purchased in advance) or Car Cargo ticket value (dependent of whether you or vehicle were refused travel), plus you will have the option to receive either compensation to the value of 50% of the original Train Ticket (excluding any paid extras) or Car Cargo ticket value or a complimentary Train Ticket in an equivalent class of travel and ticket type or Car Cargo ticket for a future date.

If you decide that both you and your vehicle will not travel, we will refund you 100% of the Train Tickets + Car Cargo ticket value (including any paid extras purchased in advance), plus you will have the option to receive either compensation to the value of 50% of the original Train Tickets + Car Cargo ticket value (excluding any paid extras) or a complimentary Train Tickets + Car Cargo ticket for a future date in an equivalent standard of class and ticket type as your original train ticket.





### Lowering the class of travel

In the unlikely event, that our trains are overbooked and we have to lower the class of your seat reservation (e.g. Business Class to Economy Class), we will refund you 100% of the cost of your original higher class ticket, and we will transport you free of charge in a lower class on the same train. Please note, seats within the Restaurant Coach on SAR Trains are classified as an equivalent standard to Economy Class.

If we have to upgrade the class of seat you are travelling within, no compensation will be paid.

### Overbooked trains

In the very unlikely event, that our trains are overbooked, and we cannot offer you a seat in any class of travel for your booked journey, or a space for your car within our Car Cargo vehicle we will refund you 100% of the cost of your original ticket (including any paid extras purchased in advance), and dependent on your preference will either provide you compensation equal to 50% of your ticket value (excluding any paid extras), or a complimentary ticket on the same route, class of travel and ticket type on another date or time of your choice.





### **Delays, Cancellations, Refusal of Service & Overbooked Trains (Round Trips)**

If you have a round trip booking and the outbound leg is delayed or cancelled meaning that you or your vehicle will now arrive at your destination less than 6 hours before your return train is due to depart, if requested we will also transfer your return ticket to an alternative service free of charge or provide you with a 100% refund (including any paid extras purchased in advance) of the value of the return leg of your journey if you decide not to travel.

### **If your property is damaged**

Anything that you do not check-in, and bring with you to our stations or on our trains is your responsibility. If you lose it or it is stolen, we do not provide any compensation.

If your checked-in baggage or parcel shipment is damaged in transit, we will only give you compensation if the damage was caused by negligence of SAR up to a maximum payment of 500 SR.

If your baggage or parcel shipment arrives damaged at your destination station, you must contact the nearest member of the SAR station staff, who will assist you in completing a damaged baggage form. No compensation claims will be accepted if you have not completed a damaged baggage form before you have left your destination station. SAR does not accept responsibility for the secure carriage of any valuable items with your checked-in baggage; therefore we recommend that you pack all valuables in your onboard luggage



### If your baggage or parcel shipment is lost

We will take care of your baggage from the minute it is checked in until we return it to you at your final destination station. If, in the unlikely event your baggage or parcel shipment is lost we will compensate you as follows;

- Checked in baggage for which no valuables have been declared shall be reimbursed at SAR 75 per kilogram of checked in baggage.
- Checked in baggage for which valuables have been declared and approved for transit by SAR shall be reimbursed for the value of the baggage, including the valuables with a maximum payment not exceeding SAR 2,500.
- A parcel shipment for which no valuables have been declared shall be reimbursed at SAR 75 per kilogram to a maximum of SAR 1,000.
- A parcel shipment for which valuables have been declared and approved shall be reimbursed for the value of the shipment,

including the valuables with a maximum payment not exceeding SAR 2,000.

If your checked-in baggage does not arrive at your destination station, you must contact the nearest member of the SAR station staff, who will assist you in completing a lost property form. No checked-in baggage compensation claims will be accepted if you have not completed a lost property form before you have left your destination station.

All hand luggage carried onboard the train will remain your responsibility at all times. No compensation will be paid for lost or damaged hand luggage.

If your parcel shipment does not arrive at your destination station within 24 hours of your assigned arrival time, please contact the nearest station or our Customer Support Team with 48 hours (72 hours from the assigned arrival time).



### If your vehicle is damaged in transit

Transporting your car by train is one of the safest ways to move your vehicle with our fully enclosed shipping. So, when booking with SAR you can relax, safe in the knowledge that your car will arrive safely and in the same condition you handed it us in. For extra piece of mind, all Car Cargo tickets include comprehensive insurance\* including cover up to a maximum of 240,000 SR per vehicle.

If in the unlikely event, your vehicle is damaged in transit, you must report the damage to a member of staff during the Car Cargo Arrival Inspection, who will raise a claim via SAR's Customer Support Team. No claims will be accepted if you have not reported the damage to a SAR member of staff during the Arrival Inspection in the Car Cargo Reception Centre.

\*Please note any vehicle modifications will not be covered by SAR's insurance policy.

### Lost Property

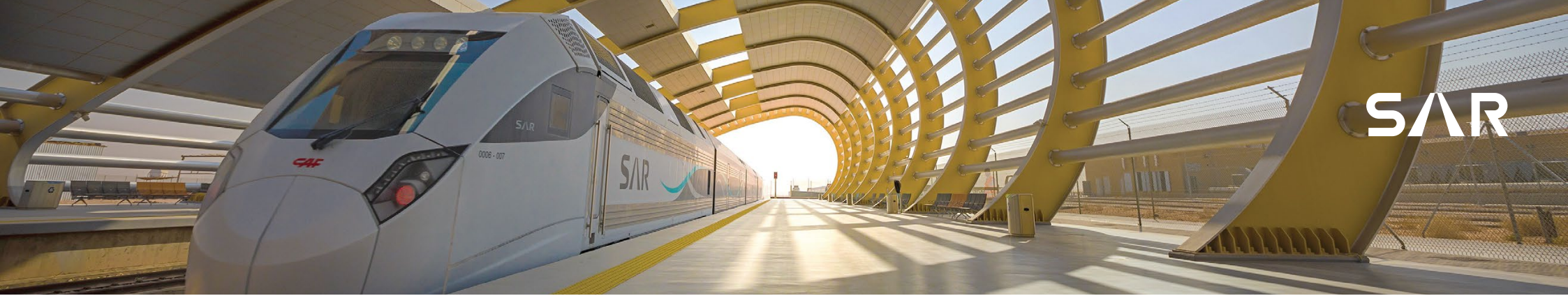
If you ever leave something on the train or at the station, contact the nearest station or SAR Customer Support Team on 8001262000 who will assist you to complete a lost property form, enabling us to check the lost property records to see if your item has been found.

If the item has been found it will be dispatched to the nearest SAR station for your collection. All customers must present either their Saudi National ID, Iqama or Passport and a valid ticket reference number when collecting lost property from our stations.

Please note perishable items will be discarded immediately, and all non-perishable items will be kept for a period of up to 12 months. If an item of lost property is not claimed within that period, we will donate the items to SAR's nominated charity.







### **Claiming refunds and compensation**

If you believe you are entitled to a refund or compensation relating to a delay or cancelled train, a cancelled ticket that was our fault, or we have downgraded you due to an overbooked train or lost your checked-in baggage, then you will need to make a claim using one of our Refund & Compensation Forms which are available from all of our stations, on our website [www.sar.com.sa](http://www.sar.com.sa) or via our Customer Support Team on 8001262000. All refund & compensation claims must be received with 28 days of your journey. No claims will be accepted after this point.

If your claim is successful, your payment will be made via bank transfer.

Your claim will be processed within 28 days.

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.

### **Accidents and injuries**

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

If something does go wrong and you are hurt, please let us know as soon as possible. If it is an emergency, we will get you the help you need.

We record all the details of accidents so we can investigate what happened and make sure it does not happen again.



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

## Call us on 8001262000

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.

## Get in touch on social media

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

**@SARNorthEast** or send a WhatsApp to our Chatbot service to 0567225878.

## Email us at [customercare@sar.com.sa](mailto:customercare@sar.com.sa)

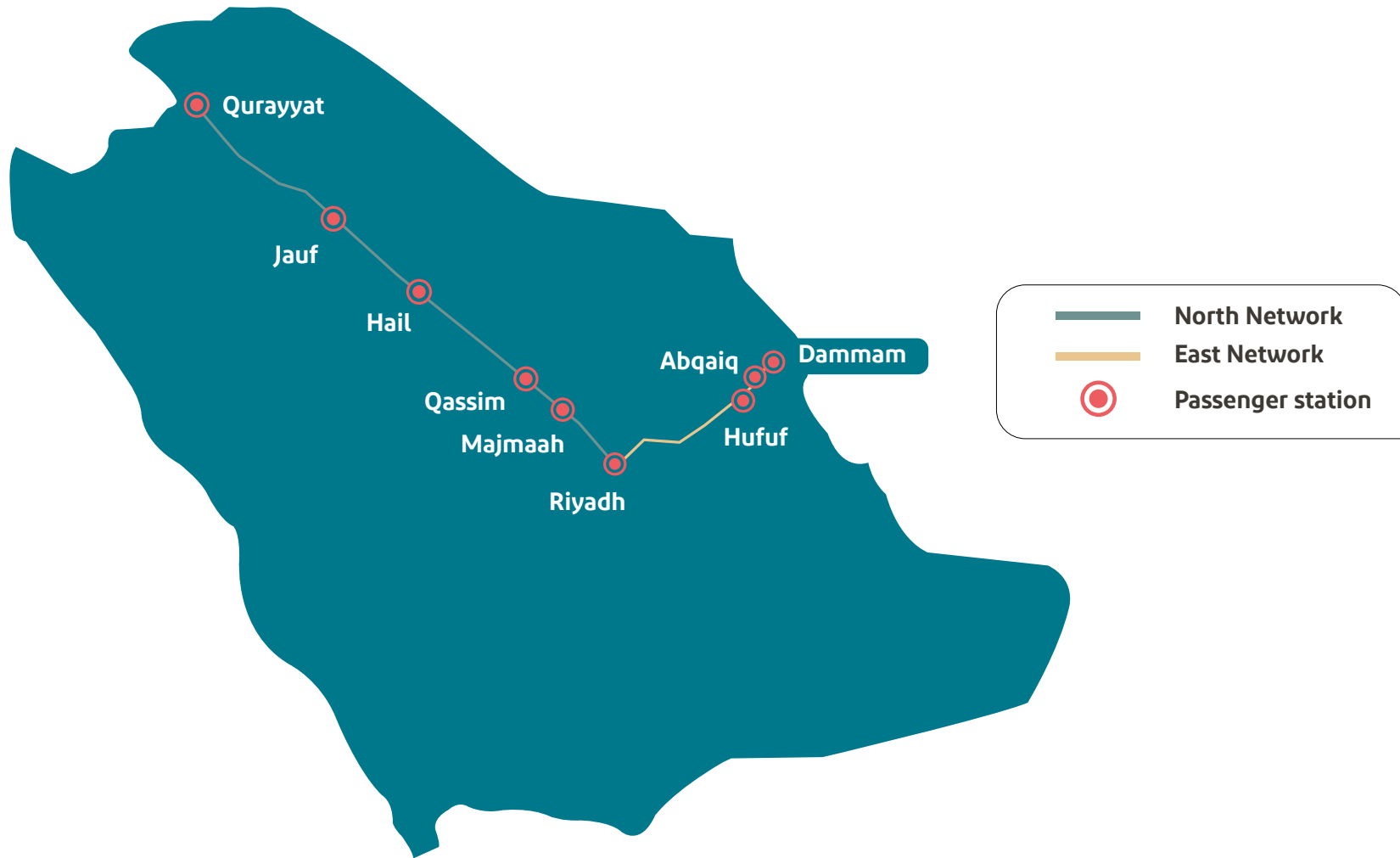
Send us a message and we'll get back as soon as possible within a period not exceeding 15 days. If we need more time to investigate a complaint or check information, we'll let you know within seven days.

If you are not happy with the response received from SAR, please review our Complaints Handling Policy to understand how you can escalate your grievance. You'll find a copy at [www.sar.com.sa](http://www.sar.com.sa)





# 12 Saudi Arabia Railways Route Map



# SAR

الخطوط الحديدية السعودية  
SAUDI ARABIA RAILWAYS

