

Off-Campus Bus Guideline

Version:

Responsible Executive: Campus & Community Vice President

Responsible Offices: Campus & Community

Date Issued:

Date Last Revised:



1. Introduction

This Guideline defines the Terms & Conditions for the use of KAUST Off-Campus Bus services. It aims to ensure safe, fair, and efficient use of transportation services by setting clear rules for booking, boarding, conduct, and eligibility.

The KAUST Off-Campus Bus Service is a KAUST-approved transportation service designed exclusively for the KAUST community, providing regular bus trips between the campus and designated off-campus destinations.

2. Scope

This Guideline applies to all KAUST community members who use or intend to use KAUST Off-Campus Bus services, including trips to and from Jeddah, Thuwal, Makkah, Madinah and King Abdullah Economic City (KAEC).

3. Guideline

This Guideline establishes the mandatory requirements for booking, boarding, passenger conduct, eligibility, and compliance when using KAUST Off-Campus Bus services.

4. Business Process

- 4.1 An online bus booking reservation must be completed through the KAUST Central App prior to travel.
- 4.2 Passengers are responsible for ensuring that their booking confirmation contains accurate and complete information.
- 4.3 Passengers are not allowed to book trips for any individuals other than their dependents.
- 4.4 Passengers with confirmed reservations must arrive at the bus station at least 15 minutes prior to the scheduled departure time.
- 4.5 Existing bookings will be cancelled 10 minutes prior to bus departure to allow standby passengers to reserve their seats through the KAUST Central App.
- 4.6 Passengers are requested to cancel their bookings one (1) hour prior to the scheduled departure time if they are unable to travel, as a courtesy to other travelers to make a booking.
- 4.7 Passengers must present a valid QR Code (single or group) for scanning prior to trip dispatch.
- 4.8 Only passengers with confirmed bookings are permitted to board the bus.
- 4.9 In accordance with Kingdom of Saudi Arabia – Ministry of Interior regulations, non-Muslims are not permitted to enter Makkah and Madinah. KAUST therefore does not permit non-Muslims to travel on Makkah and Madinah bus routes.
- 4.10 Passengers are not permitted to book multiple trips to Makkah or Madinah until their first booking has been utilized.
- 4.11 Passengers who fail to show up for a booked trip will not be entitled to book another trip to Makkah or Madinah for a period of 30 days.

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- 4.12 Where a booking has not been made and a KAUST community member arrives at a bus stop either inside or outside KAUST, seating will be subject to availability, with booked passengers having priority.
- 4.13 One-way trips from Jeddah to KAUST may be booked after the outward trip has departed KAUST, subject to system availability.
- 4.14 Children under 16 years of age must be accompanied by an appropriate adult.
- 4.15 Tickets are valid for the named passenger only and are non-transferable.
- 4.16 Personal visitors with a VALID KAUST photo ID are permitted to make bookings through their dependents' accounts.
- 4.17 Responsibility for personal belongings rests solely with the passenger. KAUST Transportation and bus drivers are not responsible for lost or damaged items.
- 4.18 Luggage without an accompanying passenger is not permitted.
- 4.19 Eating, drinking, and smoking are strictly prohibited onboard KAUST buses.
- 4.20 Carrying or transporting dangerous or illegal items, including liquids, is prohibited. This restriction also applies to all animals, including fish and birds.
- 4.21 Buses will depart strictly according to the published off-campus schedule. No exceptions will be granted.
- 4.22 For Makkah and Madinah return trips, bus doors will open one (1) hour prior to departure time. For all other destinations, bus doors will open 30 minutes prior to departure.

5. Failure to Comply

Members of KAUST have a responsibility to understand and follow this guideline and are expected to comply with it. A violation of this guideline may result in appropriate disciplinary action, including the possible termination from KAUST.

6. References

KAUST Transportation will notify the KAUST community if the Ministry of Interior announces any new rules and regulations during Ramadan and Hajj.

7. Help

For questions about this procedure, please contact: TRANSPORT@KAUST.EDU.SA