

## Off-Campus Bus Guideline

Version:

**Responsible Executive:** Campus & Community Vice President

**Responsible Offices:** Campus & Community

**Date Issued:**

**Date Last Revised:**

جامعة الملك عبد الله  
للتكنولوجيا

King Abdullah University of  
Science and Technology



### 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](mailto:TRANSPORT@KAUST.EDU.SA)