

## ***Taxi Terms and Condition***

1. Detailed taxi information is available on the transportation website.
2. Taxi requests for multiple destinations will be charged based on the rate list of the Service Providers.
3. Cancellation should be advised thirty (30) minutes before the pickup point (time) if the trip is within the KAUST campus, and four (4) hours before the pickup time for outside Campus trips.
4. In case your flight is delayed we suggest you update the Taxi helpdesk through the available channels.
5. In case of a passenger “no-show”, especially for an airport pickup only, the driver will wait for one (1) hour “**Free of Charge**” after the stated arrival time. At the end of that time, the Service Provider is to contact the requestor before leaving the Airport. This same response also applies to external trips to Jeddah. Failed to respond, the contractor shall charge the passenger for a single trip as per listed rates.
6. The internal trip will have 10 minutes waiting time starting from the pickup point, failed to show up the contractor will charge the passenger for a single trip as per listed rates.
7. Drivers are not responsible for luggage holding or helping to carry them. Or if the passengers insist, then the SP/driver is not responsible for any damages.
8. Eating, drinking & smoking are not permitted inside the vehicles, either by the drivers or by the passenger.
9. Service provider to provide a vehicle clean and free of dirt. For any interior stains caused by the passenger, he/she has to pay the cost of cleaning.
10. The route to reach the destination is the sole discretion and responsibility of the driver.
11. Walk-in customer service is subject to availability.
12. Pets or other live animals shall only be permitted in the vehicle(s) if they are transported in a pet carrier, cage, or another suitable container.

For Complaints & Suggestions, send an email to [transport.feedback@kaust.edu.sa](mailto:transport.feedback@kaust.edu.sa)