

Qatar Rail Conditions of Carriage



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Changing the way we move

1 Introduction

1.1

These Conditions of Carriage constitute a contract between us, Qatar Rail, and any Passenger on the Networks.

1.2

You agree to be, and are, bound by these Conditions of Carriage (and the User Regulations) when entering our Premises or any Vehicle for the purpose of travelling on the Networks.

1.3

The laws of the State of Qatar shall govern these Conditions of Carriage and the courts of the State of Qatar shall have jurisdiction of any matter arising in connection with them.

1.4

We may delegate any of our rights and obligations under these Conditions of Carriage.

1.5

Qatar Rail reserves the right to amend and without prior notification any condition or right contained in the Conditions of Carriage either on a temporary basis for special event(s) or on a permanent basis.

2

Definitions

“Ancillary Services”

a transport service provided by us which is ancillary to the transport of Passengers on the Doha Metro or the Lusail Tram

“Authorised Representative”

a person authorised to enforce these Conditions of Carriage

“Children” or “Child”

a person between the age of 5 (having reached their 5th birthday) and 11 (not having reached their 12th birthday)

“Doha Metro”

all or part of the metro system (including stations and track infrastructure) in Doha, Qatar as may be extended or amended from time to time

“E-Scooter”

a powered stand-up scooter, commonly using a small electric motor

“Family Section”

the section of a Doha Metro or Lusail tram Vehicle classified as such from time to time

“Fine”

a financial penalty levied in accordance with the User Regulations

“Gold Class Travel Pass”

a Travel Pass permitting a Passenger to travel in Gold Class

“Gold Class”

the section of a Doha Metro Vehicle classified as such from time to time

“Infant”

a person aged 0 to 4 (not having reached their 5th birthday)

“Licensed Retailer”

a third party authorised to sell Travel Passes

“Luggage”

personal effects which a Passenger can carry on the Networks which includes suitcases and handbags

“Lusail Tram”

all or part of the tram system (including stations and track infrastructure) in Lusail, Qatar as may be extended or amended from time to time

“Networks”

the Doha Metro, the Lusail Tram and any transport routes on which Ancillary Services are provided by us, (including Premises and Vehicles)

“Paid Area”

the area where a Passenger must have a valid Travel Pass

“Passenger” or “you”

a person travelling or intending to travel on the Networks

“Police”

police officer as defined by Law No.23/1993 on Police Forces. As per Article 1 of that Law: “The police are a regulated armed force under the Ministry of Interior that performs its functions and carries out its competence under the leadership of the Minister of Interior.”

“Premises”

a building or structure (including walkways, footbridges, stations and car parks) made available to members of the public and Passengers

“Qatar ID”

the personal identification card issued to citizens and residents of the State of Qatar

“Restricted Area”

an area on the Networks where access to the public is prohibited

“Scooter”

a two- or three-wheels human-powered street vehicle with a handlebar and deck, propelled by a rider pushing off the ground

“Student”

a person between the age of 12 (having reached their 12th birthday) and 25 (not having reached their 26th birthday) in full time education in the State of Qatar with a Qatar ID

“Travel Pass”

a right to travel on the Networks, which may take the form of a paper ticket, plastic smartcard, or a record on an electronic device

“User Regulations”

the regulations governing the Networks (as may be amended from time to time)

“Vehicle”

a train, tram, ancillary bus service or other mode of transport operating on or in connection with the Networks from time to time

“we”, “us”, “our”, or “Qatar Rail”

the Qatar Railways Company (CR: 44931) or its successors, being the operator of the Networks from time to time

3 Service and Timetables

We will endeavour to provide transportation services on the Networks in accordance with the published timetable. Our timetables show estimated arrival and departure times of Vehicles on the Networks. We may change or withdraw and substitute timetables, or cancel services at any time.

4 Travel Passes

- 4.1 We will make information available to help you plan your journey and purchase the most suitable Travel Pass. We will make information accessible, by using reasonable endeavours, to persons with sight or hearing difficulties.
- 4.2 Travel Passes must be produced and delivered up for inspection when required by an Authorised Representative. A Passenger unable to present a valid Travel Pass when requested to do so by an Authorised Representative within the Paid Area may be required to purchase a new Travel Pass, whose fare will not exceed the price of a Gold Class adult day pass.
- 4.3 A valid Travel Pass is evidence of your entitlement to travel on the Networks, in the manner specified by the type of Travel Pass. You may only travel in Gold Class if you have a valid Gold Class Travel Pass. You may start, or break and resume, your journey at an intermediate station provided that your Travel Pass is valid for those services.
- 4.4 Travel Passes must be purchased before travelling on the Networks from us or a Licensed Retailer. You must keep the Travel Pass safe and in good condition.
- 4.5 You must not forge, tamper with, or alter a Travel Pass in any way. A Travel Pass which has been forged, tampered with, or altered in any way will not be valid for travel, and we may remove you from the Networks, levy a Fine, issue a travel ban or refer the matter to the Police.
- 4.6 If a Travel Pass is damaged so it is not legible or cannot be validated, it will not be valid for travel. You may return a Travel Pass to us for replacement unless we believe it has or will be used for fraudulent or improper purposes. You may be charged an administrative fee for a replacement Travel Pass.
- 4.7 A Travel Pass may only be used by the person who purchased it or by the person on whose behalf it was purchased. You may not sell a Travel Pass to others. You may register your personal details with us to apply for a Travel Pass. If you elect to register your details we will issue the Travel Pass with a unique identification number.
- 4.8 A Travel Pass purchased on behalf of an organisation, business or similar entity, may be used by any person employed by that organisation, business or similar entity provided that the details of the employer or employee travelling with such Travel Pass are displayed on the Travel Pass. You may be asked by an Authorised Representative to provide proof of employment by the employer displayed on the Travel Pass.
- 4.9 If you lose a Travel Pass or it is stolen, it will only be replaced or refunded provided that the original Travel Pass can be cancelled. Where you have registered your Travel Pass, if it is lost or stolen we will deactivate it upon being notified by you, and issue a replacement with the balance of any monies remaining on the Travel Pass at the time of notification (less any administration fee). Any monies spent on the Travel Pass from the time of loss until the time it is reported lost will not be refunded.

5 Infants, Children and Concessions

- 5.1 Children not having reached their 9th birthday and Infants are not permitted to travel on the Networks alone, and must be accompanied by a person aged 16 years (having reached their 16th birthday) or above.
- 5.2 Infants may travel free of charge provided that they do not occupy a seat required by an adult Passenger.
- 5.3 We offer discounted concession Travel Passes to:
 - (a) Children;
 - (b) Students;
 - (c) Passengers with a registered disability; and
 - (d) Passengers having reached their 60th birthday.
- 5.4 The details of discounts available to concessions are available at www.qr.com.qa, at stations, or from Authorised Representatives.
- 5.5 To apply for a concession Travel Pass you must provide us with evidence that you qualify for a concession Travel Pass, your Qatar ID and register your details with us. We will issue your Travel Pass with a unique identification number.

6 Fines

- 6.1 If you fail to present for inspection a valid Travel Pass (accompanied by your Qatar ID if travelling with a concession Travel Pass) when requested to do so by an Authorised Representative we may remove you from the Networks, levy a Fine, issue a travel ban and/or refer the matter to the Police.
- 6.2 If you fail to comply with these Conditions of Carriage or the User Regulations we may remove you from the Networks, levy a Fine, issue a travel ban or refer the matter to the Police.
- 6.3 You may appeal a Fine issued against you by applying to us at www.qr.com.qa, at or by speaking to an Authorised Representative.

7

Withdrawal of right to travel and refunds

- 7.1** We may withdraw your Travel Pass at any time if you fail to comply with these Conditions of Carriage or the User Regulations.
- 7.2** We will only make refunds in respect of Travel Passes if:
- (a) you have proof of purchase of the Travel Pass; or
 - (b) it is registered to you and you have proof of identification; or
 - (c) otherwise at our discretion.
- Any refund will be subject to an administration fee. For further details and to apply for a refund see www.qr.com.qa.
- 7.3** We may refund monies to you if you lose money in a Travel Pass vending machine providing you report the loss to an Authorised Representative at the time.

8

Access to the Networks

- 8.1** We may refuse you entry to, or require you to leave, any Vehicle, Premises or part of the Networks at any time if you fail to comply with these Conditions of Carriage or the User Regulations or for security or health and safety reasons.
- 8.2** You may not enter or remain on the Networks or in any Premises or Vehicle when requested not to do so by any Authorised Representative or the Police.
- 8.3** You may not enter or remain in any Restricted Area.
- 8.4** Except only in the case of accident, emergency, or as directed by an Authorised Representative or the Police, you may not enter or leave (or attempt to enter or leave) any Vehicle in motion.

9

Conduct of Passengers

- 9.1 You must obey notices and the instructions of Authorised Representatives and the Police at all times whilst on the Networks.
- 9.2 Whilst on the Networks you must not:
- (a) use any obscene, threatening or offensive language, or be riotous, indecent, threatening or disorderly or cause annoyance or offence to others;
 - (b) do anything which interferes with the operation of the Networks or Vehicles, or causes injury, discomfort or nuisance to others;
 - (c) display, exhibit or distribute any printed, written, or pictorial matter for the purpose of advertising or publicity;
 - (d) sing, dance, perform or play a musical instrument or device of any kind so as to cause nuisance to others;
 - (e) obstruct or impede any person in the execution of their lawful business;
 - (f) bring any alcoholic beverage onto (unless you are in compliance with Qatar Distribution Company rules), or be intoxicated on, the Network;
 - (g) consume any food, or chew gums, on a Vehicle or in the Paid Area;
 - (h) improperly use the escalators, travelators or lifts;
 - (i) obstruct the opening or closing of automatic doors of a Vehicle or Premises;
 - (j) smoke, carry or dispose of any lighted inflammable item including cigarettes, pipes, cigars, any matches and mechanical lighters which are lit or showing a naked flame or use any form of smoking substitute such as "electronic vaporisers";
 - (k) spit on any part of the Networks;
 - (l) place, drop or throw litter on the Networks except in the waste bins provided for that purpose;
 - (m) carry any guns, firearms, air pistols and flares, pepper spray, knives or picks, work tools not safely contained in a carrier, fireworks, ammunition or fuel, corrosives, compressed or liquefied gases or similar items on the Networks;
 - (n) distract the driver of a Vehicle or otherwise obstruct any Authorised Representative in the performance of his duties;
 - (o) damage any part of the Networks (including any Travel Pass vending machine, public address or alarm system, emergency communication system or emergency stop facility on Vehicles);
 - (p) place feet on seats or furniture provided in the Premises or Vehicles;
 - (q) leave or enter, or attempt to leave or enter, a Vehicle except:
 - (i) at a station;
 - (ii) in compliance with notices in a Vehicle or Premises; and
 - (iii) in compliance with directions given by an Authorised Representative;
 - (r) use vocal or physical violence against Authorised Representatives;
 - (s) cross the Lusail Tram tracks other than in a safe and orderly manner paying due care and attention to any signs and to Vehicles;
 - (t) give false fire, ambulance, bomb or other emergency alarm;
 - (u) climb on any part of the Networks except as directed by an Authorised Representative;
 - (v) enter any part of the Networks which is from time to time:
 - (i) appropriated for the exclusive use of a person of the opposite sex; or
 - (ii) marked by a notice as not open to public access.
 - (w) hold or possess keys, passes or entry cards to any Premises or Vehicle
 - (x) loiter on the Premises;
 - (y) otherwise behave disorderly or in a manner likely to offend, obstruct or cause nuisance to any other Passenger.

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Conduct of Passengers (continued)

- 9.3** You must not use or tamper with any emergency equipment or emergency communication systems on the Networks when there is no emergency.
- 9.4** The Family Section of a Vehicle may only be used by:
- (a) Children not having reached their 9th birthday and Infants accompanied by a person aged 16 years (having reached their 16th birthday) or above;
 - (b) Children having reached their 9th birthday travelling alone;
 - (c) women travelling alone; or
 - (d) any man or woman accompanying a Child or Infant.
 - (e) Couples - one man and one woman - travelling together.

10

Carriage of Luggage and belongings on the Networks

- 10.1** You may, at our discretion and at your risk, travel with Luggage on the Networks at no additional cost. You are responsible for your Luggage at all times and must ensure it does not cause any injury or inconvenience to other Passengers or block emergency exits or walkways.
- 10.2** You must accompany your Luggage at all times. We will not carry unattended Luggage, and items of Luggage left unattended on the Networks may be removed or destroyed.
- 10.3** Your Luggage must not:
- (a) block entrances, exits or public walkways;
 - (b) be placed on seats or take up seat space
 - (c) be made of or contain hazardous or inflammable substances or material.
- 10.4** You must not use the escalators when travelling with large items of Luggage, push chairs or wheelchairs, but must use the lifts provided.
- 10.5** Each Passenger is not allowed to carry more than one (1) piece of Luggage (not including small bags) being no larger than 85cm X 60cm X 30cm in size.
- 10.6** We may refuse your entry to the Networks or a Vehicle if we consider your Luggage is too large or unsafe to be permitted onto the Networks or any Vehicle.

11

Carriage of bicycles, pushchairs and mobility devices on the Networks

- 11.1** You may not bring any kind of bicycle, motorcycle, mobility scooter, hover-board or motorised transport onto the Networks except for wheelchairs and folding bikes or Scooters which are permitted at our discretion and your risk. Folding bicycles or Scooters must be in the folded position when on the Network.
- 11.2** Wheelchairs are accepted onto a Vehicle on a first come first served basis in the designated areas as capacity allows. Once your wheelchair is positioned in the designated area on a Vehicle the brakes must be applied and the power (if applicable) must be switched off.
- 11.3** Pushchairs, carrycots are permitted on the Networks, at our discretion and your risk.
- 11.4** You are responsible for any wheelchair, pushchair, carrycot, folding bicycle, folding Scooters or E-scooters at all times and must ensure it does not cause any injury or inconvenience to other Passengers or block emergency exits or walkways.
- 11.5** We may refuse your entry onto a Vehicle with your wheelchair, pushchair, carrycot, folding bicycle or Scooters if we consider boarding you is unsafe at that time.

12

Carriage of animals on the Networks

- 12.1** You are not permitted to bring animals onto the Networks with the exception of guide dogs accompanying blind Passengers and hearing dogs accompanying deaf Passengers.
- 12.2** You are responsible for your guide dog or hearing dog at all times and must ensure the guide dog or hearing dog does not cause an inconvenience to other Passengers or block emergency exits or walkways. Your guide dog or hearing dog must travel on the floor of any Vehicle and not on any seat or your lap.
- 12.3** You must not leave animals unattended on a Vehicle or Premises.
- 12.4** We may refuse your entry onto a Vehicle with your guide dog or hearing dog if we consider boarding you is unsafe at that time.

13

Lost Property

- 13.1** You must report any lost property to us at the earliest opportunity to an Authorised Representative or at www.qr.com.qa.
- 13.2** If you find a lost package whilst on the Networks you must report it immediately to an Authorised Representative. If the lost item is an object such as a phone or a wallet, you must hand it over to an Authorised Representative at the earliest opportunity, and in the same condition as it was found.
- 13.3** We will record the particulars of and store any lost property handed into us for a period of 28 days (or, in the case of perishable items, a shorter period if they become objectionable) after which we may destroy the lost property.

14 Falling unwell, accidents and complaints

You must inform an Authorised Representative immediately if you become unwell or injure yourself in or around the Networks. If you have a complaint about any element of the Networks you can report this on our website at www.qr.com.qa or call our customer service centre on 105.

15 Filming and photography on the Net- works

- 15.1 You may not film or take photographs for commercial gain without our consent.
- 15.2 When filming or taking photographs for personal use you must be respectful of others.
- 15.3 You must stop filming or taking photographs within any Vehicle, Premises or parts of the Networks if asked to do so by an Authorised Representative.

16 Data Protection

- 16.1 We may collect your personal information (including from CCTV cameras, from your Travel Pass, and registration form - however populated) for a number of purposes in connection with the operation of the Networks. Such purposes include allowing us to make refunds to you for lost, stolen or cancelled Travel Passes, inquiries relating to safety incidents or criminal investigations, resolution of complaints and to pass to the Police in the event you fail to comply with these Conditions of Carriage or the User Regulations. In dealing with your personal information we will comply with Qatar Protection of the Privacy of Personal Data Law 13/2016. You can find our privacy policy at www.qr.com.qa.

17 Exclusions

- 17.1 We have no liability to you for the condition of lost property returned to you or for the replacement value of any lost property destroyed by us.
- 17.2 We have no liability to you for any damage to your Luggage or any other property, or if you lose your Luggage or any other property, whilst on the Networks.
- 17.3 We have no liability to you for any losses arising out of any delay or cancellations.
- 17.4 Any claim against us must be brought within 12 months of the date on which the relevant event took place.
- 17.5 You are responsible and liable for your actions on the Networks. If you fail to comply with these Conditions of Carriage we may remove you from the Networks, levy a Fine, issue a travel ban and/or refer the matter to the Police. You may also be subject to a civil claim.

Contact Us

You may contact us:

Website: www.qr.com.qa

Customer Call Centre: 105

E-mail: metrotram@qr.com.qa



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