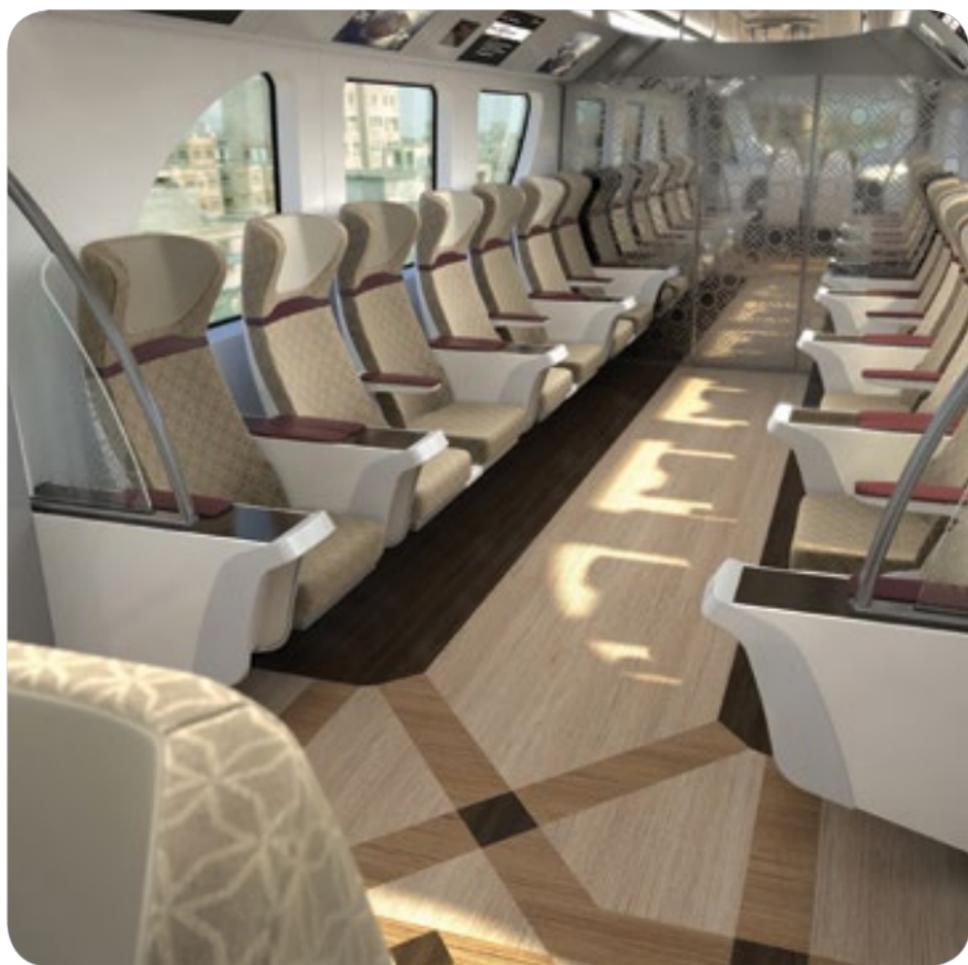


# Qatar Rail User Regulations



Valid from April 2019

Changing the way we move



# What are User Regulations?

Our User Regulations describe how we, as service operators, expect our customers to behave while on our premises. These regulations apply to all customers from the moment they enter a station premises, to the moment they leave.

These rules are in place for the safety of both our customers and our staff and ensure the continued smooth running of our services.

## 1 Authority

### 1.1

On behalf of the Steering Committee formed under Emiri Decree No. (39 of 2011), Qatar Rail makes the following regulations in respect of the Networks.

### 1.2

These regulations may be cited as the Qatar Rail User Regulations, 2018.

### 1.3

These Qatar Rail User Regulations come into force as of the date of signature by the Chairman of the Steering Committee.

## 2

# Definitions

### **Ancillary Services**

a transport service provided by Qatar Rail which is ancillary to the transport of Passengers on the Doha Metro and the Lusail Tram

### **Authorised Representative**

a person authorized to enforce these Qatar Rail User Regulations

### **Children or Child**

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

### **Conditions of Carriage**

the conditions for the carriage of Passengers upon the Networks as issued and amended from time to time by Qatar Rail

### **Doha Metro**

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

### **Family Section**

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

### **Fine**

a financial penalty levied in accordance with these Qatar Rail User Regulations as set out in the Annexure to these Qatar Rail User Regulations (as may be amended from time to time)

### **goldclub Travel Pass**

a Travel Pass permitting a Passenger to travel in goldclub

### **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)

### **Lusail Tram**

all or part of the tram network (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 Qatar Rail, and any parts thereof (including Premises and Vehicles)

### **Paid Area**

the area where a Passenger must have a valid Travel Pass

### **Passenger**

a person travelling or intending to travel on the Networks

### **Police**

a police officer executing his duties in connection with the Networks

### **Premises**

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

### **Tenant**

any person authorised by Qatar Rail to operate a retail facility within the Premises and employees of that person

### **Travel Pass**

a right to travel on the Networks, which may take the form of a single use or plastic Travel Card, or a record on an electronic media device

### **Vehicle**

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

### **Qatar Rail**

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

## 3

### Application

- 3.1 Every person on the Networks must comply with these Qatar Rail User Regulations.
- 3.2 Passengers must also comply with the Conditions of Carriage.

## 4

### Travel Passes

- 4.1 Except with the permission of an Authorised Representative, a person must not enter any Vehicle unless that person:
  - a) has a valid Travel Pass; and
  - b) has proof of purchase or entitlement to have that Travel Pass where appropriate.
- 4.2 A person must not remain in a Paid Area or on a Vehicle unless authorised by their Travel Pass.
- 4.3 A person must not forge, tamper with or alter a Travel Pass in any way, or use or attempt to use any Travel Pass which has been forged, tampered with, or altered in any way.
- 4.4 A person 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

### Travel Passes

- 4.5 A person must not:
  - a) resell or attempt to resell any Travel Pass,
  - b) purchase or attempt to purchase a partly used Travel Pass;  
or
  - c) transfer or receive or attempt to transfer or receive a partly used Travel Pass.
- 4.6 A person must not travel in goldclub without a goldclub Travel Pass.
- 4.7 A person must not fraudulently claim a refund for a Travel Pass.

## 5

### Concessions

- 5.1 A person must not:
  - a) use or attempt to use a concession Travel Pass unless he is entitled to do so;  
or
  - b) obtain or attempt to obtain the use of a concession Travel Pass for another person not entitled to benefit from the concession.

# 6

## Conduct on the Network

- 6.1** A person on the Network must behave with respect and consideration to the security and safety of others, and obey all directions given by an Authorised Representative.
- 6.2** A person 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) place feet on seats or furniture provided in the Premises or Vehicles;
  - c) do anything which causes injury, discomfort or nuisance to others;
  - d) display, exhibit or distribute any printed, written, or pictorial matter for the purpose of advertising or publicity;
  - e) sing, dance, perform or play a musical instrument or device of any kind so as to cause nuisance to others;
  - f) bring any alcoholic beverage onto, or be intoxicated on, the Network,
  - g) consume any food on a Vehicle or within the Paid Area;
  - h) do anything which interferes with the operation of the Networks or Vehicles;
  - i) improperly use the escalators, travelators or lifts;
  - j) obstruct the opening or closing of automatic doors of a Vehicle or Premises;
  - k) 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";
  - l) spit on any part of the Networks;
  - m) place, drop or throw litter on the Networks except in the waste bins provided for that purpose;
  - n) carry any guns, firearms, air pistols, 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;
  - o) distract the driver of a Vehicle or otherwise obstruct any Authorised Representative in the performance of his duties;
  - p) damage any part of the Networks (including any Travel Card vending machine, public address or alarm system, emergency communication system or emergency stop facility on Vehicles or stations);
  - 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) raise false fire, ambulance, bomb or other emergency alarms;
  - 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 person of the other 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.
- 6.3** A person must not use or tamper with any emergency equipment or emergency communication systems on the Networks when there is no emergency.
- 6.4** 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.

## 7

### Obstruction of the Networks

- 7.1** A person must not:
- a) obstruct any Vehicle; or
  - b) place any vehicle, object or animal on or near a Vehicle or the Networks; or
  - c) do anything to obstruct or endanger the safe and efficient operation of the Networks.
- 7.2** A person must not do anything to endanger the safety or security of the Networks or of any other person.
- 7.3** An Authorised Representative is entitled to move any vehicle, object or animal placed on the Networks or obstructing or interfering with the safe and efficient operation of the Networks without Qatar Rail or the Authorized Representative being liable for loss or damage caused.

## 8

### Carriage of Luggage and Bicycles on the Networks

- 8.1** A person must not bring onto a Vehicle or Premises:
- a) any kind of bicycle, motorcycle, mobility scooter, hoverboard or motorised transport onto the Networks except for wheelchairs and folded bikes.
  - b) any luggage or other item which could cause obstruction, inconvenience or danger to any person or damage to any property.
- 8.2** A person must not leave luggage or other property unattended in a Vehicle or Premises.
- 8.3** A person with luggage or other property must avoid causing obstruction, unnecessary inconvenience or danger to any person and avoid damage to property.
- 8.4** A person with luggage or other property must comply with directions given by an Authorised Representative.
- 8.5** An Authorised Representative is entitled to remove luggage or other property from a Vehicle or Premises without Qatar Rail or the Authorised Representative being liable for loss or damage caused.

## 9

### Carriage of Animals on the Networks

- 9.1 A person must not bring an animal onto a Vehicle or Premises with the exception of guide dogs accompanying blind Passengers and hearing dogs accompanying deaf Passengers.
- 9.2 A person who has brought an animal on a Vehicle or Premises must ensure the animal does not cause nuisance or obstruction to the Networks or a nuisance or danger to any person.
- 9.3 A person must not allow an animal to occupy a seat on a Vehicle;
- 9.4 A person must not leave an animal unattended on a Vehicle or Premises;
- 9.5 An Authorised Representative is entitled to remove any animal from a Vehicle or Premises without Qatar Rail or the Authorised Representative being liable for loss or damage caused.

## 10

### Lost Property

- 10.1 Any person finding any item of lost property on the Networks must give the item to an Authorised Representative as soon as practicable.

## 11

### Filming and Photography

- 11.1 A person must not film or take photographs on the Network for commercial gain without prior consent of Qatar Rail.
- 11.2 A person filming or taking photographs for personal use must be respectful of others.
- 11.3 A person must stop filming or taking photographs on the Networks and delete films or photographs from the camera device if asked to do so by an Authorised Representative.

## 12

### Public Officers and Tenants

- 12.1 Articles 4.1, 4.2, 6.2 and 7 do not apply to a vehicle (including emergency vehicles) being used by an officer of the Police, ambulance service or fire services when responding to an emergency in the course of his duty provided they comply with Qatar Rail's emergency access protocols.
- 12.2 Articles 4.1 and 4.2 do not apply to a Tenant who is entitled to enter a Paid Area (but not a Vehicle) with an access card other than a Travel Pass, or as permitted by an Authorised Representative.

## 13 Car parks

- 13.1 A person must not park his vehicle in a car park forming part of the Premises without validating a Travel Pass or paying to park.
- 13.2 A person must only park within a designated space.

## 14 Authorized Representatives

- 14.1 An Authorised Representative must present identification when requested to do so. Identification must include the name of his employer and a means of identifying the Authorised Representative.

## 15 Enforcement

- 15.1 Any person reasonably suspected of contravening, or attempting to contravene, any of these Qatar Rail User Regulations:
  - a) must, when requested, give his name and address to any Authorised Representative together with any official form of identification for inspection;
  - b) is liable to pay a Fine as set out in the Annexure to these Qatar Rail User Regulations (as may be amended from time to time);
  - c) may be banned from using the Networks; or
  - d) may be removed from any Vehicle or Premises or be detained by an Authorised Representative or the Police.
- 15.2 It is a breach of these Qatar Rail User Regulations for a banned person to use the Networks.
- 15.3 A person may appeal an enforcement decision at [www.qr.com.qa](http://www.qr.com.qa).

## 16 Railway Legislation

- 16.1 Nothing in these Qatar Rail User Regulations is taken as prejudicing the application and enforcement of any Qatari Law issued prior to their publication.

## Annexure

[There is presently no Annexure of Fines]

## Contact Us

### You may contact us:

Website: [www.qr.com.qa](http://www.qr.com.qa)

Customer Call Centre: 105

E-mail: [metrotram@qr.com.qa](mailto:metrotram@qr.com.qa)



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