

**1. Who can use the off-campus bus services?**

The off-campus bus services is open to all KAUST community members and visitors who hold a valid KAUST photo I.D card.

**2. Who can use the bus booking system?**

The booking system can be used by all KAUST community members and visitors who hold valid KAUST photo ID. You will need to enter your KAUST I.D along with an email address (KAUST or Personal email) and your full name into the system to register. Once your booking is confirmed you will receive a confirmation email.

**3. Can visitors make a reservation if they do not have a KAUST Photo I.D?**

No.

**4. Can children who do not have a KAUST Photo ID book seats on a bus?**

Children's parents who have a KAUST ID have to book on the child's behalf. Children must be accompanied by their adults.

**5. Can I book a one way trip from KAUST to the listed destination?**

Yes, there is a "One-way from KAUST" booking option.

**6. Can I book from a listed destination to KAUST?**

No, however individuals are welcomed on walk-in basis based on seats availability.

Also, Bus Services helpdesk can be contacted on 012-808-5222 to check the number of available seats of all return trips. However, it is going to be based on first come first serve.

**7. Can I utilize a shopping bus to return from Jeddah to KAUST "One-Way"?**

Yes, as a walk-in basis based on seats availability. In addition, an additional back-up bus has been added for the return trip from Jeddah on Saturdays from Mall of Arabia. No booking is required for this bus as it is designated for walk-in customers on Saturdays. The back-up bus can take up to 49 passengers, however, it is going to be based on first come-first serve on ground.

**8. If a bus is fully booked on the system can I turn up at the bus terminal and get a seat if the bus is not full?**

Yes. The walk-in service is open from KAUST for all destinations and it is subject to availability.

**9. What will happen in case of no show at KAUST terminal, will my return booking be canceled?**

Yes.

**10. Is the same mechanism of booking applied on DSFH/IMC busses?**

Yes.

**11. Can I use the booking system from other than KAUST network?**

Yes, please visit <http://kaust.saptco.com.sa/>