

## Questions & Answers

### **How to contact us?**

We're here to help and you can contact us from 6 am to 1 AM, 7 days a week. For real time support for live rides you can call us on 012-808-5222. For all other enquiries you can email us directly [saptco.bus@kaust.edu.sa](mailto:saptco.bus@kaust.edu.sa)

### **What if I want to go to location outside the served zone?**

We apologize for the inconvenience. Your origin and destination must be within KAUST

### **Who drive the vehicles?**

SAPTCO authorized and approved drivers, Each driver undertakes rigorous licence checks and health and safety clearances before starting work as a driver. In addition, drivers participate in an induction process that includes customer service, vehicle safety and driver training. All drivers must have and maintain a clean driving record and we regularly review our drivers performance from both a safety and customer service perspective.

### **Will I always be able to get a trip when and where I want it?**

The On Demand technology is designed to match available fleet with customer requested trips and congregate people moving to similar destinations into the same vehicle. On occasion your desired trip may not be available at the time requested.

### **How far will I need to walk to the vehicle?**

The maximum distance you will need to walk will vary depending on the amount of demand from other passengers. Generally speaking you may be asked to walk 100 - 250 metres. However, it may be more or less than this and will never exceed 250 metres.

### **Why don't I always get picked up or dropped off exactly where I request?**

Our service is a shared corner-to-corner service, we ask all our members to help contribute to the efficiency of the system by heading to a nearby corner - within a couple of blocks. This is how we are able to pick up multiple passengers without adding a significant amount of time to each rider's journey.

### **What happens if I feel harassed by another passenger?**

If you believe that other passengers are behaving in a dangerous or inappropriate manner, Please contact KAUST emergency services on 012-808-0911.

### **How do I use the service for the first time?**

- Download the app available on Google Play Store and Apple app Store for free
- Register a profile
- Book your trip

### **How do I book my trip?**

You can book your trip via the MaaCom app or by calling on 012-808-5222.

### **How do I change my booking? Can I change my destination once I'm in the car?**

You can only cancel an on demand trip via the app. Simply cancel the trip in the app and then rebook when you are ready to travel.

### **What happens if I can't book my trip?**

Call us on 012-808-5222 if for any reason you are unable to book your trip. Our customer service line is open from 6.00 am to 1.00 am, 7 days a week

### **My driver left without me!**

Oh no, we are sorry that we weren't able to take you with us. If your ride has been marked as a 'No show' and you still have to travel, please book another ride through your app.

### **Can I pre-book a ride?**

At the moment, rides cannot be pre-booked as the routes are calculated spontaneously. However, we strive to provide you with the reliability you would like through extremely high availability.

### **Can I book a vehicle exclusively for myself?**

No. Our service is not a taxi, it relies on the environmentally friendly practice of sharing vehicles and rides. By booking a ride with us, you declare your willingness to share the ride with other passengers.

### **What does it cost to use the service?**

The service is free and covered by KAUST

### **How do I retrieve something I left in a vehicle?**

Call us on 012-808-5222 our customer service line is open from 6.00 am to 1.00 am, 7 days a week

### **I had an issue with my ride. How can I let you know?**

We're sorry to hear that there was a problem with your ride. Please let us know what went wrong either by emailing us at [saptco.bus@kaust.edu.sa](mailto:saptco.bus@kaust.edu.sa) or calling 012-808-5222.

**What user data are collected? What happens to the data?**

After downloading the app, the customer provides the necessary customer data as part of the registration process. These data include the customer's name, email address, mobile number, payment information and any special requirements (e.g. if the customer is a wheelchair user). All processing of personal data is compliant with the statutory data protection regulations. Anonymised data can be evaluated in order to improve the service, traffic planning or marketing. For more information, see the privacy policy.

**Can I change my pick-up destination once I completed the booking?**

No- Simply cancel the trip in the app and then rebook with the right pick-up destination.

**In what languages the app is available?**

The app is available in English or Arabic depending the phone language setting.

**Why don't I always get picked up or dropped off exactly where I request?**

We ask all our members to help contribute to the efficiency of the system by heading to the nearest bus stop. This is how we are able to pick up multiple passengers without adding a significant amount of time to each rider's journey.

**Can I bring my pet?**

Pets are not allowed on the bus.

**How can I provide you my feedback or suggestions?**

At the end of each ride and before starting a new ride, the App will send the rider a rating message. The rider can rate the ride, driver, service and leave remarks or suggestions.

**Does using a VPN on my mobile device affect the performance and location accuracy of the on-demand App?**

Yes it can. Please turn off your VPN while using the on-demand bus App.