

## Taxi Terms and Conditions

1. External personal trips to be booked 4 hours in advance after 4 hours the service will be subject to availability.
2. Internal personal trips to be booked 2 hours in advance after 2 hours the service will be subject to availability.
3. Full day personal trips to be booked 24 hours in advance after 24 hours the service will be subjected to availability.
4. Detailed taxis' information is available at the transportation website.
5. Taxi request for multiple destinations will be charged based on the rate list of the Service Providers.
6. Cancellation should be advised thirty (30) minutes prior to the pickup point (time) if the trip is within KAUST campus, and four (4) hour prior to the pickup time for outside Campus trips.
7. Personal trips, any cancellation after the allowed time, shall incur charge to the KAUST User equal to the Booking fare for a One way trips to the Drop Off point.
8. Full day personal trips, any cancellation after the Booking Request has been made, shall incur a charge to the KAUST User of half the Booking Fare of the Full Day trips that was booked.
9. Any Cancellation after a trip has commenced shall incur a charge of the full booking fare of the trips booking request.
10. In case your flight is a delay we suggest you update the Taxi helpdesk through the available channels.
11. Jeddah Airport drop off point, regardless of the location of the Pickup point: At least four (4) hours prior to the Pick Up Time, enabling a Drop Off Time that is at least three (3) hours prior to flight departure time.
12. Pick-Up time that is less than four (4) hours prior to flight departure, the Help Desk shall inform that KAUST User will not be able to claim any expenses incurred as a result of a delay due to any external reasons beyond the contractor's control (i.e., any incident or traffic), and shall be liable for the full booking fare.
13. In case of a passenger "no-show", especially for an Airport pickup, the driver will wait for one (1) hour after stated arrival time. At the end of the grace period, the Service Provider is to contact the requestor, before leaving the Airport. This same response also applies on external trips to Jeddah having an option of (15) minutes grace period, & for internal KAUST trips having an option of (10) minutes grace period.
14. If the trip is confirmed during the grace period, waiting time rates will apply to the KAUST User after the grace period has elapsed.
15. If the trip is confirmed is cancelled by the KAUST User based on a "No-show", the contractor may charge KAUST User the contractor's standard percentage of the booking fare.
16. Respect to round trips, waiting time rates will apply after one (1) hour from the Drop off time at the Drop off point and up to additional four (4) hours. Thereafter, the booking fare shall be charged to the KAUST User at the Full Day trip rate.
17. Clients' luggage is ultimately their responsibility and risk.
18. Eating, drinking & smoking are not permitted inside the vehicles, either by the drivers or nor by the passenger.
19. Service provider to provide a vehicle clean and free of dirt. Any interior stains caused by the passenger, he/she has to pay the cost of cleaning.
20. The route to reach the destination is the sole discretion and responsibility of the driver.
21. Walk-in customer service is subject to availability.
22. 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 & Suggestion, please call 959 or 012-8080959 and by email: [fchelpdesk@kaust.edu.sa](mailto:fchelpdesk@kaust.edu.sa)