

Terms & Conditions for Off-Campus Bus

- An online bus booking reservation through the KAUST Central App form must be completed.
- Passengers are required to check their booking confirmation contains correct information.
- Passengers with a confirmed reservation are advised to arrive at the bus 10 minutes prior to the scheduled bus departure time. Otherwise, passengers arriving late may have their seats canceled and made available to any standby passengers.
- Kindly make sure to cancel your ticket if you are unable to travel as a courtesy to other travelers, so they can book their seat.
- Have your QR Code ready (single or group) for scanning to dispatch your trip.
- Only passengers with bookings will be accepted.
- In accordance with the Kingdom of Saudi Arabia, Ministry of Interior regulations do not permit non-Muslims entry to Makkah and Madinah. KAUST therefore does not permit non-Muslims to travel on the Makkah and Madinah buses.
- Where a booking has not been made and a KAUST community member arrives at a bus stop either inside or outside KAUST, seating will be subject to availability with booked passengers having priority seating.
- Only three active bookings are allowed per passenger to ensure fairness to everyone who wishes to utilize the service.
- You can now book a one-way trip from Jeddah to KAUST after the outward trip has left KAUST. For example, you can reserve a one-way trip from Red Sea Mall to KAUST for the 11:00 PM bus on a Friday, after 4:00 PM on the same day the bus departs from KAUST, even if you didn't take the same bus to Jeddah.
- Children under 16 years of age must be accompanied by an appropriate adult.
- Tickets are valid for the named passenger only and are not transferable.
- Responsibilities for passenger's belongings remain within the passenger and not the bus driver or transportation staff.
- Luggage without passengers is restricted.
- Eating, Drinking & Smoking are prohibited on board the vehicles.
- It is prohibited to carry or transport dangerous or illegal items on KAUST buses including liquids. The carriage restriction also applies to all animals including fish and birds.
- Passengers are required to comply with the terms and conditions of travel on KAUST transportation. Any misuse of transportation assets by passengers will be addressed, as necessary, to KAUST transportation.
- Buses will move on time as per the off-campus schedule without exceptions granted.
- For Makkah & Madinah return trips, the bus door will be opened 1 hour prior to departure time KAUST Transportation Department. While the rest of the destinations will have the bus door opened 30 minutes before departure time.