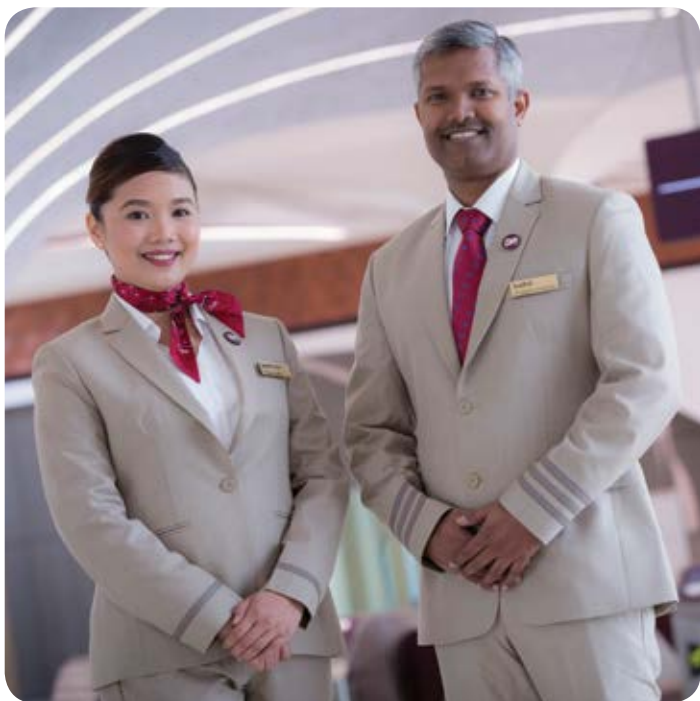


# CUSTOMER CHARTER

Our promise to you



Valid from April 2019

Changing the way we move

tram  
لوسيل



metro  
الدوحة



We are delighted to welcome you on-board Doha Metro and Lusail Tram. Whether you are travelling to work, with family, to college, to an event or just passing through, we want you to enjoy travelling with us.

With that in mind, this charter provides you with some information to guide you through your journey. It describes what we offer and the standards we aim to achieve. In a nutshell, this charter is our promise to you.

## Introduction

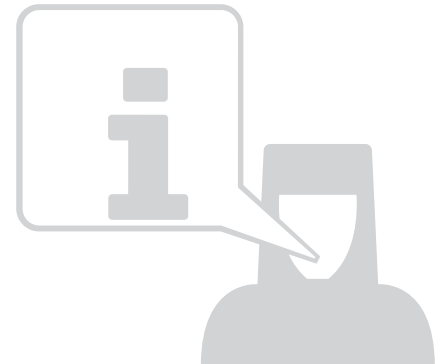
### Our Vision & Approach

The vision behind the Doha Metro and Lusail Tram networks is to be the favoured mode of transport for all. The aim is to provide integrated transport services that are reliable, attractive and safe, underpinned by our commitment to excellence and sustainability. Delivering to you a world class service is really important to us.

Our guiding principle for operating metro and tram is: We Speak Your Language, recognising Qatar's tradition and ambitions, and reflecting the broad cultural mix of our capital city. By focusing on you – what you want and need - we will provide you with the best possible travel experience. You can have confidence in the fact that you will be safe and comfortable during your journey with us.

Our stations are such a cool place to be that you will not only want to travel through, but you will also want to hang out there with friends and family. You will find many retail outlets within our stations, so allow time for a little shopping and refreshments!

As part of our commitment to excellence, we constantly monitor and measure our performance so we can improve our service for you. We welcome, need and value your feedback and do encourage you to tell us how we are doing. Delivering the best for you is our goal and our pleasure.





## What you can expect from us

### Safety

We are committed to running the metro and tram networks as a safe, secure environment and we will ensure that appropriate resources are available to do so. The safety of you, our customer, as well as our staff and contractors will always be protected.

CCTV will monitor platforms, trains, trams and other parts of the metro and tram for your comfort and safety. On our stations, on trains and on trams we provide customer emergency call points for use in case of an emergency.

Our customer service and security staff patrol the metro and tram way to provide you with additional reassurance.

Our uniforms are designed with you in mind. We want to make it easy for you to identify our staff according to their job role. You should always feel that you have someone there to help when you need it.

We rely on your cooperation with our staff and security to deter undesirable behaviour of any sort on the metro and tram networks.

Our staff will treat you with sensitivity, attention and respect. Please respect them in return. We are proud of and support our people and will protect them from verbal and physical abuse.

### World Class Staff

Delivering the highest standards of customer service is really important to us and our staff are trained to make that happen. Should we fall short or fail to meet your expectations, please tell us. We want and need your feedback to improve. When a member of staff exceeds your expectations in some way through the service they provide please tell us. This will help us to identify and recognise our stars.

### Customer Information

We want you to feel confident when using the metro and the tram. Our approach to information is designed to meet your needs and expectations. Information is provided to help you to understand what we offer, how to find your way around the metro and tram, and choose the best route for your journey.

You will find information available that will make your travel around the city as easy as possible. To achieve this we will:

- Have staff available to assist you throughout your journey ensuring that you receive the help and advice you need
- Display next train information on each platform on all metro and tram stations. Information will also be provided through public address announcements and customer information displays at stations and on-board
- Provide a dedicated customer contact centre helpline to answer customer enquiries. The number is listed in the 'Contact us' section on the back page
- Work with other transport providers to ensure that you have information you need for your onward journey
- Provide information on customer services, fares, travel cards and alternative transport in the event of any long term disruption. This information is available on the Qatar Rail website: [www.qr.com.qa](http://www.qr.com.qa)
- Provide information on service changes in advance through our customer information channels.

### Travel Cards and Fares

There are a range of travel card options for using on the metro and tram.

Standard travel cards can be purchased from our self-service travel card vending machines and customer service staff at stations. goldclub travel cards can be purchased from the goldclub and information counters (at metro stations only). Our staff are available to explain our fares and to help you choose and buy the best option for your needs.

While travelling on the metro or tram you are agreeing to abide by the rules and regulations that govern our networks. Those who choose to ignore the rules may face penalties.

For information on travel cards and to view the 'Conditions of Carriage', please visit [www.qr.com.qa](http://www.qr.com.qa)

## Train Service and Facilities

We will regularly review the pattern of the train and tram services we offer. The emphasis will be on increasing the frequency of services and reducing journey times, wherever possible.

Our services are planned to minimise crowding at stations and on-board, to maximise your comfort, safety and convenience.

Trains and trams will be maintained in a safe condition and to a high standard of cleanliness. If you notice any issues with litter or cleanliness, please alert a member of staff. When things go wrong, we will fix them.

## Responding to Your Feedback

Your feedback is important to us, especially when our service does not meet your expectations.

Our aim is to acknowledge your feedback within 24 hours. Some cases will require further investigation. In these cases we will update you within 5 working days from the date your comments are received.

The information received from you allows our team to continually drive improvements in order to meet your needs and expectations.



## Guidelines and Assistance

### Customer Guidelines

We are committed to providing you with guidance and assistance throughout your journey. We want you to have a pleasant experience when travelling with us and ask you to help us create and maintain a welcoming environment for everyone.

Each of us has a part to play in providing a great journey experience so we ask that you follow these simple guidelines:

- Be considerate to other customers at all times, including when using your mobile devices
- Place litter in the bins provided at our stations or take it home to recycle
- Do not eat on our trains or trams as we want to avoid strong odours and spills
- Please refrain from chewing gum
- Drinks are allowed but must be in sealable containers
- Smoking is not allowed on our stations, trains or trams. This includes the use of e- cigarettes
- Animals are not allowed on our trains or trams other than assistance animals



- Purchase a travel card for your journey before you board the train or tram
- We have dedicated seats reserved for those with reduced mobility, including the elderly and those carrying small children. Please give up these seats if they are needed
- On the metro we will provide you with information screens so customers travelling in Gold, Family or Standard class know where to wait. Please allow customers off the train/tram before boarding
- We take security seriously and ask all our customers to be vigilant. If you see anything suspicious, please advise a member of our staff as soon as possible
- Full details of what we do and do not allow on the metro and tram can be found in our 'Conditions of Carriage'



### **Additional Assistance**

All of our staff are trained in disability awareness to enable them to provide appropriate help for customers who may require assistance. Services to help those who require assistance include:

- Step-free access on all stations
- Space for manual and electric wheelchairs on all trains and trams, along with dedicated seating areas for customers with reduced mobility
- Dedicated drop-off areas for people with reduced mobility
- Customers with reduced mobility or specific needs can request a station familiarisation tour from our staff
- Tactile paths are provided to assist with navigation for customers with visual impairments
- Staff can assist customers on and off the train or tram if they require additional assistance

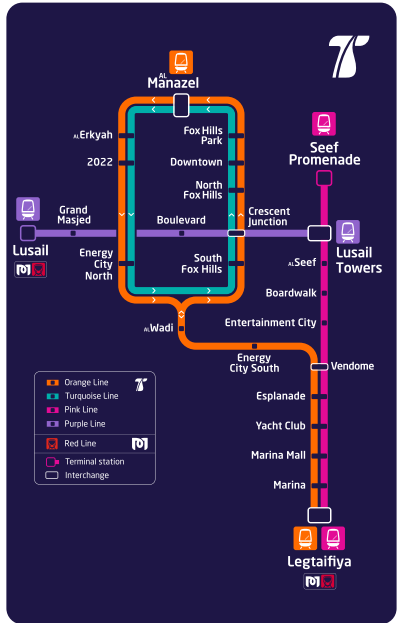
### **Customer Surveys**

From time to time, we will conduct customer surveys, as part of our continuous improvement initiative

When asked, you are encouraged to take part in our surveys. The information that you provide helps us understand your needs and to deliver a better service for you.



Our stations are such cool places to be that you will not only want to travel through but also hang out there with friends and family.



## Contact us



metrotram@qr.com.qa



Customer Service Centre 105



metrotram.qa



metrotram\_qa



metrotram\_qa

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