

Qatar Rail Fares Policy

This fares policy explains the rules and principles that are in place regarding payment for travel on the Doha Metro and Lusail Tram network. These will enable you, our customer, to understand the types of fares available and where to purchase these fare products.

Who needs a Travel Pass?

- Everyone **aged 5 and above** needs a valid Travel Pass when travelling on the Doha Metro and Lusail Tram – the “**Network**”.
- Children under 5 years of age may travel free of charge without a Travel Pass provided they are accompanied by someone holding a valid Travel Pass who is aged 16 or older.
- A Travel Pass does not automatically entitle you to a seat and at busy times you may have to stand. You will not be entitled to any refund in these instances.
- Doha Metro and Lusail Tram Travel Passes are **not** valid for travel on Mowasalat (Karwa) buses.

Types of Travel Pass

A Travel Pass is a smartcard in which a travel product – either Travel Credit (Top Up), a single journey or a day pass – is loaded onto it and which customers purchase to enable them to travel on the Doha Metro and Lusail Tram.

There are three types of Travel Passes:

- **Limited Use** – paper, not reusable, cannot be topped up with Travel Credit, contains either a day pass with unlimited journeys for either Standard or goldclub travel or a weekly pass with unlimited journeys for Standard only. Cannot be registered.
- **Standard** – plastic and reusable; valid for 5 years from issue date; Top Up with travel credit; minimum Top Up QR 10 and a maximum 500 QR can be held on one card; Travel Credit is deducted as you tap in and tap out of the ticketing system; daily capping (see below) applies; **QR 10** is the one-time cost for a Standard Travel Pass only; registration is optional but recommended; allows travel in Standard and Family class.
- **goldclub** – same as Standard above, except: **QR 100** onetime cost for a goldclub Travel Pass only; registration is optional but recommended; allows travel in goldclub.

Fares

Doha Metro and Lusail Tram fares are affordable, with adult and child fares being the same. The same fares apply no matter what time of day you travel or what distance you travel. The current fares are:

Type of Travel Pass	Class of Travel	Single Journey Fare	Day Pass Fare	Weekly Pass Fare
Limited Use (Paper)	Standard, Family*	N/A	6 QR	40QR
	Gold	N/A	30 QR	N/A
Standard (Plastic)	Standard or Family*	2 QR	6 QR	
goldclub (Plastic)	Gold	10 QR	30 QR	

Classes of Travel:

Standard, Family and Gold are the three classes of travel on Doha Metro. The Lusail Tram has no Gold class.

*Family class travel is only for lone females, and males or females travelling with children aged 11 or younger. Adult males aged 12 or older travelling alone are not permitted to travel in family class.

The fare for travelling in Standard and Family is the same, the fare for travelling in goldclub is more expensive.

Single journey is one journey from one station to another station on the Doha Metro and/or Lusail Tram. A journey is started when you tap in at a Travel Pass validator to enter the Network and finished when you tap out to exit the Network at a Travel Pass validator. A single journey can be from:

- a Doha Metro station to another Doha Metro station
- a Lusail Tram station to another Lusail Tram station
- a Doha Metro station to a Lusail Tram station or vice versa (you need to interchange between the Metro and Tram or vice versa within 30 minutes)

Day Pass allows unlimited journeys on the Doha Metro and Lusail Tram in one day and is valid from the time of purchase until 02:59.

Weekly Pass allows unlimited journeys on the Doha Metro and Lusail Tram for 7 days from the date of purchase.

Monthly Pass allows unlimited journeys on the Doha Metro and Lusail Tram for 30 days from the date of activation.

Daily Capping applies on a reusable Travel Pass when paying using Travel Credit, limiting how much you pay for the journeys you make in one day. Once you have made 3 journeys in a day you will pay no more for the rest of the journeys you make – your fare is “capped” at the equivalent day pass fare. You need to always tap in and tap out at the start and end of your journeys when travelling on the Doha Metro and Lusail Tram, even when your fare has been capped. If you fail to tap out at the end of one journey, the fare charged will not be considered for the daily cap.

Journey Time Limit

- Maximum time limit (duration) for one journey on the Doha Metro network, including transfer from one Metro line to another Metro line, is 90 Minutes.
- Maximum time limit (duration) for one journey on the Lusail Tram network, including transfer from one Tram line to another Tram line, is 90 minutes.
- Transfer time from one network to another network is 30 minutes without additional charge.
- New journey will apply if customer exceeds transfer time to check-in on a second network. Total journey duration from one network to another, including transfer, is 150 minutes.
- Minimum T-Purse balance is QR 4 a on a Standard Travel Pass to enable a customer to check-in and travel on the Network.
- Minimum T-Purse balance is QR 12 on a goldclub Travel Pass to enable a customer to check-in and travel on the Network.
- **IMPORTANT NOTE:** Free transfer from the Doha Metro to the Lusail Tram, and vice versa, will **ONLY** apply if all requirements are met.

Where to buy a Travel Pass

- Standard Travel Passes and Limited Use – are available at self-service Travel Pass Vending Machines (TVMs) at all Doha Metro and Lusail Tram stations.
- goldclub Travel Passes – can only be purchased at goldclub Information Centres at all Doha Metro stations and at ticket offices in select Lusail Tram stations.
- Licensed Retailers –Al Meera, Carrefour, Family Food Centre, Jumbo, and Lulu outlets in Qatar, as well as Talabat Mart online are licensed retailers that sell Standard Travel Passes for 30 QR: 10 QR for the Travel Pass and 20 QR of ready to use Travel Credit.

Where to Top Up with Travel Credit

- Travel Credit can be purchased and added to Standard and goldclub Travel Passes at self-service Travel Pass Vending Machines at all Doha Metro and Lusail Tram stations.
- There is a minimum Top Up amount of 5 QR.
- Standard and goldclub Travel Passes can each hold a maximum of 500 QR Travel Credit.
- There is no fee to Top Up your Travel Pass.
- You can Top Up online using major credit and debit cards by visiting the Qatar Rail website, www.qr.com.qa or through our mobile app.
- You can check the balance of Travel Credit on your Travel Pass at Travel Pass Vending Machines at any Doha Metro or Lusail Tram station or if your Travel Pass is registered, through our website www.qr.com.qa or mobile app.

Using your Travel Pass

- Everyone aged 5 or above needs their own Travel Pass to use the Doha Metro and Lusail Tram. Two or more people aged 5 and above cannot travel using one Travel Pass.
- The minimum Travel Credit amount on a Travel Pass required to travel is the price of a single journey, either 2 QR for Standard or 10 QR for goldclub, even when the daily capping is reached.
- You should always tap in at the start of your journey and tap out at the end of your journey on the Travel Pass validators. Validators for Doha Metro are on the access gates, and for Lusail Tram are inside the vehicles.
- Revenue Protection Officers (RPOs) onboard our trains will from time to time carry out inspections to verify that you are travelling in the carriage (Standard or Gold) that corresponds to your Travel Pass. Customers in the wrong carriage will either be levied an additional charge or have their Travel Pass confiscated/or blocked whereby no refund will be due.
- When you exit a Doha Metro station using a single journey Travel Pass you cannot re-enter using the same Travel Pass, as the product will expire and you will need to purchase another Travel Pass. You may, however, interchange with the same Travel Pass at a Lusail Tram station if you tap in on a validator inside one of the tram vehicles.
- You must continue to tap in and tap out even when the daily cap has been reached on your Travel Pass. If you fail to tap out at the end of one journey, the fare charged will not be considered for the daily cap.
- **Maximum journey time:** You should complete any single journey within 90 minutes – the “maximum journey time.” This maximum journey time is the maximum time allowed between a tap in and a tap out on a gate or validator and helps ensure customers pay the appropriate fare for their travel. If you exceed the maximum journey time, you will be charged an additional single journey fare, either deducted from your Travel Credit or buying a new single journey.
- Standard and goldclub Travel Passes containing Travel Credit can be lent to someone else.
- If your Travel Pass is not working speak to a member of staff at a Doha Metro or Lusail Tram station.

Create an Account and Register your Travel Pass

If you create an account with Qatar Rail you can register your goldclub or Standard Travel Pass. The benefits of registering a Travel Pass are:

- The Travel Credit on your Travel Pass is protected against loss or theft;
- You can view your recent journey history and payment transactions on our website or app;
- You will receive email updates on promotions and service information.

To register your card visit: www.qr.com.qa or download the free Qatar Rail app from Google Play or App Store.

Refunds & Replacements

Limited Use Travel Pass

Refunds or replacements will not be provided for a single journey, day pass or complimentary products issued on a Limited Use Travel Pass if:

- a customer changes their mind
- the Limited Use Travel Pass is lost, stolen or damaged

Refunds may be provided for unused Limited Use Travel Pass if:

- *Service disruption*: during a period of service disruption, as determined by Qatar Rail or its agents, a refund for an unused Limited Use Travel Pass can be requested at any goldclub Information Centre at all Doha Metro stations and at ticket offices in select Lusail Tram stations.

Replacements may be provided for unused Limited Use Travel Pass if:

- *Faulty*: if a Limited Use Travel Pass is faulty a replacement (not a refund) of the faulty Travel Pass can be requested at any goldclub Information Centre at all Doha Metro stations and at ticket offices in select Lusail Tram stations on the same day that the Travel Pass was purchased.

No refund administration fee is applicable for Limited Use Travel Pass refunds or replacements. Refunds must be claimed within 5 days from the issue date printed on the Travel Pass.

Standard and goldclub Travel Passes

Refunds

Cost of Travel Pass:

The cost of 10 QR for a Standard or 100 QR for a goldclub Travel Pass is not refundable.

Complimentary Products:

Any complimentary (free) products issued on any Doha Metro & Lusail Tram travel passes have no monetary value and are not refundable.

Promotional products:

Refundable only if unused and subject to 5 QR admin fee.

Travel Credit (T-Purse):

Customers can get a refund of the **entire Travel Credit balance** only, there are no partial refunds.

Refunds will be subject to an administration fee of 5 QR. There must be a minimum balance on a Travel Pass of 6 QR, being 5 QR administration fee and 1 QR refund value.

Travel Credit refund amount = total Travel Credit balance – 5 QR administration fee

Refunds can be obtained from any goldclub Information Centre at all Doha Metro stations and select Lusail Tram ticket offices.

Replacements

If a Travel Pass is:

Expired: Travel Pass has a validity of 5 years from date of issue. When the card has expired after 5 years customers will need to purchase a new Travel Pass. Travel Credit on the expired Travel Pass can be transferred to a new replacement card. Administration fee does not apply.

Faulty: Replacement of faulty Travel Pass (both Standard and goldclub) will be provided free of charge if a card is faulty and not working. Qatar Rail will endeavor to transfer any product, paid for or complimentary, to a new replacement card. Administration fee is not applicable.

Damaged: If a Travel Pass is damaged the customer will have to purchase a new Travel Pass (Standard only, goldclub exempt). Qatar Rail will endeavor to transfer any product, paid for or complimentary, to a new replacement card. Administration fee applies.

Lost or Stolen: Lost or stolen Travel Pass should be reported immediately to Qatar Rail at a goldclub Information Centre in all Doha Metro stations, at a ticket office in select Lusail Tram stations, or by calling the Customer Contact Centre on 105. Qatar Rail will endeavor to block and render the card unusable.

- **Registered Travel Pass:**

- Standard – administration fee (5 QR) and replacement card fees (10 QR) apply. Qatar Rail will transfer any products remaining validity to a new, replacement Travel Card.
- goldclub – administration fee (5 QR) applies, replacement card fee not applicable. Qatar Rail will transfer any products remaining validity to a new, replacement Travel Card.

- **Unregistered Travel Pass:**

- Standard and goldclub – any products held on unregistered lost or stolen Travel Cards are not replaceable.

Data Retention

We will retain Personal Data for as long as it is necessary; for the purpose for which it was collected, the legal or business purposes of Qatar Rail and as required by relevant laws.

Any data related to Travel Passes transactions history (e.g. Travel Pass purchase or refund, Top Up, journey history, etc.) may no longer be available after 90 calendar days

Qatar Rail Conditions of Carriage

When you buy a Travel Pass you enter into an agreement with Qatar Rail – the Qatar Rail Conditions of Carriage - which set out the rights and responsibilities of Qatar Rail and you the passenger while travelling on the Doha Metro and Lusail Tram www.qr.com.qa/conditionsofcarriage.