

Qatar Rail Fares Policy

This fares policy explains the rules and principles that are in place regarding paying for travel on the Doha Metro network. These will enable you, our customer, to understand the types of fares available and where to purchase these fare products. To read more please click the link below:

Who needs a Travel Pass?

- Everyone **aged 5 and above** needs a valid Travel Pass when travelling on the Doha Metro – 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 Travel Passes are **not** valid for travel on Mowasalat (Karwa) buses.

Types of Travel Pass

A Travel Pass is a smartcard that a travel product – either travel credit (Top Up), a single journey or a day pass - is loaded onto that a customer purchases to enable them to travel on Doha Metro.

There are three types of Travel Pass:

- **Limited Use** – paper, not reusable, cannot be Topped Up with travel credit, contain either a single journey or a day pass for standard or goldclub travel, either adult or child. Cannot be registered.
- **Standard** – plastic & reusable, valid for 5 years from issue date, Top Up with travel credit, minimum Top Up QR 5 and a maximum 500 QR can be held on one card, travel credit is deducted as you tap in and 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 & 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 fares are affordable and easy to understand. Adult and child fares are 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
Limited Use (Paper)	Standard, Family* or goldclub	Standard: 3 QR goldclub: 15 QR	Standard: 9 QR goldclub: 45 QR
Standard (Plastic)	Standard or Family*	2 QR	6 QR
goldclub (Plastic)	goldclub	10 QR	30 QR

Classes of Travel:

Standard, family and goldclub are the three classes of travel on Doha Metro.

*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. 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.

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

Daily Capping applies to reusable Travel Pass when paying using travel credit and limits how much you pay for the journeys you make in one day. Once you have made 3 journeys in a day you'll pay no more for the rest of the journeys you make – your fare is “capped” at the equivalent day pass fare. Remember to always tap-in and tap-out at the start and end of your journeys, even when your fare has been capped.

Where to buy a Travel Pass

- Standard and Limited Use: Self-service Travel Pass Vending Machines at all Doha Metro stations sell standard and Limited Use Travel Passes.
- goldclub: goldclub Travel Pass can only be purchased at goldclub Information Centres at all Doha Metro stations.
- Licensed Retailers, Carrefour, Jumbo, Al-Meera, Lulu & Family Food Centre outlets in Qatar 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 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 check the balance of travel credit on your Travel Pass at:
 1. Travel Pass Vending Machines at any Doha Metro station.
 2. The Qatar Rail website www.qr.com.qa or mobile app, only if your Travel Pass is registered.

Using your Travel Pass

- Everyone aged 5 or above needs their own Travel Pass to use the Doha Metro. 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.
- 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.
- When you exit a Doha Metro station using a single journey Travel Pass you cannot re-enter using the same Travel Pass, the product will expire and you will need to purchase another Travel Pass.
- You must continue to tap in and tap out even when the daily cap has been reached on your Travel Pass.
- **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 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 to use.
- If your Travel Pass is not working speak to a member of staff at a Doha Metro station.

Create an Account and Register your Travel Pass

If you create an account with Qatar Rail you can register your standard Travel Pass (**note:** for goldclub travel cards registration is mandatory and will be done when purchased). 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 single journey, day pass or complimentary products issued on 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.

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 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 CSCs 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.

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 at all Doha Metro 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 – (registration mandatory), 5 QR administration fee applies, replacement card fee not applicable. Qatar Rail will transfer any products remaining validity to a new, replacement travel card.

- **Unregistered Travel Pass:**

Standard – any products held on unregistered lost or stolen standard Travel Cards are not replaceable

goldclub – not applicable as registration mandatory

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 www.qr.com.qa/conditionsofcarriage.