

For more information on RTA, please call:

Happiness Centre
800 90 90

Or go online
rta.ae

Plan your journey
online using the S'hail App



A guide to the Dubai Metro and Tram

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Welcome

This is your handy guide to using the Dubai Metro and Tram. We will show you how easy it is to plan your journey, buy a ticket and ride the metro and the tram safely.

We hope you enjoy your time with us.



Did you know?

Dubai Metro

The Dubai Metro was launched on September 09, 2009

It is the world's largest fully automated metro network

All its trains are driverless

There are two metro lines covering the city – The Red Line and Green Line

The Red Line opens from 5 am and the Green Line from 5:30 am

The Red Line has 29 stations
The Green Line has 18 stations

The interiors of metro stations have been developed on four themes – air, earth, fire and water

Coming soon. A new route connecting to the Expo 2020 site at the Metro Red Line extension.

Dubai Tram

The Dubai Tram has 7 carriages

It travels through 11 stations on ground level

All tram stations are fully air-conditioned

It runs every 8 minutes at a maximum speed of 50 km/hr

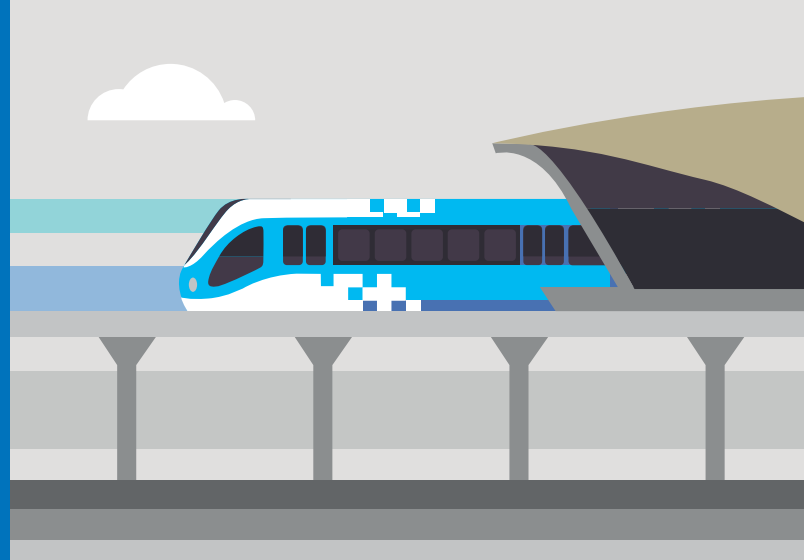
It connects to residential, leisure, business and educational centres

Two tram stations are connected to the Dubai Metro

It connects to bus and marine stations

It connects to the Palm Monorail and the Monorail multi-storey car park

Journey planning



The following information makes your journey easier to plan.

Find the nearest station to reach your destination. Learn about zones, bus and taxi connections as well as parking facilities near metro stations.

**Starting 19th April 2019,
enjoy a seamless
journey on Dubai Metro
Red Line.**

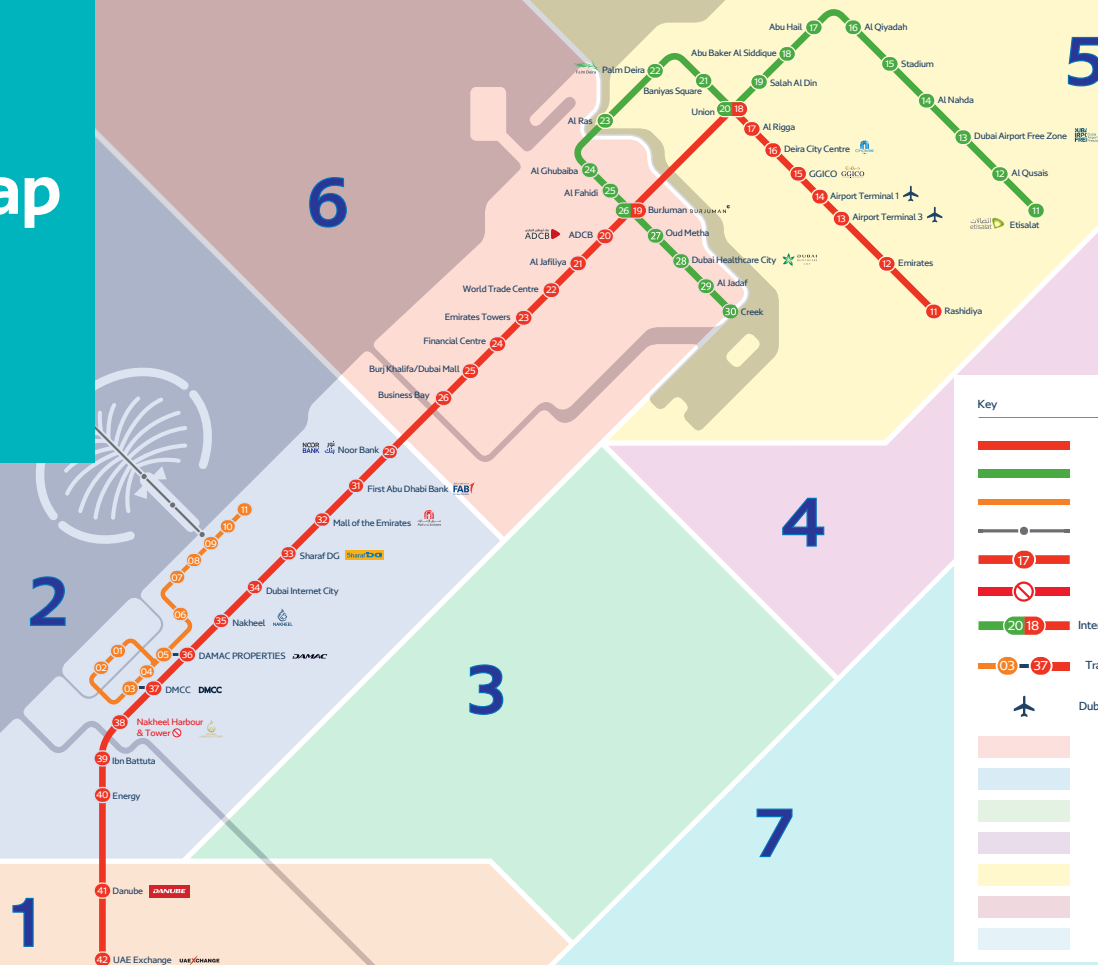
Nakheel Harbour & Tower Station (38) and the connected Multi-storey Car Park remain closed until further notice.



Plan your journey online using the S'hail App

Scan the QR code to download the S'hail App

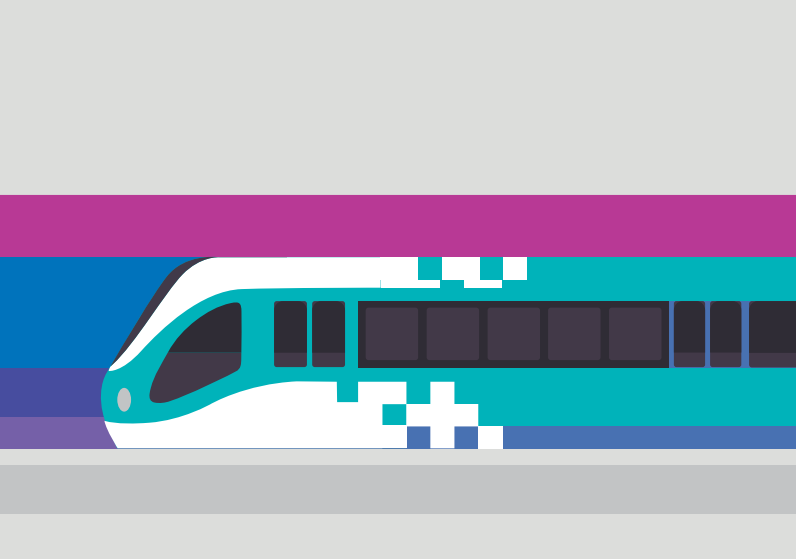
Dubai Metro route map




Dubai Tram route map



Metro station operating hours



Metro station operating hours	
Red Line: Saturday to Wednesday	05:00am to 12:00am (midnight)
Thursday	05:00am to 01:00am (next day)
Friday	10:00am to 01:00am (next day)
Green Line: Saturday to Wednesday	05:30am to 12:00am (midnight)
Thursday	05:30am to 01:00am (next day)
Friday	10:00am to 01:00am (next day)



Please note

Times are as per station clocks. Opening and closing hours may vary during special events and occasions.

Metro Red and Green Line interchange stations

Union (G20/R18)
BurJuman (G26/R19)

If you are changing trains at an interchange station (Union/BurJuman) please ensure to reach the outbound platform within 5 minutes.

Metro Link Bus stations operating hours

Al Rashidiya, Mall of the Emirates,
Ibn Battuta, Burj Khalifa/Dubai
Mall, Abu Hail, Etisalat

05:15 am to 01:10 am (the next day)

Tram station operating hours and station landmarks

Tram station operating hours

Saturday to Thursday 06:00 am to 01:00 am (the next day)

Friday 09:00 am to 01:00 am (the next day)



Metro and Tram interchange stations:

DAMAC PROPERTIES Metro Station (R36)
Dubai Marina Tram Station (5)
DMCC Metro Station (R37)
Jumeirah Lakes Towers Tram Station (3)

Dubai Tram is a few minutes away
from the landmarks below:

No.	Station name	Landmarks
01	Jumeirah Beach Residence 1	Intercontinental Hotel, Jumeirah Hilton Hotel
02	Jumeirah Beach Residence 2	Ocean View Hotel, Amwaj Rotana Hotel, Rimal Hotel, Hilton DoubleTree Hotel, Hawthorn Suites by Wyndham
03	Jumeirah Lakes Towers	Byblos Hotel, Lotus Beach Hotel, Wyndham Marina, Pearl Marina Hotel Apartments
04	Dubai Marina Mall	Marina Mall Heritage Abra Station
05	Dubai Marina	Pullman Hotel, Radisson Blu Hotel, Marina Diamond Bldg., Tiffany Tower
06	Marina Towers	Marina Walk
07	Mina Seyahi	Marina Crown Salafa Tower, Skydive Dubai, Tamani Hotel, Dubai International Marine Club, Hotel Westin
08	Media City	Arjan Rotana Hotel
09	Palm Jumeirah	OSN, Concorde Tower, Nakheel Sales Centre
10	Knowledge Village	Dubai Knowledge Village
11	Al Sufouh	Choueifat International School

Find a convenient way to get to the station



Catch a Dubai bus to get to your nearest metro station

To receive bus arrival timings, text the bus stop ID number to 5223.
For example: D537002 send to 5223

Catch a Metro link bus to get to your nearest metro station

To receive bus arrival timings, text the bus stop ID number to 5223.
For example: D537002 send to 5223

Book a Dubai Taxi on 04-208 08 08

- Dubai Taxi Corporation including services for People of Determination (special needs services)
- Metro Taxis
- National Taxis
- Arabia Taxis
- Car Taxis
- City Taxis
- Lady Taxis



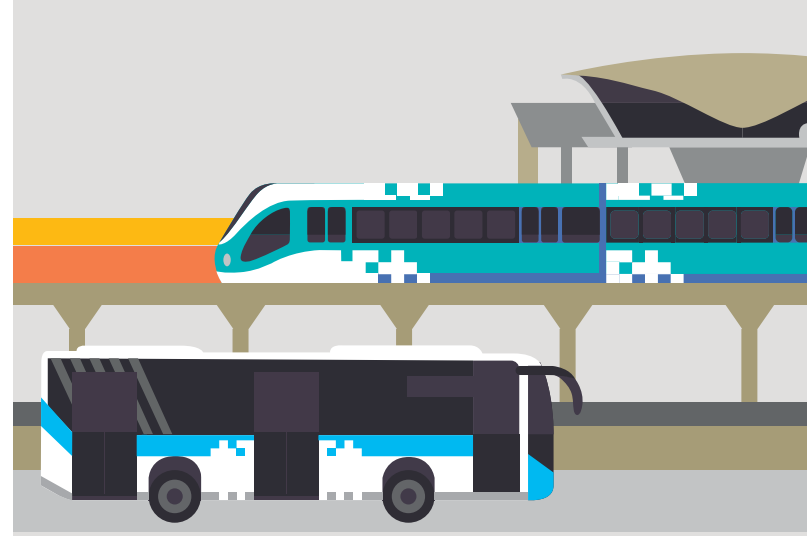
Scan here to download the RTA Dubai App



Scan here to download the S'hail App



Metro Link Buses



For your convenience, these buses are available at every metro station and allow you to connect to your next destination. Similar to the metro, they are blue and white in colour and are easy to recognise.











Here's a list of metro link routes, the buses cover:










Route Running Between


F01	Union MS - Al Baraha	F23	Stadium MS - Al Nahda 1 Terminus
F03	Al Rashidiya MS - Mirdiff West, East	F24	Stadium MS - Qusais Ind'l area 3 Terminus
F04	Gold Souq Bus Stn - Deira City Centre MS	F25	FAB MS land side - Al Qouz Ind'l Area 3 & 4
F05	Al Rashidiya MS - Mizhar 1	F26	Noor Bank MS - FAB MS land side
F06	Al Rashidiya MS - Al Rashidiya	F28	Emirates Tower MS - Satwa
F07	Etisalat MS - Al Qusais DM Housing	F29	MOE MS - IMPZ, Centrium Tower 1
F08	Dubai Festival City - Al Nahda 2	F30	MOE MS - Arabian Ranches
F09	Al Jafiliya MS - Al Wasl Park	F31	Dubai Internet City MS Land Side, The Meadows
F10	Al Rashidiya MS - Al Warqa	F32	MOE MS - The Sustainable City
F11	Financial Center MS - Al Satwa	F33	MOE MS - Al Barsha-3
F12	Al Jafiliya MS - Al Wasl Park	F35	MOE MS - The Greens
F13	Dubai Mall MS - The Dubai Mall	F41	Business Bay MS - Coral Tower
F14	Business Bay MS - Bay Square	F42	Ibn Battuta MS - Discovery Gardens
F15	Noor Bank MS - Al Qouz Ind'l Area 2	F43	Ibn Battuta MS - Discovery Gardens
F16	Noor Bank MS - Al Qouz, New Housing	F44	Energy MS - Jebel Ali Gardens
F17	Noor Bank MS - Al Khail Gate	F46	Ibn Battuta MS - DIP 1,2
F18	Oud Metha MS - Lamcy Plaza	F47	Danube MS - DIP 1,2
F19A	Business Bay MS - U Bora Tower	F48	Danube MS - DIP 1,2
F19B	Business Bay MS - Bay Square	F53	Danube MS - Dubai Ind'l City
F20	Business Bay MS - Al Safa 1	F54	Danube MS - JAFZA South
F21	Al Nahda MS - Al Nahda 2	F55	Ibn Battuta MS - AMI Airport (PTB)
F22	Stadium MS - Qusais Ind'l Area 4	FS1	DMCC MS - Ibn Battuta MS Land side

*MS - Metro Station

Dubai Metro and Tram connect you to everything (within 500 meters)

Marine station	Marine service available	Nearby Marine station	Nearest Metro station	Nearest Bus Route	Nearest Tram station
Al Ghubaiba Station		Bur Dubai and Dubai Old Souq Station	Al Ghubaiba	7, 8, 12, 15, 21, 29, 33, 44, 61, 61D, 66, 67, 93, 91, 83, C5, C7, E100, E306, X13, X92, 104 and C9	
Dubai Marina Mall Station		Dubai Marina Mall Air Conditioned Abra Station	DMCC	8, 84 and F55A	Marina Mall Station and Jumeirah Lakes Towers
Dubai Marina Mall Air Conditioned Abra Station		Dubai Marina Mall Station	DMCC	8, 84 and F55A	Marina Mall Station and Jumeirah Lakes Towers
Al Jaddaf Station			Creek Station	C04	
Sheikh Zayed Road Station		Al Wasl and Business Bay Station	Business Bay	98E	
Marasi Station				F14	
Dubai Canal Station		Jumeirah Station		08, 88, F55A and X28	
Dubai Design District Station				D03 and D03A	
Al Wajeha Al Maeyah Station				F14	
AlSafa Park Station				15	

Marine station	Marine service available	Nearby Marine station	Nearest Metro station	Nearest Bus Route	Nearest Tram station
Jumeirah Station		Dubai Canal and Al Wasl Station		12, 15, 93 and F20	
Business Bay Station			Business Bay	7, 29 and F14	
Al Mamzar Station				C28	
Dubai Festival City Station				24, 43, F08, 44, 64A and 53	
Creek Park A and B			Oud Metha	C04, C05, C07, 33, X23, E16, C14, 10, 28, 44, 61D, 66, 67, X23, X25 and F18	
Al Fahidi Station			Al Fahidi	C07	
Deira Old Souq Station		Dubai Old Souq Station	Al Ras	C07, C28, C09, E16 and 27	
Al Sabkha Station		Al Sabkha Station	Baniyas Square	C28, C07, 27, C09, E16, E303A and 17	
Baniyas Station		Deira Old Souq Station	Union	C09, C07, E16, E303A, 27, E16, 53, C28, 64A, E400, E303, 11A, C05, C01, C04, F01, F04 X94, 91A and E700	

Marine station	Marine service available	Nearby Marine station	Nearest Metro station	Nearest Bus Route	Nearest Tram station
Bur Dubai Station		Al Sabkha Station	Al Ghubaiba	8, 12, 15, 21, 29, 33, 44, 61, 61D, 66, 67, 93, 91, 83, C5, C7, C9, E100, E306, X13, X92, 104 and N55	
Jumeirah Beach Park Station		Al Ghubaiba and Dubai Old Souq		88, 81, 8, X28 and N55	
Al Sufouh Station				88, 8, X28 and N55	Al Sufouh
One&Only Royal Mirage Station				8, 84 and N55	Palm Jumeirah and Media City
Dubai Marina Station			DAMAC Properties	85, 83, 8 and 84	Dubai Marina and Marina Tower
Marina Terrace Station				8, 84 and N55	
Marine Promenade Station				8, 84 and N55	Jumeirah Beach Residence 2
Mina Siyahi Station				8, 84 and N55	Mina Seyahi
Waterfront Market				C15, 17 and E306	
Dubai Old Souq		Bur Dubai and Al Fahidi Marine stations	Al Fahidi	8, 12, 15, 21, 29, 33, 44, 61, 61D, 66, 67, 93, 91, 83, C5, C7, E100, E306, X13, X92, 104, C9, C1, C3 and C18	

Marine station	Marine service available	Nearby Marine station	Nearest Metro station	Nearest Bus Route	Nearest Tram station
Al Wasl Station		Jumeirah and Sheikh Zayed Road Station		12, 15, 93 and F20	
Dubai Creek Gold & Yacht Club Station			Deira City Centre and GGICO	22, 27, 33, 88, C15, C10, C14, X28, 53 and F04	
Al Boom Tourist Village Station			Dubai Healthcare City	C07, 44, E304 and 32C	
Al Shindagha Station		Al Ghubaiba Station	Al Ghubaiba	8, C7, C9 and X13	
Al Seef Marine Transport Station		Baniyas Marine Station	Burjuman	C07	
Atlantis the Palm Station					
Waldorf Astoria Dubai Palm Jumeirah Station					
Sofitel Resort The Palm Station					
Rixos Hotel Station					
One&Only the Palm					
Anantara Station					

Legend

Dubai Abra



Dubai Water Taxi



Dubai Ferry



Free park and ride facility for nol card users

Park your car for free and ride the metro

If you're riding the metro and need to park your car, there are three designated park and ride metro stations:

Red Line

Rashidiya Metro Station
2,700 car spaces

Nakheel Harbour & Tower
Metro Station 3,000 car spaces
(closed until 2019)

Green Line

Etisalat Metro Station
2,300 car spaces



How to use the free parking facility

Use your existing nol card or buy a nol Red ticket at the entrance of the car park. Then use the same nol card or ticket for travel on the other public transport (metro, tram and bus).

There is no charge for entering and exiting the car park within 10 minutes.

Exit for nol card users

Drive straight to the car park exit and validate your nol card at the exit gate.

If you are a non-public transport user, parking fees will be automatically deducted from your nol card when your card is validated.

Exit for nol Red ticket users

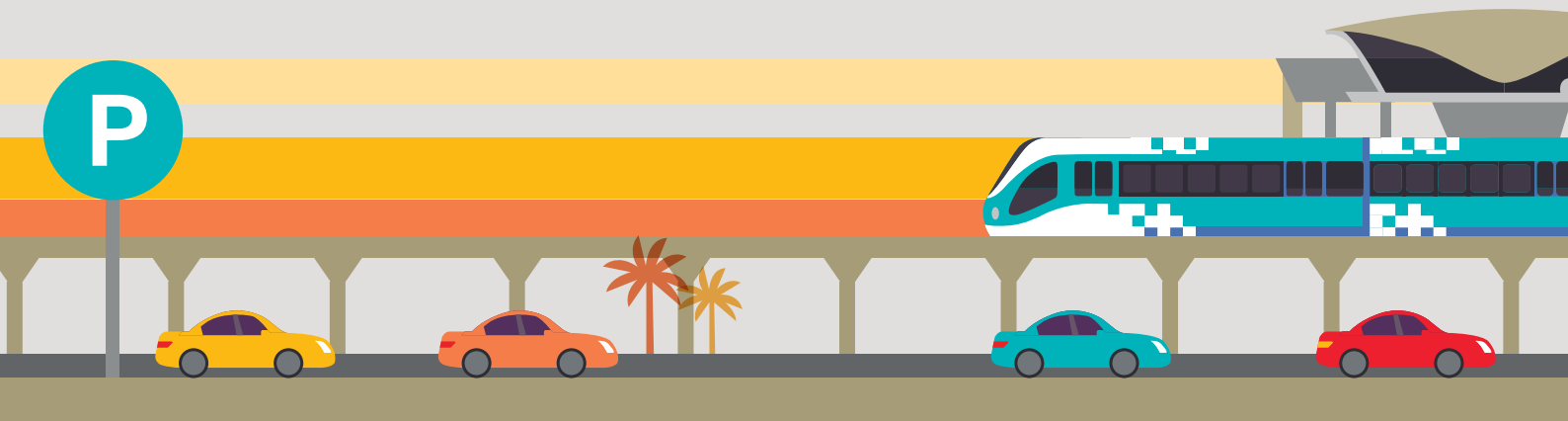
When leaving the car park, please pay for your nol Red ticket at the Parking Payment Machine before heading to your car. Pay AED 2 for the nol ticket.

If you are a non-public transport user, please pay the parking fees as shown on the Parking Payment Machine when your nol Red ticket is validated.

After completion of payment, keep your ticket with you so you can exit the parking gates.

Non-public transport users

Parking fee is AED 10 per hour, with a maximum fee of AED 50 per day.



Things to remember while using our park and ride facilities

Car parks are open 24 hours, 7 days a week

No valet or reservation service is offered at the car parks

Must comply with traffic laws and regulations

Taxis are not permitted

RTA is not responsible for any loss or damage to parked vehicles

After 48 hours all vehicles are liable to be impounded

Please exit the car park within 60 minutes of the last use of your nol card on public transport, otherwise car parking fees will apply

Fine of AED 100 and up to AED 1,000 for parking in areas designated for public transport users exceeding 24 hours

Fine of AED 150 for loss of the nol card or ticket used for exiting the car park

Dubai Car Rental service

With our partners Udrive and ekar, you can now pick up a car from any location, drop it anywhere else in Dubai and pay for the service by the minute.

Both smart applications allow you to book, pay, open and start the cars located around Dubai and at the below metro stations:

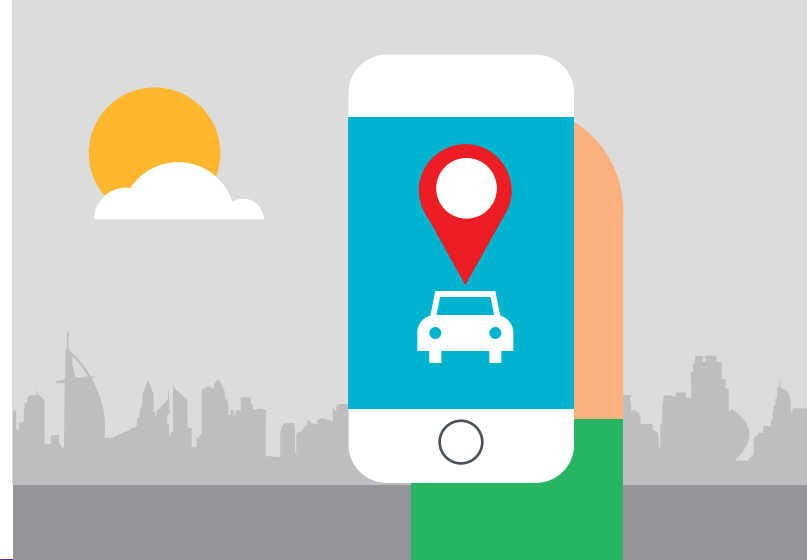
Rashidiya (R11)

BurJuman (G26/R19)

Ibn Battuta (R39)

Union (G20/R18)

Business Bay (R26)



Pricing

AED 40 to 50 fils per minute or
AED 24 to AED 30 per hour

How it works

Download the ekar or Udrive app
Register your details
Locate a car close to you
Book a car
Unlock and start the car
Enjoy driving for up to 6 hours
Pay for your trip



ekar

800myekar (693527)



Udrive
ujarrental.com

800 Udrive

Fares and pricing

What is a nol card or nol Red ticket?

Choose the nol card that is right for you.

Find out where you can buy them and how much you should pay.

A nol card or ticket is a smart card that enables you to pay for public transport in Dubai with a single card. You can use it to travel on Dubai's Metro, Buses, some Marine transport, Tram and Taxis.

To travel on the metro you need to buy a nol card or a nol Red ticket.

Remember to check-in and check-out!

Tap to check-in/out your nol card or ticket on the gates at the metro and tram stations before and after you travel. Failing to do so carries a fine of AED 200.

It's easy to buy or top-up your nol card or add trips to your nol Red ticket.

Just go to a Ticket Vending Machine, metro ticket office, RTA authorised sales agent, or our Public Transport App.

The 5 different options to choose from are - nol Red ticket, nol Silver card, nol Gold card, nol Blue Personalised (Gold or regular).

Find out which one suits you best in the next section.



Which nol card or ticket should you get?

nol Silver card

An anonymous unregistered card for frequent travellers*

Features

Holds up to AED 1,000 worth of credit and is valid for 5 years

Has an e-purse, which deducts the correct fare automatically

Can be used immediately to top-up e-purse balance at any ticket vending machine, metro ticket office or online (if registered)

Price AED 25

Credit AED 19



Easy to
top-up

*Register your anonymous card so you can protect your e-purse balance

nol Gold card

An anonymous unregistered card for those who want first class travel*

Features

Holds up to AED 1,000 worth of credit and is valid for 5 years

Has an e-purse, which deducts the correct fare automatically

Can be used immediately to top-up e-purse balance at any ticket vending machine, metro ticket office or online (if registered)

Offers Gold Class cabins on the metro and tram

When used on modes of transport with no Gold Class cabins, you will be charged the regular fare

Price AED 25

Credit AED 19



Easy to
top-up

nol Red ticket (Gold or Regular)

Tickets for short-term use for tourists and visitors

Features

nol Red ticket issuing costs AED 2 with at least 1 trip (or 1-day pass) loaded and is valid for 90 days

Reload up to a maximum of 10 trips or 5 daily passes

1-day pass allows unlimited number of trips during a single day (A cost of AED 20 for the Regular Class and AED 40 for the Gold Class)

1-day pass is activated at the date of travel and valid on/before midnight of the same date

Ideal for occasional users of public transport

Must be pre-paid with the correct trip cost and same tier as initially purchased

Price AED 6**

Credit AED 4



Easy to
top-up

**Cost of a nol Red ticket when it is initially purchased for a single trip of tier 1, then this ticket can be reloaded up to 10 trips only with that same tier

nol Blue Personalised card (Gold or Regular)

A secure personal card for frequent travellers

Features

Personalised card with the user's photo

nol Blue Card (Gold) offers Gold Class cabin travel on the metro and tram

Holds up to AED 5,000 worth of credit and is valid for 5 years

Has an e-purse, which deducts the correct fare automatically

Top-up e-purse balance, view transaction history and report a lost or stolen card on nol.ae

Receive SMS notifications related to confirmation of services and/or required instructions***

Enjoy loyalty points programme, auto top-up facility and more**

Apply online to enjoy personalised card benefits. Card application requires a one-time payment and your card will be delivered within 10 working days**

nol Blue (Regular) card price
AED 70

Credit AED 20

nol Blue (Gold) card price
AED 80

Credit AED 20




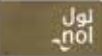

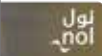
Easy to
top-up

***These services will be launched progressively



How much should you pay?

Tier 1: Travel within one zone or crossing two zones with less than 3 km distance
Tier 2: Starts in one zone and ends in a neighbouring zone
Tier 3: Crosses three or more zones

		T1	T2	T3
Silver card Price: AED 25 Credit: AED 19				
	Trip cost (AED) Regular Class Single trip maximum transfers	3 3	5 3	7.5 3
Gold card Price: AED 25 Credit: AED 19				
	Trip cost (AED) Gold Class Single trip maximum transfers	6 3	10 3	15 3
Blue card (regular) Price: AED 70 Credit: AED 20				
	Trip cost (AED) Regular Class Trip cost (Senior Resident/Student/Social Affairs) Single trip maximum transfers 7 day pass (Adult) 7 day pass (Senior Resident/Student/Social Affairs) 30 day pass (Adult) 30 day pass (Senior Resident/Student/Social Affairs) 90 day pass (Adult) 90 day pass (Senior Resident/Student/Social Affairs) 365 day pass (Adult) 365 day pass (Senior Resident/Student/Social Affairs)	3 1.5 3 50 25 140 70 330 165 1,060 530	5 2.5 3 80 40 230 115 550 275 1,770 885	7.5 3.75 3 110 55 350 175 830 415 2,670 1,335
Blue card (gold) Price: AED 80 Credit: AED 20				
	Trip cost (AED) Gold Class Single trip maximum transfers 7 day pass (Adult) 30 day pass (Adult) 90 day pass (Adult) 365 day pass (Adult)	6 3 100 280 660 2,120	10 3 160 460 1,100 3,540	15 3 220 700 1,660 5,340
Red ticket	Cost of issuing the ticket Trip cost (AED) Regular Class Trip cost (AED) Gold Class Single trip maximum transfers 1 Day Ticket (AED) Regular Class 1 Day Ticket (AED) Gold Class		2 6 12 3 20 40	

How to buy and top-up your nol card or ticket?

To buy nol cards or tickets

You can visit the ticket office located at the metro and bus stations or ticket vending machines at tram stations

To top-up nol cards or tickets

All ticket offices located in metro and bus stations, ticket vending machines at all metro stations, all tram stations and selected bus stops

Top-up, renew or apply for a nol Blue card online at nol.ae

RTA Customer Happiness Centres

You can purchase nol Silver Cards from RTA Customer Service Centres. For a complete list of locations, please visit www.rta.ae

Authorised Sales Agents

nol Silver cards can be purchased from RTA's Authorised Sales Agents.

For a complete list of locations please visit nol.ae

Register your nol card

Register your anonymous Silver or Gold card to protect the e-purse balance. Registered card holders can buy a 30, 90 or 365-day pass. Register at any RTA authorised sales agents or metro ticket office (for Silver card), or online at nol.ae (for Gold and Silver cards). One-time registration fee of AED 30 applies.

Free travel for children

Children under 5 years or shorter than 90 cm can travel for free on the metro and tram.

Fare and Tiers

All costs shown are in U.A.E. Dirham (AED)

When using nol cards, your trips will fall into one of the following tiers, based on the start and finish points:

Tier 1 (T1): Travel within one zone or crossing two zones with less than 3 km distance

Tier 2 (T2): Starts in one zone and ends in a neighbouring zone

Tier 3 (T3): Crosses three or more zones

For your convenience ensure your nol card is topped-up with sufficient balance. Minimum e-purse balance is AED 7.5. Time allowed between transfers is 30 minutes and maximum journey duration is 180 minutes.

Enjoy more of Dubai with your nol card

Use your nol to pay for:

Public transport

Park entrances (Za'abeel, Mushrif, Mamzar and Creek Park)

Etihad Museum

Fuel

Groceries and snacks at select stores

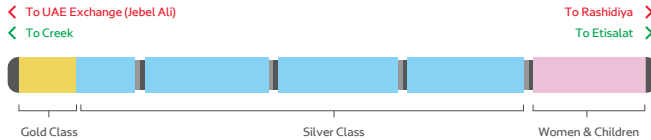
Register your cards online to protect your balance and gain more benefits as we add more places for you to enjoy with your nol.



Scan here to download the Public Transport App to top-up your nol card

Special cabins

Metro layout



Tram layout



Women & Children

Private cabins for women and children only.

Gold Class

Gold Class card holders can enjoy private cabins with wide leather seats and panoramic views. The Gold cabin is located at the front (or at the rear) subject to routings.

Please read the route map at the platform for the Gold cabin location.

*Ensure you are in the right cabin.



Accessibility for People of Determination (passengers with disabilities)

How are the metro and tram passenger- friendly?

Contrasting tactile guidance path for the visually impaired

Dedicated spaces for wheelchair users in cabins

Clear wayfinding signage

Lift access is available from ground level or footbridge to access metro and tram stations

Platform alerts such as audible beeps when doors open and close, and corresponding flashing light signals

The brochure with Braille letters dedicated for visually-impaired customers is available upon request. Our metro station staff is happy to assist.



Connecting to WiFi UAE is easy



Luggage

What is the metro and tram luggage policy?

You can carry up to two suitcases:

A large suitcase not exceeding 81cm x 58cm x 30cm and a small suitcase not exceeding 55cm x 38cm x 20cm respectively

All suitcases must be stowed in the dedicated luggage area, which can be found in cabins indicated with luggage signage

Not all cabins have a luggage area.

Complete mobile phone coverage across the entire network

Make sure you have a WiFi-enabled device

Search for wireless networks in range and select @WiFiUAE, whether you opt for the free or premium connection

WiFi UAE is available to anyone. However, you'll need to authenticate your WiFi session by SMS on a valid UAE mobile number

Enjoy unlimited free WiFi at limited speed or select from one of the premium options, to enjoy high speed access

For support or more information on WiFi UAE, please call 800 WiFi UAE (800 9434 823) or visit wifiuae.ae

Safety

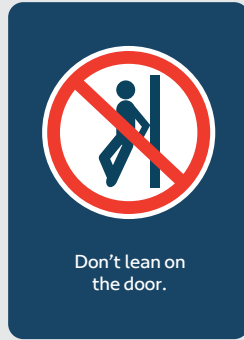
Passenger safety on the Dubai Metro and Tram



Whether you are a passenger, pedestrian, cyclist or driver, here is all the information you need to know about safety near the Dubai Metro and Tram to help you reach your destination safely.

The Dubai Metro and Tram are specially designed to be one of the safest modes of public transport in the world.

The next page shows some tips to keep you mindful and safe.



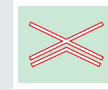
Tram crossing to your right



Tram ahead



Tram crossing to your left



Tram level crossing



Tram box junction



Tram direction



A lane for tram only



Tram crossing area

When you're on the tram platform

Do not run on the tram platform

Let passengers disembark before boarding

When travelling on the tram

Remain seated until the tram stops at your destination

If standing, hold on tight while the tram is moving

Do not lean against the doors

Do not distract the driver while the tram is moving

Do not disturb users of public transport and public facilities and services

In an emergency, press the intercom to speak to an emergency operator

Pedestrian safety near the Dubai Tram

The tram runs on ground level so stay alert to approaching trams

As you approach the station, pay attention to the tram signals

The tram also has priority on the roads, so pay attention to the tram signals

Keep a safe distance at all times, the track may not look wide but the tram is

Look for designated pedestrian crossing points when crossing the tram tracks

Avoid using headphones or talking on your mobile phones near the tracks as they may distract you

Follow instructions from tram officials, they know what's best for you



Cyclist safety near the Dubai Tram

Do not cycle along the tram corridor as your bicycle wheels may get stuck in the tracks

Do not follow the tram corridor. Ensure that they do not lead you to a route reserved for the tram

As trams have their own signals, be cautious in an area where a tram crosses a road

When crossing the tracks, always check your surroundings and consider dismounting and crossing on foot

Offence: Causing an accident leading to death
Fine: Up to AED 30,000 plus withdrawal of driving license for up to 1 year

Offence: Causing an accident leading to bodily injury
Fine: Up to AED 15,000 plus suspension of driving license for up to 6 months

Offence: Driving through a stop (red) light without causing an accident
Fine: Up to AED 5,000 plus suspension of driving license for up to 3 months

Drivers' safety near the Dubai Tram

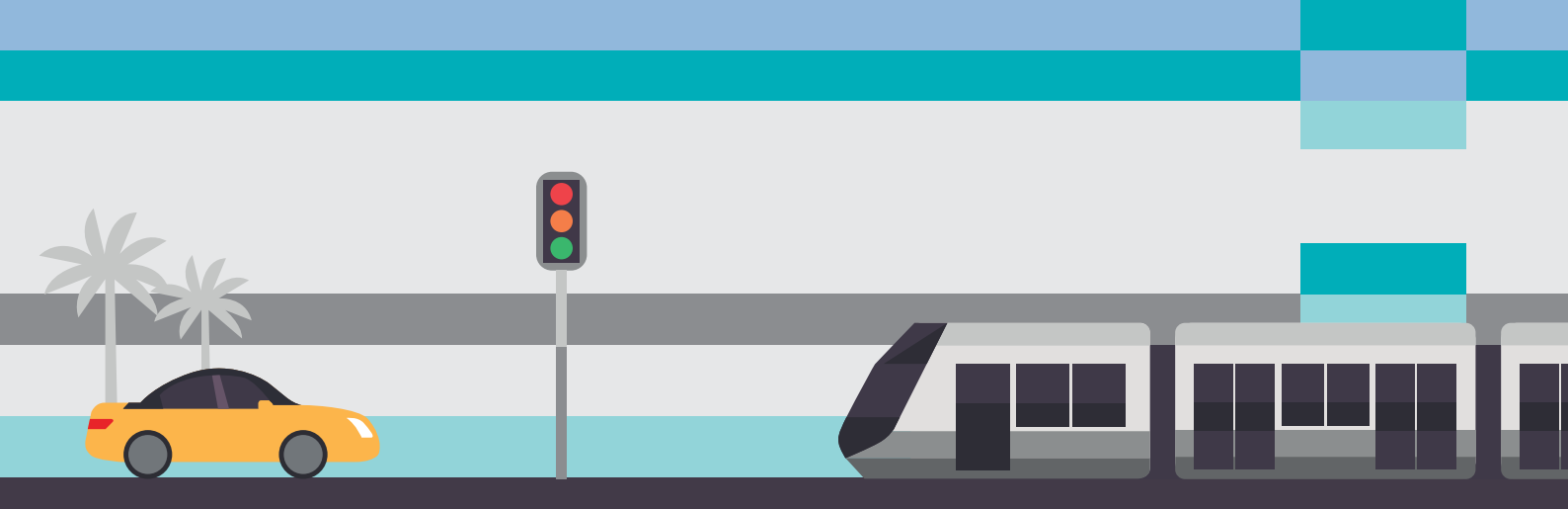
You must not stop or park your vehicle where it could get in the way of a tram or other drivers

Do not enter a junction when traffic lights are amber or red – doing so is a serious and punishable offence

As trams have their own signals, be extra careful where the tram crosses a road

Always give way to trams when they signal to pull away from stations or at intersections

Look out for pedestrians, especially children running to catch the tram or getting off a bus



Emergency near the Dubai Tram

In the event of an emergency inside the tram, please call 999 and ask for police assistance

There are 3,000 cameras distributed across the tram carriages and stations to monitor any security infringements

There is an integrated radio system between the tram and emergency services

There is an Emergency Call Box (ECB) in each tram and station

Stay calm and follow the tram official's instructions if your vehicle breaks down on a tramway

If safe to do so, get everyone out of the vehicle immediately to a safe spot

Warn others by switching on your hazard lights

Keep your headlights on if it is dark or visibility is poor

Move your vehicle safely off the tramway

Rules and Fines



Be aware

Misuse of the emergency buttons could lead to a fine of AED 2,000

Know the rules when travelling on the metro and tram

Fare fines

AED 200

Using public transport and public transport facilities and services, or entry into/exit from areas where fare is applicable, without payment of the applicable fare

Failure to present the nol card upon request

Using a card designated for others

Using an expired card

Using an invalid card

Selling nol cards without prior permission from the authority

AED 500

Using a counterfeit card

Behavioural fines

AED 100

Causing a disturbance or inconvenience in any way to users of public transport and public transport facilities and services

Accessing or sitting in areas designated for specific categories

Eating and drinking in areas where eating and drinking are not allowed

AED 300

Sleeping in passenger shelters or any place where sleeping is prohibited

AED 2,000

Damaging, vandalising or destroying equipment or seats on public transport and public transport facilities and services

AED 100 per day and up to 1,000

Parking vehicles in areas designated for metro users for a period exceeding the permitted period

Health fines **AED 100**

Bringing animals into public transport and public transport facilities and services, except guide dogs for the visually impaired

AED 200

Spitting, littering or performing any act that would compromise the cleanliness of public transport and public transport facilities and services

Smoking inside public transport and public transport facilities and services

Compliance fines **AED 100**

Entry into restricted areas inside public transport and public transport facilities and services in violation of posted warning signs and boards

Standing or sitting in non-passenger areas inside public transport and public transport facilities and services

Putting feet on seats

AED 200

Selling or promoting, in any way, goods and commodities inside public transport and public transport facilities

Failure to comply with the instructions of the inspectors or authorised personnel of the authority or obstructing the performance of their duties

Using public transport and public transport facilities and services contrary to the Authority's instructions posted on signboards

Safety fines **AED 100**

Misusing lifts or escalators

Boarding the public transport facilities and services by climbing or jumping

Opening the doors or attempting to access or leave public transport while it is moving between stations and stops

Carrying or using materials or equipment that may cause inconvenience to users of public transport and public transport facilities and services or endanger their safety

AED 200

Causing any distraction or obstruction to the driver of public transport and public transport facilities and services while he is driving

AED 500

Carrying alcoholic beverages inside public transport and public transport facilities and services

AED 1,000

Carrying hazardous items, including weapons, sharp tools or inflammable materials, inside public transport and public transport facilities and services

AED 2,000

Using any security or safety device or tool, including emergency exits when it is not necessary

Tram track fines **AED 500**

Throwing or causing the throwing of waste on the tracks

AED 1,000

Unauthorised access to prohibited zones

Crossing the tracks anywhere other than the designated areas

AED 2,000

Interfering with or attempting to interfere with the operation of the tram or affect its safety or the safety of its infrastructure

AED 3,000

Unauthorised interception of the tram on the tracks



Be aware

Misuse of the emergency buttons could lead to a fine of AED 2,000

Wish to appeal your fine?

Write to appeal.dubaimetro@rta.ae or use the **Public Transport App** to submit your appeal together with the following:

1. A scanned copy of the **Fine Notification**
2. Your mobile contact (UAE mobile numbers only) or email address
3. Reasons of appeal
4. Any supporting documents related to the reasons of appeal

To submit appeal via Public Transport App:

Appeal Metro fines: click Fines – Metro Fines – Fine Appeal

Appeal Tram fines: click Fines – Tram Fines – Fine Appeal

Etiquette



Respect etiquette guidelines

Put down your large-sized bags/backpacks to free up spaces for others

Talk softly to maintain a comfortable public environment

Remember to check all your belongings before leaving the train and station.

Hold on to the escalator handrail.



Disregard safety when using your mobile phone while you're on the escalator and travelator

Disregard the signage to ensure you are in the right cabin

Open the door for emergency exit or use it when it is not necessary

Lean against the doors at the platform or in the metro

Forget to safeguard your personal belongings

Courtesy Policy



Be attentive when passing through the nol gates, especially with children.



Male passengers beware. Do not access the cabin eligible for women and children.



Follow the queue and tap your nol card on the card reader on your right-hand side.



Give way to Senior Citizens and Residents, People of Determination, pregnant women, and women with baby strollers when using the lifts.



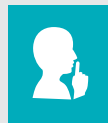
Allow fellow passengers to exit before entering the train.



Put your large-sized bag down to free up space for fellow passengers.



Remember to check all your belongings before leaving the train and station.



Speak softly to maintain a comfortable environment.



Avoid using a mobile phone while you're on the escalators, travellers, and stairs.



Roller skating, skateboarding or cycling inside the station is prohibited.



Eating, drinking or chewing gum on the train is prohibited.



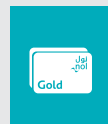
Smoking is prohibited on trains and stations.



Stand on queue markings while awaiting the train.



Mind the gap between the train and the platform.



Use the Gold cabin with a valid check-in Gold card.



Hold on to the escalator handrail.



Do not block doorways.



Do not sit on the floor.



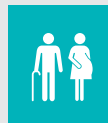
Do not play loud music.



Dress respectfully.



Avoid public displays of affection.



Put other people's needs first.

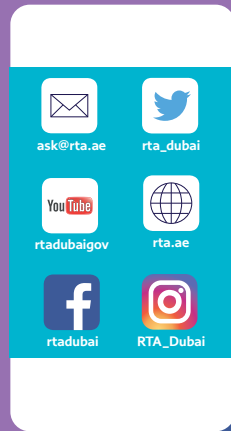


Offer your seat to someone in need.



Please comply with the rules to avoid fines.

Connect with us



Our response time for:

Share your ideas or feedback with us

Contact Information



800 9090
Overseas callers 24/7: +971 4 605 1414
Tel: +971 4 284 4444
Fax: +971 4 206 5555



E-mail: ASK@rta.ae

Roads and Transport Authority
P.O. Box 118899
Dubai, United Arab Emirates



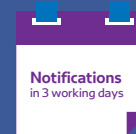
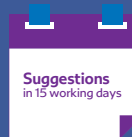
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Please note some cases may require additional time to be processed. In such cases, we will keep you informed.

