

We hope that you've found this guide useful.

If you need any more help please call:

Customer Service
800 90 90

or go online:

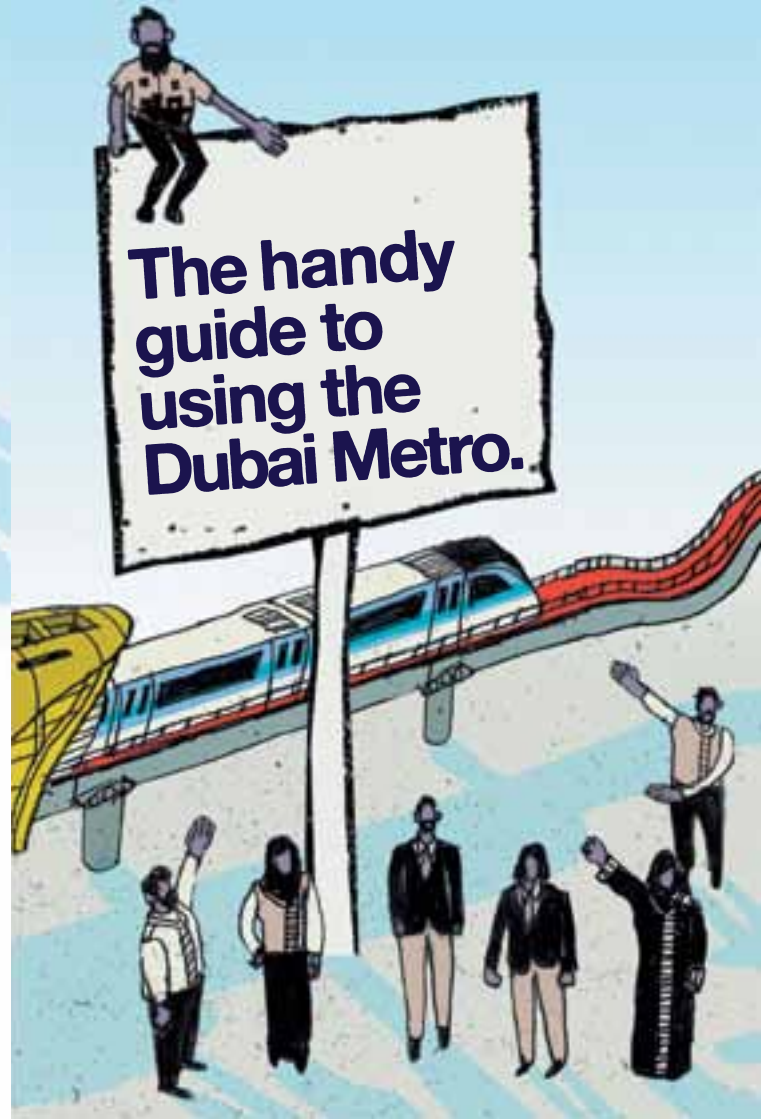
General Information
www.rta.ae
Journey Planner
wojhati.rta.ae



**My City.
My Metro.**

Facebook: Roads and Transport Authority Dubai – Group
YouTube: www.youtube.com/rtadubaigov ask@rta.ae

Call center 800 90 90
www.rta.ae





Welcome.

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

We hope you enjoy the tour.



01 Planning Your Journey

- | | | |
|---------------|--|----|
| Step 1 | Find the nearest station to the start and finish of your journey | 04 |
| Step 2 | What are the stations and what zones are they in? | 06 |
| Step 3 | Find a convenient way to get to the station | 08 |

02 Buying Your Ticket

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03 Your Metro Ride

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These are the stops on our tour.

We hope you can find some useful information even if you've used the Metro before.



01 Planning Your Journey

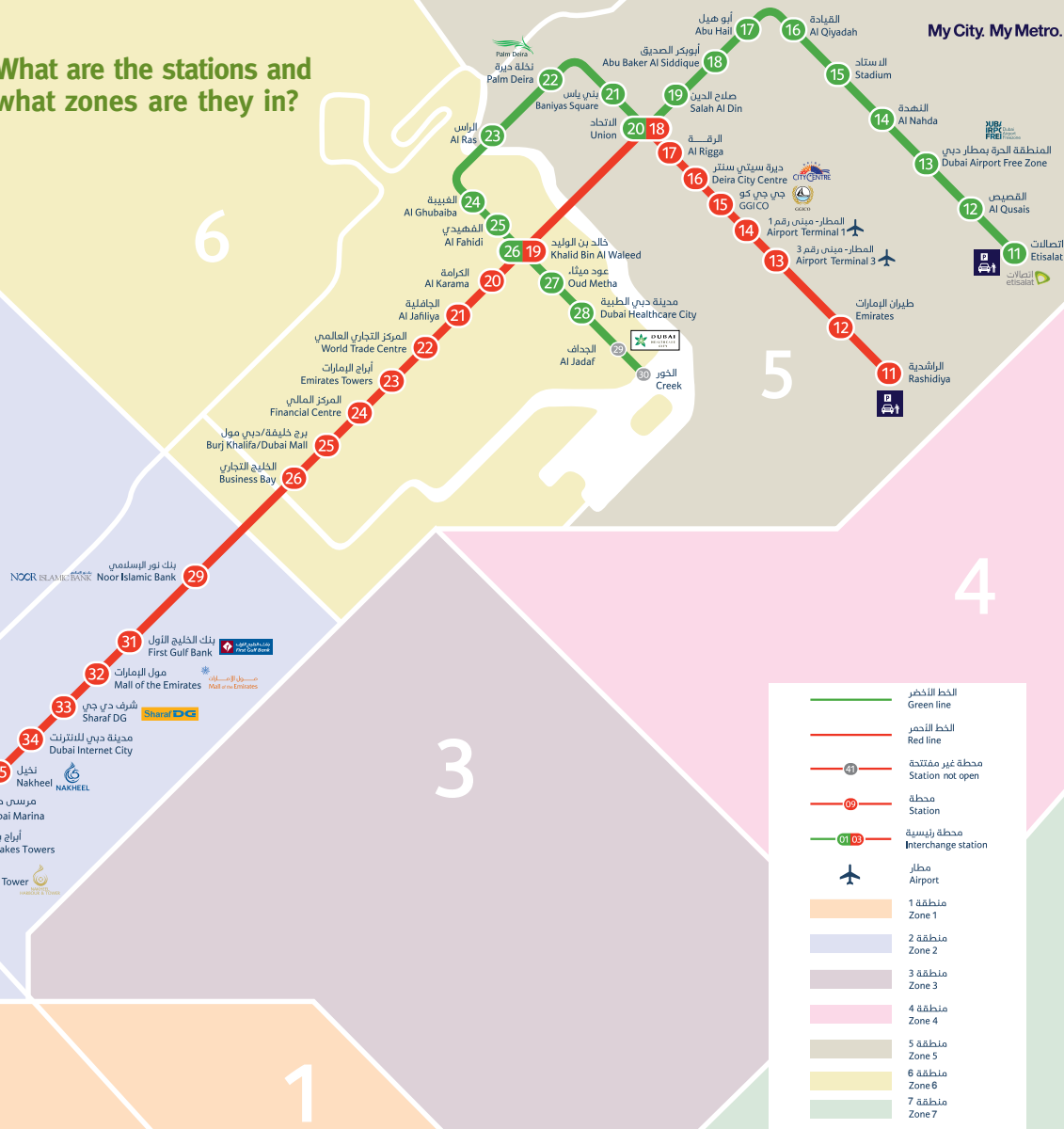
Step 1 Find the nearest station to the start and end of your journey



Step 2

What are the stations and what zones are they in?

My City. My Metro.



- الخط الأخضر
Green line
- الخط الأحمر
Red line
- محطة غير مفتوحة
Station not open
- محطة
Station
- محطة رئيسية
Interchange station
- مطار
Airport
- منطقة 1
Zone 1
- منطقة 2
Zone 2
- منطقة 3
Zone 3
- منطقة 4
Zone 4
- منطقة 5
Zone 5
- منطقة 6
Zone 6
- منطقة 7
Zone 7

Step 3 Find a convenient way to get to the station

Station opening hours

Saturday to Wednesday	5.50 am to midnight
Thursdays	5.50 am to 1.00 am (Fri)
Fridays	1.00 pm to 1.00 am (Sat)

Please note

The times of the last trains do not depend on the station opening hours. Opening and closing hours may vary during special events and occasions.

Dubai Bus Connections

The next page shows which bus goes to which station.



Taxi Companies

To book:

Dubai Transport 208 08 08
(including Special Services)

Metro Taxis 267 32 22

National Taxis 600 54 3322

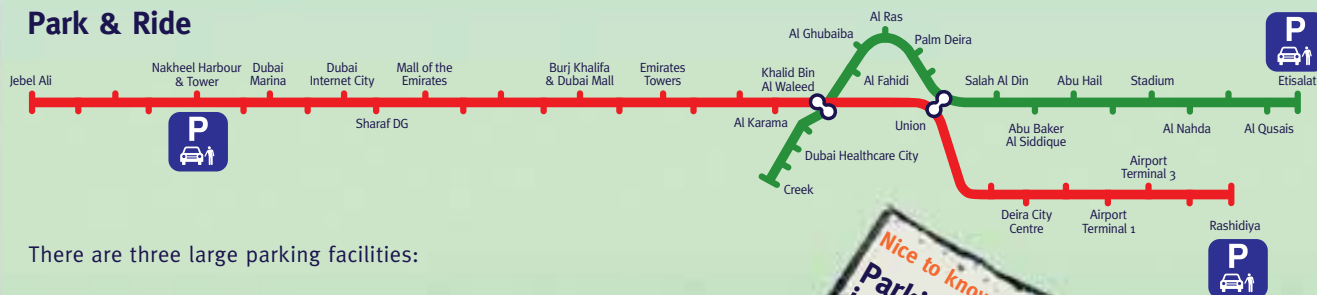
Arabia Taxis 285 51 11

Cars Taxis 269 29 00

Ladies Taxis 208 08 08



Park & Ride



There are three large parking facilities:

Rashidiya (2700 spaces) on the **Red Line**
Nakheel Harbour & Tower (3000 spaces) on the **Red Line**
Etisalat around (2300 spaces) on **Green Line**



Connecting you from your
neighbourhood to the Metro.

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Dubai Bus Connections



MS = Metro Station

Red Line Metro Station	Route Number	Route Destinations
Rashidiya	F1	Rashidiya MS – Ras Al Khor
	F2	Rashidiya MS – Rashidiya
	F3	Rashidiya MS – Mirdif West
	F5	Rashidiya MS – Al Mizhar
	F10	Rashidiya MS – Al Warqa
	4	Gold Souq Bus Station – Rashidiya MS
	11A	Al Awir – Gold Souq Bus Station
	48	Mamzar, Century Mall – Rashidiya MS
	365	Rashidiya MS – International City
	F8	DFC – Emirates MS – Al Nahda 2
Emirates	4	Gold Souq Bus Station – Rashidiya MS
	32C	Al Qusais Bus Station – Satwa Bus Station
	48	Mamzar, Century Mall – Rashidiya MS
	C1	Airport Terminal 3 – Satwa Bus Station
Airport Terminal 3	88	Airport Terminal 3 – Nakheel MS
	C1	Airport Terminal 3 – Satwa Bus Station
Airport Terminal 1	4	Gold Souq Bus Station – Rashidiya MS
	11A	Gold Souq Bus Station – Al Awir Terminus
	32C	Al Qusais Bus Station – Satwa Bus Station
	33	Ghubaiba Bus Station – Al Qusais Bus Station
	42	Ghubaiba Bus Station – Airport Terminal 1
	48	Mamzar, Century Mall – Rashidiya MS
	64A	Gold Souk Bus Station – Ras Al Khor
	88	Airport Terminal 3 – Nakheel MS
	42	Ghubaiba Bus Station – Airport Terminal 1
GGICO	42	Ghubaiba Bus Station – Airport Terminal 1



Dubai Bus Connections



MS = Metro Station

Red Line Metro Station	Route Number	Route Destinations
Deira City Centre	C10	Hamriya Port – Jumeirah Beach Park
	C14	Mamzar, Century Mall – Safa Terminus
	C15	Hamriya Port – Al Wasl Park Terminus
	C19	Ghubaiba Bus Station – Al Qusais Industrial Area
	X28	Lulu Village – Nakheel MS
	22	Healthcare City – Al Nahda 1
	27	Gold Souq Bus Station – Dubai Mall
	33	Ghubaiba Bus Station – Al Qusais Bus Station
	53	Ghubaiba Bus Station – International City
	88	Airport Terminal 3 – Nakheel MS
Al Rigga	C9	Satwa Bus Station – Hor Al Anz East
Union	C1	Airport Terminal 3 – Satwa Bus Station
	C2	Zabeel Park – Airport Terminal 2
	C4	Gold Souq Bus Station – Jadaf
	C5	Gold Souq Bus Station – Ghubaiba Bus Station
	C7	Hor Al Anz Bus Station – Healthcare City
	C9	Satwa Bus Station – Hor Al Anz East
	C28	Gold Souq Bus Station – Mamzar Beach Park
	C55	Gold Souq Bus Station – Ghubaiba Bus Station
	E303	Union Square MS – Sharjah
	E700	Fujairah – Union Square MS
	E400	Union Square MS – Ajman
	X94	Gold Souq Bus Station – Dubai Investment Park
	4	Gold Souq Bus Station – Rashidiya MS
	11A	Gold Souq Bus Station – Al Awir Terminus



Dubai Bus Connections



MS = Metro Station

Red Line Metro Station	Route Number	Route Destinations
Union	27	Gold Souq Bus Station – Dubai Mall
	64A	Gold Souq Bus Station – Ras Al Khor
Khalid Bin Al Waleed	C2	Zabeel Park – Airport Terminal 2
	C3	Hor Al Anz Bus Station – Karama Bus Station
	C5	Gold Souq Bus Station – Ghubaiba Bus Station
	C10	Hamriya Port – Jumeirah Beach Park
	C18	Shaikh Rashid Colony, Al Qusais – Lamcy Plaza
	C19	Ghubaiba Bus Station – Al Qusais Industrial Area
	C55	Gold Souq Bus Station – Ghubaiba Bus Station
	X23	Gold Souq Bus Station – International City
	21	Ghubaiba Bus Station – Al Quoz Ind. Area 4
	33	Ghubaiba Bus Station – Al Qusais Bus Station
	42	Ghubaiba Bus Station – Airport Terminal 1
	44	Ghubaiba Bus Station – Dubai Festival City
	61	Ghubaiba Bus Station – Ras Al Khor
	61D	Ghubaiba Bus Station – Nad Al Sheba Clinic
	66	Ghubaiba Bus Station – Faqa Terminus
	67	Ghubaiba Bus Station – Endurance City Terminus
	91	Ghubaiba Bus Station – Jebel Ali Bus Station
Al Karama	C2	Airport Terminal 2 – Zabeel Park
	C10	Hamriya Port – Jumeirah Beach Park
	C15	Hamriya Port – Al Wasl Park
	C26	Al Wasl Park – Al Qusais Industrial Area
	21	Ghubaiba Bus Station – Al Quoz Ind. Area 4
	61	Ghubaiba Bus Station – Ras Al Khor Industrial Area



Dubai Bus Connections



MS = Metro Station

Red Line Metro Station	Route Number	Route Destinations
Al Karama	88	Airport Terminal 3 – Nakheel MS
Al Jafiliya	C2	Zabeel Park – Airport Terminal 2
	C15	Hamriya Port – Al Wasl Park Terminus
	C26	Al Wasl Park Terminus – Al Qusais Industrial Area
	X10	Gold Souq Bus Station – Al Quoz Bus Station
	X28	Lulu Village – Nakheel MS
	X92	Ghubaiba Bus Station – Dubai Investment Park
	10	Gold Souq Bus Station – Al Quoz Bus Station
	21	Ghubaiba Bus Station – Al Quoz Ind. Area 4
	27	Gold Souq Bus Station – Dubai Mall
	61	Ghubaiba Bus Station – Ras Al Khor Ind. Area
	88	Airport Terminal 3 – Nakheel MS
World Trade Centre	F11	Financial Centre MS – Satwa
	21	Ghubaiba Bus Station – Al Quoz Ind. Area 4
	98E	Satwa Bus Station – Al Quoz Ind. Area 3
Emirates Towers	F11	Financial Centre MS – Satwa
	21	Ghubaiba Bus Station – Al Quoz Ind. Area 4
	27	Gold Souq Bus Station – Dubai Mall
	98E	Satwa Bus Station – Al Quoz Ind. Area 3
Financial Centre	F11	Financial Centre MS – Satwa
Burj Khalifa/Dubai Mall	F13	Burj Khalifa/Dubai Mall MS – Dubai Mall
	F16	Burj Khalifa/Dubai Mall MS – Jumeirah 2
Business Bay	F16	Dubai Mall – Jumeirah 2
	F20	Business Bay MS – Al Safa 1
	7	Ghubaiba Bus Station – Iranian Clinic Al Quoz



Connecting you from your
neighbourhood to the Metro.

My City. My Metro.

Dubai Bus Connections



MS = Metro Station

Red Line Metro Station	Route Number	Route Destinations
Noor Islamic Bank	F15	Noor Islamic Bank MS – Al Quoz Ind. Area 2
	21	Ghubaiba Bus Station – Al Quoz Ind. Area 4
First Gulf Bank	F25	First Gulf Bank MS land side – Al Quoz 3 & 4
	12	Ghubaiba Bus Station – Al Quoz Bus Station
Mall of the Emirates	F30	Mall of the Emirates MS – Arabian Ranches
	F33	Mall of the Emirates MS – Al Barsha 3
	93	Ghubaiba Bus Station – The Greens
Dubai Internet City	F31	The Meadows – Dubai Internet City MS
	88	Airport Terminal 3 – Nakheel MS
Nakheel	X28	Lulu Village – Nakheel MS
	X28	Lulu Village – Nakheel MS
	88	Airport Terminal 3 – Nakheel MS
Dubai Marina	F37	Marina MS – Dubai Marina
Jumeirah Lakes Towers	F37	Marina MS – Jumeirah Lakes Tower MS – Dubai Marina
Ibn Battuta	E101	Abu Dhabi – Ibn Battuta
	F43	Ibn Battuta MS – Discovery Gardens
	F44	Ibn Battuta MS – The Gardens
	F46	Ibn Battuta MS – IMP Zone
	F48	Ibn Battuta MS – Dubai Investment Park
	F53	Ibn Battuta MS – Dubai Industrial City
	8	Ibn Battuta MS – Gold Souk Bus Station
Jebel Ali	F54	Jafza South – Jebel Ali MS
	99	New East Camp – Marine Control Towers



Connecting you from your
neighbourhood to the Metro.

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Dubai Bus Connections



MS = Metro Station

Green Line Metro Station	Route Number	Route Destinations
Etisalat	31	Gold Souq Bus Station – Oud Al Mateena
Al Qusais	13	Gold Souq Bus Station – Al Qusais Bus Station
	31	Gold Souq Bus Station – Oud Al Mateena
	64	Gold Souq Bus Station – Ras Al Khor
Dubai Airport Free Zone	13	Gold Souq Bus Station – Al Qusais Bus Station
	17	Al Sabkha Bus Station – Al Qusais Bus Station
	31	Gold Souq Bus Station – Oud Al Mateena
	64	Gold Souq Bus Station – Ras Al Khor
	C18	Shaikh Rashid Colony, Al Qusais – Lamcy Plaza
	C19	Ghubaiba Bus Station – Al Qusais Industrial Area
	X28	Lulu Village – Nakheel MS
Al Nahda	13	Gold Souq Bus Station – Al Qusais Bus Station
	13A	Gold Souq Bus Station – Al Qusais Bus Station
	17	Al Sabkha Bus Station – Al Qusais Bus Station
	22	Healthcare City – Al Nahda 1
	31	Gold Souq Bus Station – Oud Al Mateena
	64	Gold Souq Bus Station – Ras Al Khor
	C18	Shaikh Rashid Colony, Al Qusais – Lamcy Plaza
	C19	Ghubaiba Bus Station – Al Qusais Industrial Area
	X28	Lulu Village – Nakheel MS
Stadium	13	Gold Souq Bus Station – Al Qusais Bus Station
	13A	Gold Souq Bus Station – Al Qusais Bus Station
	17	Al Sabkha Bus Station – Al Qusais Bus Station
	22	Healthcare City – Al Nahda 1
	64	Gold Souq Bus Station – Ras Al Khor
	C18	Shaikh Rashid Colony, Al Qusais – Lamcy Plaza
	C19	Ghubaiba Bus Station – Al Qusais Industrial Area
	X28	Lulu Village – Nakheel MS



Dubai Bus Connections



MS = Metro Station

Green Line Metro Station	Route Number	Route Destinations
Al Qiyadah	C9	Al Satwa Bus Station – Hor Al Anz East
Abu Hail	13	Gold Souq Bus Station – Al Qusais Bus Station
	13A	Gold Souq Bus Station – Al Qusais Bus Station
	48	Mamzar, Century Mall – Al Rashidiya MS
	C2	Zabeel Park – Airport Terminal 2
	C3	Hor Al Anz Bus Station – Karama Bus Station
	C7	Hor Al Anz Bus Station – Healthcare City
	C9	Satwa Bus Station – Hor Al Anz East
	C19	Ghubaiba Bus Station – Al Qusais Industrial Area
	X28	Lulu Village – Nakheel MS
Abu Baker Al Siddique	13	Gold Souq Bus Station – Al Qusais Bus Station
	13A	Gold Souq Bus Station – Al Qusais Bus Station
	48	Mamzar, Century Mall – Al Rashidiya MS
	C2	Zabeel Park – Airport Terminal 2
	C19	Ghubaiba Bus Station – Al Qusais Industrial Area
	X28	Lulu Village – Nakheel MS
Salah Al Din	10	Gold Souq Bus Station – Al Quoz Bus Station
	13	Gold Souq Bus Station – Al Qusais Bus Station
	13A	Gold Souq Bus Station – Al Qusais Bus Station
	C2	Zabeel Park – Airport Terminal 2
	C28	Gold Souq Bus Station – Mamzar Beach Park
Union	4	Gold Souq Bus Station – Rashidiya MS
	11A	Gold Souq Bus Station – Al Awir
	27	Gold Souq Bus Station – Dubai Mall
	64A	Gold Souq Bus Station – Ras Al Khor
	C1	Airport Terminal 3 – Satwa Bus Station
	C2	Zabeel Park – Airport Terminal 2
	C4	Gold Souq Bus Station – Jadaf
	C5	Gold Souq Bus Station – Ghubaiba Bus Station



Connecting you from your
neighbourhood to the Metro.

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Dubai Bus Connections



MS = Metro Station

Green Line Metro Station	Route Number	Route Destinations
Union	C7	Hor Al Anz Bus Station – Healthcare City
	C9	Satwa Bus Station – Hor Al Anz East
	C28	Gold Souq Bus Station – Mamzar Beach Park
	C55	Gold Souq Bus Station – Ghubaiba Bus Station
	X94	Gold Souq Bus Station – Dubai Investment Park
Baniyas Square	17	Al Sabkha Bus Station – Al Qusais Bus Station
	64A	Gold Souq Bus Station – Ras Al Khor
Palm Deira	8	Gold Souq Bus Station – Al Mina Al Siyahi
	C1	Airport Terminal 3 – Satwa Bus Station
	C2	Zabeel Park – Airport Terminal 2
	C3	Hor Al Anz Bus Station – Karama Bus Station
	C7	Hor Al Anz Bus Station – Healthcare City
	C9	Satwa Bus Station – Hor Al Anz East
	C18	Shaikh Rashid Colony, Al Qusais – Lamcy Plaza
	C55	Gold Souq Bus Station – Ghubaiba Bus Station
	X10	Gold Souq Bus Station – Al Qouz Bus Station
	X13	LuLu Village – Al Satwa Bus Station
	X23	Gold Souq Bus Station – International City
Al Ras	27	Gold Souq Bus Station – Dubai Mall
	53	Ghubaiba Bus Station – International City
	C2	Zabeel Park – Airport Terminal 2
	C4	Gold Souq Bus Station – Jadaf
	C7	Hor Al Anz Bus Station – Healthcare City
	C9	Satwa Bus Station – Hor Al Anz East
	C28	Gold Souq Bus Station – Mamzar Beach Park
	C55	Gold Souq Bus Station – Ghubaiba Bus Station



Dubai Bus Connections



MS = Metro Station

Green Line Metro Station	Route Number	Route Destinations
Al Ghubaiba	8	Gold Souq Bus Station – Al Mina Al Siyahi
	C5	Gold Souq Bus Station – Ghubaiba Bus Station
	C7	Hor Al Anz Bus Station – Healthcare City
	C9	Satwa Bus Station – Hor Al Anz East
	X13	LuLu Village – Al Satwa Bus Station
Al Fahidi	21	Ghubaiba Bus Station – Al Quoz Ind. Area 4
	33	Ghubaiba Bus Station – Qusais Bus Station
	42	Ghubaiba Bus Station – Airport Terminal 1
	44	Ghubaiba Bus Station – Dubai Festival City
	61	Ghubaiba Bus Station – Ras Al Khor
	61D	Ghubaiba Bus Station – Nad Al Sheba Clinic
	66	Ghubaiba Bus Station – Faqa Terminus
	67	Ghubaiba Bus Station – Endurance City Terminus
	91	Ghubaiba Bus Station – Jebel Ali Bus Station
	C1	Airport Terminal 3 – Satwa Bus Station
	C2	Zabeel Park – Airport Terminal 2
	C3	Hor Al Anz Bus Station – Karama Bus Station
	C5	Gold Souq Bus Station – Ghubaiba Bus Station
	C7	Hor Al Anz Bus Station – Healthcare City
	C18	Shaikh Rashid Colony, Al Qusais – Lamcy Plaza
	C19	Ghubaiba Bus Station – Al Qusais Industrial Area
	C55	Gold Souq Bus Station – Ghubaiba Bus Station
	X23	Gold Souq Bus Station – International City
Khalid Bin Al Waleed	21	Al Ghubaiba Bus Station – Al Quoz Ind. Area 4
	33	Ghubaiba Bus Station – Qusais Bus Station
	42	Ghubaiba Bus Station – Airport Terminal 1
	44	Ghubaiba Bus Station – Dubai Festival City
	61	Ghubaiba Bus Station – Ras Al Khor
	61D	Ghubaiba Bus Station – Nad Al Sheba Clinic



Dubai Bus Connections



MS = Metro Station

Green Line Metro Station	Route Number	Route Destinations
Khalid Bin Waleed	66	Ghubaiba Bus Station – Faqa Terminus
	67	Ghubaiba Bus Station – Endurance City Terminus
	91	Ghubaiba Bus Station – Jebel Ali Bus Station
	C2	Zabeel Park – Airport Terminal 2
	C3	Hor Al Anz Bus Station – Karama Bus Station
	C5	Gold Souq Bus Station – Ghubaiba Bus Station
	C10	Hamriya Port – Jumeirah Beach Park
	C18	Shaikh Rashid Colony, Al Qusais – Lamcy Plaza
	C19	Ghubaiba Bus Station – Al Qusais Industrial Area
	C55	Gold Souq Bus Station – Ghubaiba Bus Station
	X23	Gold Souq Bus Station – International City
Oud Metha	22	Healthcare City – Al Nahda 1
	42	Ghubaiba Bus Station – Airport Terminal 1
	44	Ghubaiba Bus Station – Dubai Festival City
	61D	Ghubaiba Bus Station – Nad Al Sheba Clinic
	66	Ghubaiba Bus Station – Faqa Terminus
	67	Ghubaiba Bus Station – Endurance City Terminus
	C4	Gold Souq Bus Station – Jadaf
	C7	Hor Al Anz Bus Station – Healthcare City
	C18	Shaikh Rashid Colony, Al Qusais – Lamcy Plaza
	X23	Gold Souq Bus Station – International City
Dubai HealthCare City	22	Healthcare City – Al Nahda 1
	42	Ghubaiba Bus Station – Airport Terminal 1
	C7	Hor Al Anz Bus Station – Healthcare City



02 Buying Your Ticket

Step 1 What is a nol Card or nol Red Ticket?



To travel on the Metro you need to buy a nol Card or a nol Red Ticket.

There are 4 options available, find out which one will suit you best on the next page.

It's easy to buy or top-up a card, or add trips to your Red nol Ticket. Just go to a Ticket Vending Machine, Ticket Office or RTA authorised sales agent. Step 4 shows you their locations in Dubai.

Each time you travel, tap your card at the card reader on the fare gates and it will automatically deduct the correct fare. It's easy!



Did you know?

With your nol Card you can use **all modes of transport*** and even pay for **parking**.

*Except Dubai Taxi



Step 2 Choose the nol Card or Ticket that suits you best

nol Red Ticket

For tourists and visitors



- Paper ticket which can be purchased for AED 2 and is valid for 90 days.
- Rechargeable for use up to a maximum of 10 journeys or 5 daily passes.
- The same ticket can be used for both Metro and Bus.
- A one-day permit for both Metro and Bus is available. 14 AED for the permit and 2 AED for the ticket.
- Ideal for occasional or casual users of public transport.
- No e-purse account available and has to be pre-paid with the correct journey type (based on the zones to be travelled).

Example price 4.00 AED Credit 2.00 AED*

*Price of a short trip fare

nol Silver Card

For frequent travellers



- Holds up to AED 500 worth of credit and is valid for 5 years.
- Has an e-purse, which deducts the correct fare automatically.
- Can be used immediately and topped up online, at any ticket office, ticket vending machine or sales agent.



Easy to
top-up

Price 20 AED Credit 14 AED

nol Gold Card

For those who want
first class travel



- Holds up to AED 500 worth of credit and is valid for 5 years.
- Has an e-purse, which deducts the correct fare automatically.
- Can be used immediately and topped up online or at any ticket office.
- Allows the privilege of using Gold Class cabins on the Dubai Metro.
- When used on other modes of transport with no Gold Class cabins, the user will be charged the standard fare.



Easy to
top-up

Price 20 AED Credit 14 AED

nol Blue Card

A secure personal card
for frequent travellers



- Register online for your nol Blue Card.
- Allows 30-day unlimited travel available with the nol Blue Card.
- Holds up to AED 500 worth of credit and is valid for 5 years.
- Personalised card with the user's photo.
- 50% discount for students and senior citizens using e-purse.
- People with disabilities travel for free.
- Has an e-purse, which deducts the correct fare automatically.
- Card requires a one-time payment of AED 70 and will be delivered within 10 days.
- Secure online services for topping up the card, transaction history and registering complaints.
- SMS notifications related to confirmation of services and/or required instructions.*
- More features such as loyalty points program, auto top-up facility.*



Easy to
top-up

Price 70 AED Credit 20 AED

*These services will soon be available

Step 3 How much should you pay?

Your Metro journey (any single trip, one way)
will fall into one of four tiers:

- Tier 0** less than or equal to 3 Km
- Tier 1** starts and ends in the same zone
- Tier 2** starts in one zone and ends in a neighbouring zone
- Tier 3** exceeds two zones

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

Did you know?
You can travel all over Dubai for a whole day and pay no more than 14 AED (excludes Gold Class travel), because after this its **FREE!**

		To	T1	T2	T3
	Silver				
	Trip cost Regular Class	1.80	2.30	4.10	5.80
	Maximum journey duration (min)	90	180	180	180
	Single trip maximum transfers	1	3	3	3
	Time allowed between transfers (min)	30	30	30	30
	Gold				
	Trip cost Gold Class	3.60	4.60	8.20	11.60
	Maximum journey duration (min)	90	180	180	180
	Single trip maximum transfers	1	3	3	3
	Time allowed between transfers (min)	30	30	30	30
	Blue				
	Trip cost Regular Class	1.80	2.30	4.10	5.80
	Trip Cost Student	0.90	1.15	2.05	2.90
	Trip Cost Senior Citizens	0.90	1.15	2.05	2.90
	Trip Cost People with Disabilities	Free	Free	Free	Free
	30-day pass Regular Class	100	100	180	270
	30-day pass Student	170	170	170	170
	30-day pass Senior Citizens	200	200	200	200
	Maximum journey duration (min)	90	180	180	180
	Single trip maximum transfers	1	3	3	3
	Time allowed between transfers (min)	30	30	30	30
	Red				
	Cost of issuing the ticket	2.00	2.00	2.00	2.00
	Trip cost Regular Class	2.00	2.50	4.50	6.50
	Trip cost Gold Class	4.00	5.00	9.00	13.00
	1 Day Ticket Regular Class	14	14	14	14
	Maximum journey duration (min)	90	180	180	180
	Single trip maximum transfers	1	3	3	3
	Time allowed between transfers (min)	30	30	30	30



Nice to know

Kids **under 5 yrs**
or shorter than
90cm travel **FREE**
on the Metro.





Step 4 Where to buy and top-up your nol Card or Ticket

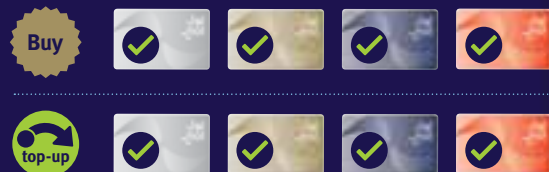


Ticket Offices

Located in all open Metro stations:

Located in 7 Bus Stations:

Airport Terminal 1
 Airport Terminal 2
 Airport Terminal 3
 Al Ghubaiba Bus Station
 Gold Souq Bus Station
 Jebel Ali Bus Station
 Sabkha Bus Station

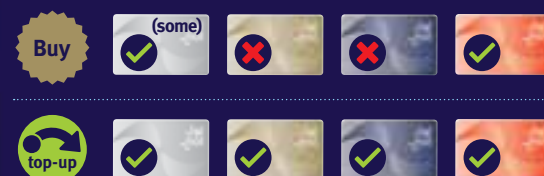


Ticket Vending Machines

Located in 64 Bus Stops throughout Dubai.

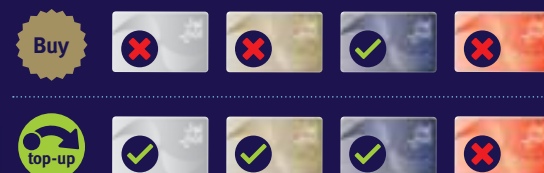
Located in all open Metro stations:

Please note: Metro users can only purchase nol Silver cards at Metro Ticket Offices and not at Metro Station Ticket Vending Machines. Bus users can purchase nol Silver cards at Bus Ticket Vending Machines.



Online

www.nol.ae Credit/Debit cards or e-Dirham





RTA Customer Service Centres

9 RTA License Branches:

Al Awir License Branch
Al Barsha License Branch
Al Karama License Branch
Al Towar License Branch
Aswaq Mezher License Branch
Customer Service Main Office
Dubai Industrial City License
Licensing Department Deira
Jumeirah Plaza



Authorised Sales Agents

5 Locations in Carrefour:

Century Mall
Deira City Center
Mall of the Emirates
Sharjah
Shindagha

20 Locations in Redha Al-Ansari Exchange

18 Locations in Spinneys
Waitrose, Dubai Marina Mall



03 Your Metro Ride



Info 1 Special Carriages



Women & Children

Special cabins for women & children only

**GOLD
CLASS**

Gold Class

Private cabins for Gold Class ticket holders only, that have:

- Wide leather seats
- Panoramic views

Remember

Gold Class is at the **front** of the train if you are travelling towards Jebel Ali and at the **back** if you are going towards Rashidiya.

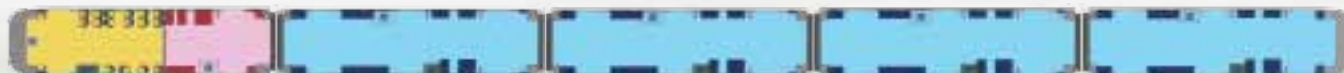
Train Layout

To Jebel Ali >

To Creek >

< To Rashidiya

< To Etisalat



Gold Class

Women &
Children

Standard

Standard

Standard

Standard



Info 2 Wi-Fi

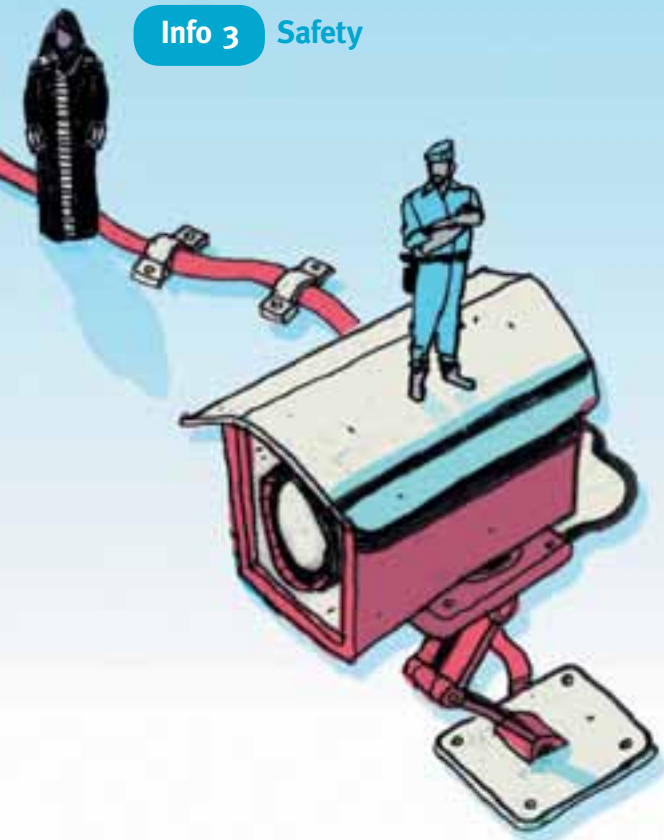
- Complete mobile phone coverage across the entire network.
- Wi-Fi access throughout the network.

Connecting to du Wi-Fi on the Metro is easy:

- 01** Make sure you have a Wi-Fi enabled device.
- 02** Search for wireless networks in range and select du Wi-Fi network.
- 03** Open your internet browser, choose the Wi-Fi access package that best suits your needs and get connected.

10 AED per hour (less if you buy a scratch card)

Info 3 Safety



How does the Metro ensure your safety?

- Dedicated Metro Police force.
- Over 3000 CCTVs in trains and stations to monitor any security infringements on the trains.
- Integrated radio system between the Metro and emergency services.
- Emergency Call Box (ECB) in each train and station.

Info 4 Accessibility for passengers with special needs

How is the Metro passenger friendly?

- Contrasting tactile guidance path for the visually impaired.
- Ticket counters within easy reach for wheelchair users.
- Dedicated toilets for people with disabilities.
- Lift access to all station levels.
- Dedicated spaces for wheelchair users on all trains.
- Clear wayfinding signage.
- Information displayed on screens throughout trains and stations.
- Platform alerts such as audible beeps when doors open and close and corresponding flashing light signals.

Info 5 Luggage

What is the Metro's luggage policy?

- You can carry up to two suitcases.
- A large one and a small one, they should not exceed 81cm x 58cm x 30cm and 55cm x 38cm x 20cm respectively.
- They must be stowed in the dedicated luggage area, which can be found in each cabin.

Info 6

Know the rules when travelling on the Metro



The following fines have been put in place to ensure you have a great experience on the Metro.

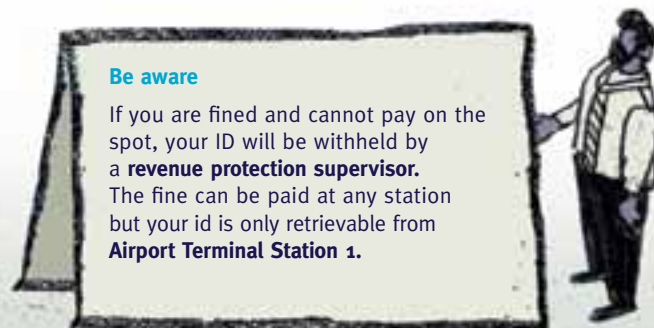


100 AED

- Causing inconvenience, discomfort or distress to other passengers in any way whatsoever.
- Entering cabins or sitting in seats reserved for certain categories of passenger when not eligible to do so.
- Putting your feet on seats.
- Eating and drinking on trains and other prohibited areas.
- Using lifts or escalators in an improper manner.
- Climbing or jumping on any public transport building or vehicle.
- Non-compliance with the RTA's instructions for the use of public transport facilities and public transport vehicles as directed by signage.
- Entering prohibited areas of the public transport environment or public transport vehicles.
- Opening the door or attempting to access or leave any public transport vehicle that is moving.
- Bringing animals onto any public transport vehicle or environment, except guide dogs for blind passengers.
- Carrying or using materials or equipment that can cause disturbance or a safety hazard to other passengers.
- Standing or sitting on any part of the public transport environment and public transport vehicles not designated for passengers.
- Parking in a Metro user's designated space for more than 24 hours.

Be aware

If you are fined and cannot pay on the spot, your ID will be withheld by a **revenue protection supervisor**. The fine can be paid at any station but your id is only retrievable from **Airport Terminal Station 1**.



200 AED

- Traveling without a valid ticket for your intended journey.
- Using personalised travel cards belonging to someone else.
- Failing to comply with the instructions of the RTA's inspectors or authorised personnel.
- Failing to produce a nol Card upon request.
- Using an expired or invalid nol Card.
- Spitting, littering or causing any visible stains to any public transport vehicle or environment.
- Carrying weapons, flammable articles or any hazardous materials inside any public transport vehicle or environment.
- Carrying alcoholic drinks inside any public transport vehicle or environment.
- Selling goods, merchandise or promoting anything by way of advertisement inside any public transport vehicle or environment.
- Smoking inside any public transport vehicle or environment.
- Selling a nol Card without permission from the RTA.
- Distracting the driver of any public transport vehicle or committing any action which may cause visual obstruction whilst on a moving public transport vehicle.

250 AED

- Parking in a Metro user's designated space for more than 48 hours.

300 AED

- Sleeping in the waiting areas, shelters or any place in a public transport environment.

500 AED

- Using a forged nol Card or nol Ticket.
- Damaging, vandalising or tampering with any devices, equipment on trains or in any part of the public transport environment.

2000 AED

- Operating or using any facility or device related to security or safety including emergency exits if not required.



Be aware
Misuse of the
emergency buttons
could lead to a fine
of 2000 AED





Info 7 Etiquette

Don't:

- Put your feet on the seat
- Eat, drink or chew gum on board
- Litter
- Push
- Enter the ladies-only cabin
- Sit in the Gold Class without a valid nol Gold Card

Do:

- Respect personal space
- Move down along the platform
- Move down into the cabins
- Give way to other people
- Give priority to women and the elderly
- Allow passengers to get off the train before you get on



Please follow the Metro etiquette guidelines so everyone can enjoy their time on the Metro.



Plan your journey online
wojhati.rta.ae

