



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](http://www.rta.ae)  
**Journey Planner**  
[wojhati.rta.ae](http://wojhati.rta.ae)



**My City.  
My Metro.**

Facebook: Roads and Transport Authority Dubai – Group  
YouTube: [www.youtube.com/rtadubaigov](http://www.youtube.com/rtadubaigov) [ask@rta.ae](mailto:ask@rta.ae)

Call center **800 90 90**  
[www.rta.ae](http://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

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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.



2

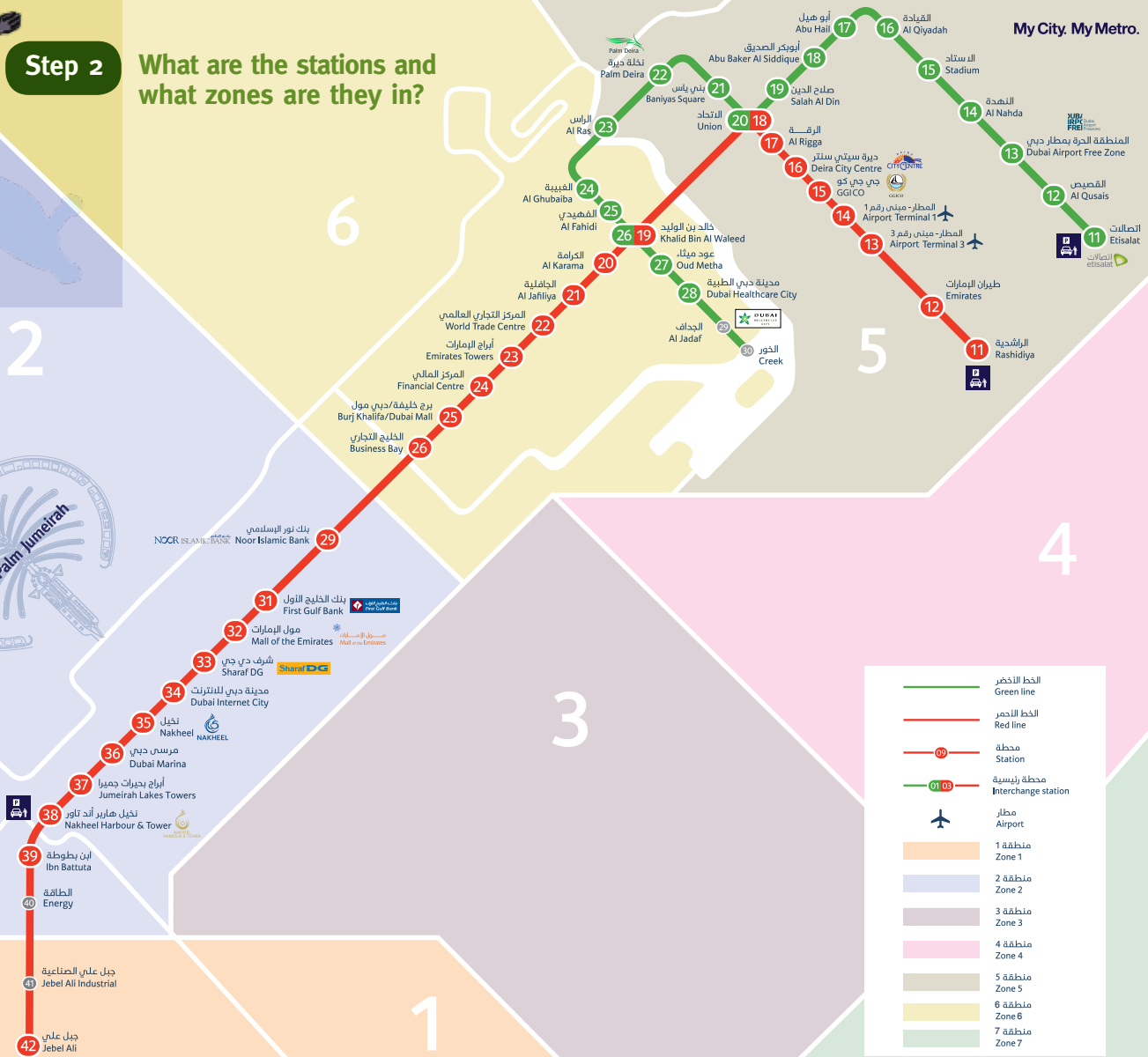
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5

4

3

7



	الخط الأخضر Green line
	الخط الأحمر Red line
	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 11.00pm
Thursdays	5.50 am to midnight
Fridays	1.00 pm to midnight

**Please note**

The times of the last trains do not depend on the station opening hours.

#### 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** (3000 spaces) on the **Green Line**



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
	Emirates	F8
4		Gold Souq Bus Station – Rashidiya MS
32C		Al Qusais Bus Station – Satwa Bus Station
48		Mamzar, Century Mall – Rashidiya MS
Airport Terminal 3	C1	Airport Terminal 3 – Satwa Bus Station
	88	Airport Terminal 3 – Nakheel MS
Airport Terminal 1	C1	Airport Terminal 3 – Satwa Bus Station
	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	
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	<b>C10</b>	Hamriya Port – Jumeirah Beach Park
	<b>C14</b>	Mamzar, Century Mall – Safa Terminus
	<b>C15</b>	Hamriya Port – Al Wasl Park Terminus
	<b>C19</b>	Ghubaiba Bus Station – Al Qusais Industrial Area
	<b>X28</b>	Lulu Village – Nakheel MS
	<b>22</b>	Healthcare City – Al Nahda 1
	<b>27</b>	Gold Souq Bus Station – Dubai Mall
	<b>33</b>	Ghubaiba Bus Station – Al Qusais Bus Station
	<b>53</b>	Ghubaiba Bus Station – International City
	<b>88</b>	Airport Terminal 3 – Nakheel MS
	Al Rigga	<b>C9</b>
Union	<b>C1</b>	Airport Terminal 3 – Satwa Bus Station
	<b>C2</b>	Zabeel Park – Airport Terminal 2
	<b>C4</b>	Gold Souq Bus Station – Jadaf
	<b>C5</b>	Gold Souq Bus Station – Ghubaiba Bus Station
	<b>C7</b>	Hor Al Anz Bus Station – Healthcare City
	<b>C9</b>	Satwa Bus Station – Hor Al Anz East
	<b>C28</b>	Gold Souq Bus Station – Mamzar Beach Park
	<b>C55</b>	Gold Souq Bus Station – Ghubaiba Bus Station
	<b>E303</b>	Union Square MS – Sharjah
	<b>E700</b>	Fujairah – Union Square MS
	<b>E400</b>	Union Square MS – Ajman
	<b>X94</b>	Gold Souq Bus Station – Dubai Investment Park
	<b>4</b>	Gold Souq Bus Station – Rashidiya MS
<b>11A</b>	Gold Souq Bus Station – Al Awir Terminus	





**Dubai Bus Connections**



MS = Metro Station

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



**Dubai Bus Connections**



MS = Metro Station

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



**Dubai Bus Connections**



MS = Metro Station

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



Dubai Bus Connections



MS = Metro Station

Green Line Metro Station	Route Number	Route Destinations
Etisalat	<b>31</b>	Gold Souq Bus Station – Oud Al Mateena
Al Qusais	<b>13</b>	Gold Souq Bus Station – Al Qusais Bus Station
	<b>31</b>	Gold Souq Bus Station – Oud Al Mateena
	<b>64</b>	Gold Souq Bus Station – Ras Al Khor
Dubai Airport Free Zone	<b>13</b>	Gold Souq Bus Station – Al Qusais Bus Station
	<b>17</b>	Al Sabkha Bus Station – Al Qusais Bus Station
	<b>31</b>	Gold Souq Bus Station – Oud Al Mateena
	<b>64</b>	Gold Souq Bus Station – Ras Al Khor
	<b>C18</b>	Shaikh Rashid Colony, Al Qusais – Lamcy Plaza
	<b>C19</b>	Ghubaiba Bus Station – Al Qusais Industrial Area
Al Nadha	<b>x28</b>	Lulu Village – Nakheel MS
	<b>13</b>	Gold Souq Bus Station – Al Qusais Bus Station
	<b>13A</b>	Gold Souq Bus Station – Al Qusais Bus Station
	<b>17</b>	Al Sabkha Bus Station – Al Qusais Bus Station
	<b>22</b>	Healthcare City – Al Nahda 1
	<b>31</b>	Gold Souq Bus Station – Oud Al Mateena
	<b>64</b>	Gold Souq Bus Station – Ras Al Khor
	<b>C18</b>	Shaikh Rashid Colony, Al Qusais – Lamcy Plaza
	<b>C19</b>	Ghubaiba Bus Station – Al Qusais Industrial Area
	<b>X28</b>	Lulu Village – Nakheel MS
Stadium	<b>13</b>	Gold Souq Bus Station – Al Qusais Bus Station
	<b>13A</b>	Gold Souq Bus Station – Al Qusais Bus Station
	<b>17</b>	Al Sabkha Bus Station – Al Qusais Bus Station
	<b>22</b>	Healthcare City – Al Nahda 1
	<b>64</b>	Gold Souq Bus Station – Ras Al Khor
	<b>C18</b>	Shaikh Rashid Colony, Al Qusais – Lamcy Plaza
	<b>C19</b>	Ghubaiba Bus Station – Al Qusais Industrial Area
	<b>X28</b>	Lulu Village – Nakheel MS



Dubai Bus Connections



MS = Metro Station

Green Line Metro Station	Route Number	Route Destinations
Al Qiyadah Abu Hail	<b>C9</b>	Al Satwa Bus Station – Hor Al Anz East
	<b>13</b>	Gold Souq Bus Station – Al Qusais Bus Station
	<b>13A</b>	Gold Souq Bus Station – Al Qusais Bus Station
	<b>48</b>	Mamzar, Century Mall – Al Rashidiya MS
	<b>C2</b>	Zabeel Park – Airport Terminal 2
	<b>C3</b>	Hor Al Anz Bus Station – Karama Bus Station
	<b>C7</b>	Hor Al Anz Bus Station – Healthcare City
	<b>C9</b>	Satwa Bus Station – Hor Al Anz East
	<b>C19</b>	Ghubaiba Bus Station – Al Qusais Industrial Area
	<b>X28</b>	Lulu Village – Nakheel MS
Abu Baker Al Siddique	<b>13</b>	Gold Souq Bus Station – Al Qusais Bus Station
	<b>13A</b>	Gold Souq Bus Station – Al Qusais Bus Station
	<b>48</b>	Mamzar, Century Mall – Al Rashidiya MS
	<b>C2</b>	Zabeel Park – Airport Terminal 2
	<b>C19</b>	Ghubaiba Bus Station – Al Qusais Industrial Area
	<b>x28</b>	Lulu Village – Nakheel MS
Salah Al Din	<b>10</b>	Gold Souq Bus Station – Al Quoz Bus Station
	<b>13</b>	Gold Souq Bus Station – Al Qusais Bus Station
	<b>13A</b>	Gold Souq Bus Station – Al Qusais Bus Station
	<b>C2</b>	Zabeel Park – Airport Terminal 2
	<b>C28</b>	Gold Souq Bus Station – Mamzar Beach Park
Union	<b>4</b>	Gold Souq Bus Station – Rashidiya MS
	<b>11A</b>	Gold Souq Bus Station – Al Awir
	<b>27</b>	Gold Souq Bus Station – Dubai Mall
	<b>64A</b>	Gold Souq Bus Station – Ras Al Khor
	<b>C1</b>	Airport Terminal 3 – Satwa Bus Station
	<b>C2</b>	Zabeel Park – Airport Terminal 2
	<b>C4</b>	Gold Souq Bus Station – Jadaf
<b>C5</b>	Gold Souq Bus Station – Ghubaiba Bus Station	



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



### To travel on the Metro you need to buy a nol Card or a nol 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**.



## 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.



**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.



**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.\*



**Price 70 AED Credit 20 AED**

\*These services will soon be available

## Step 3 How much should you pay?

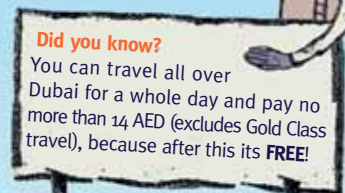
Your Metro journey (any single trip, one way) will fall into one of four tiers:

**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



To	T1	T2	T3
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All costs shown are in U.A.E dirham (AED)

Silver		To	T1	T2	T3
نول nol	Trip cost <b>Regular Class</b>	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		To	T1	T2	T3
نول nol	Trip cost <b>Gold Class</b>	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		To	T1	T2	T3
نول nol	Trip cost <b>Regular Class</b>	1.80	2.30	4.10	5.80
	Trip Cost <b>Student</b>	0.90	1.15	2.05	2.90
	Trip Cost <b>Senior Citizens</b>	0.90	1.15	2.05	2.90
	Trip Cost <b>People with Disabilities</b>	Free	Free	Free	Free
	30-day pass <b>Regular Class</b>	100	100	180	270
	30-day pass <b>Student</b>	170	170	170	170
	30-day pass <b>Senior Citizens</b>	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		To	T1	T2	T3
نول nol	Cost of issuing the ticket	2.00	2.00	2.00	2.00
	Trip cost <b>Regular Class</b>	2.00	2.50	4.50	6.50
	Trip cost <b>Gold Class</b>	4.00	5.00	9.00	13.00
	1 Day Ticket <b>Regular Class</b>	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:

nol Silver Card can only be purchased at Metro Station Ticket Vending Machines and not at Bus Station Ticket Vending Machines.




**Online**

[www.nol.ae](http://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

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 Rashidiya

To Jebel Ali >



Standard

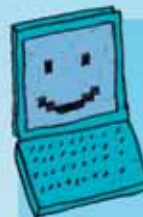
Standard

Standard

Standard

Women & Children

Gold Class



### Info 2 Wi-Fi

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

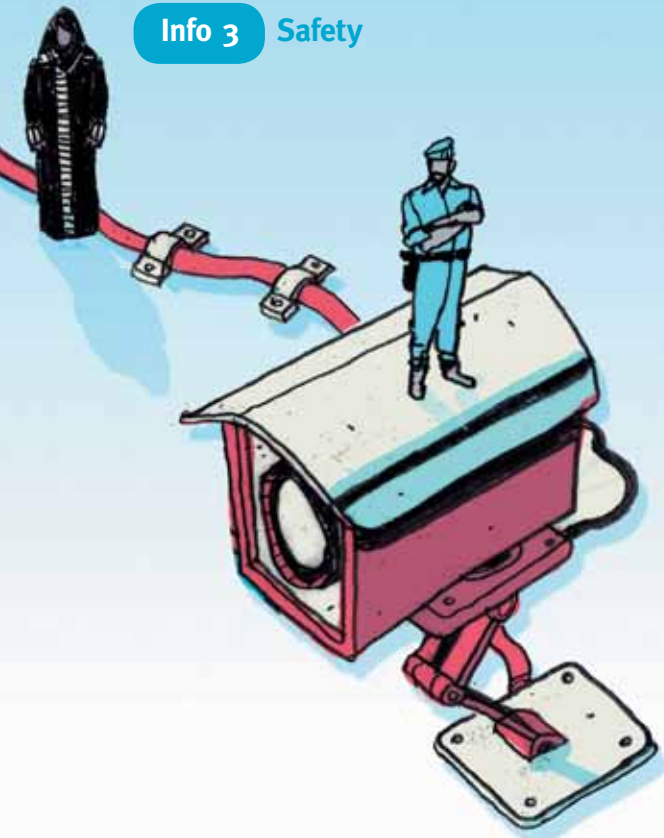
### Connecting to du Wi-Fi on the Metro is easy:

- 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.
- They should be no larger than H58 x W81 x D30 cms.
- They must be stowed in the dedicated luggage area, which can be found in each cabin.

## Info 6

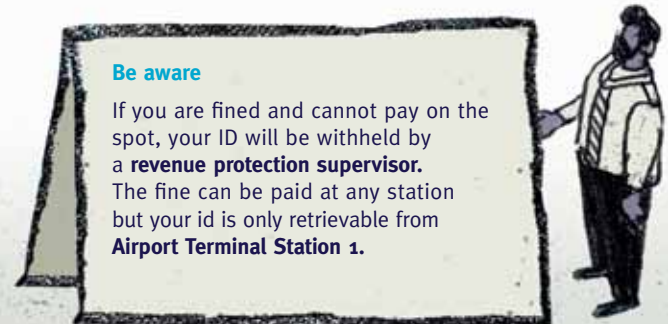
## Know the rules when travelling on the Metro



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.



## 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](http://wojhati.rta.ae)



