



الهيئة الملكية لمحافظة العلا
ROYAL COMMISSION FOR ALULA

FIND OUT YOUR RIGHTS AND OBLIGATIONS BY **SELECTING** THE OPTIONS RELEVANT TO YOUR REQUEST



TOURIST
GUIDE
ACTIVITY



TOURIST
HOSPITALITY
FACILITY



TRAVEL &
TOURISM
SERVICES



Tourists and Visitors HAVE THE RIGHT

to verify the following before receiving the service:

- The hospitality facility must have a license issued by the Royal Commission for AlUla
- The displayed images of rooms and facilities match the current state of the hospitality facility
- Clear information on service prices, payment methods, reservation, cancellation, and modification policies
- The policies of the hospitality facility (including service policies, prices, payment methods, scheduled times for using facilities and obtaining services, policies regarding bringing food and beverages from outside the facility, and policies related to bringing pets)
- Accommodation rules, including keeping the facilities clean and safe, respecting the tourist's rights and privacy, and complying with public regulations to avoid reservation cancellation
- The hospitality facility cannot force the tourist to book more than one night to accept the reservation
- They must obtain a copy of the reservation document that includes the booking date, duration, service prices, free and paid services, reservation policies and conditions, cancellation and modification procedures, how to request cancellation or modification and the response process, any time limits for accepting or rejecting requests, deposit payment and refund methods, and contact details for customer service and the Royal Commission for AlUla email
- No amount should be charged to the credit card unless it has been agreed upon in advance
- Credit payment services via Visa or MasterCard and other options approved in the Kingdom
- They must provide identification documents (national ID, residence permit, or passport) to the hospitality facility for verification and data recording only. If the documents are not provided, the tourist will not be allowed to stay at the facility without the approval of relevant entities
- Adherence to check-in and check-out times for the rented accommodation as agreed in the reservation document



Understanding THE OBLIGATIONS

of the hospitality facility during service delivery, including the following:

- Not to refuse service without providing a legally acceptable reason
- To deal with the tourist with courtesy and respect
- To adhere to general cleanliness standards in all services and facilities, maintain them regularly, and ensure they are free from defects or impurities
- To ensure that the staff at the hospitality facility maintain personal hygiene and a clean appearance
- The tourist has the right to file a report with the Royal Commission for AlUla via email (rcuinfo@rcu.gov.sa) in the following cases:
 1. If they observe non-compliance with health and safety regulations by the facility or its staff
 2. If they notice any shortcomings in the quality of services provided during their stay and the facility's management does not respond
 3. If they experience any noise resulting from maintenance work
 4. If their luggage or personal belongings are held for any reason
 5. If a staff member refuses to provide service without a valid excuse. To choose the appropriate language (Arabic or English) for all interactions and communications
- To refrain from taking photos of personal documents (ID, residence permit, or passport) and instead only record the necessary information
- To inform the tourist if the facility is closing and to notify them of the procedures to be followed without compromising their rights as guaranteed in the contract
- To provide the tourist with a price list of services in both Arabic and English, including all applicable fees and taxes.
- Not to share or use the tourist's information for any purpose without their consent
- To comply with the regulations and instructions of the relevant entities regarding security, health, environmental issues, safety measures, first aid, and other related matters
- The facility cannot force the tourist to leave the unit after check-in except through the relevant entities
- To respect the tourist's privacy within the unit and during the booking period
- To ensure the safety of vehicles in the parking area
- The facility is required to provide proper security measures, and you must have access to contact points who can respond to you directly

It is important for tourists and visitors to **BE AWARE**

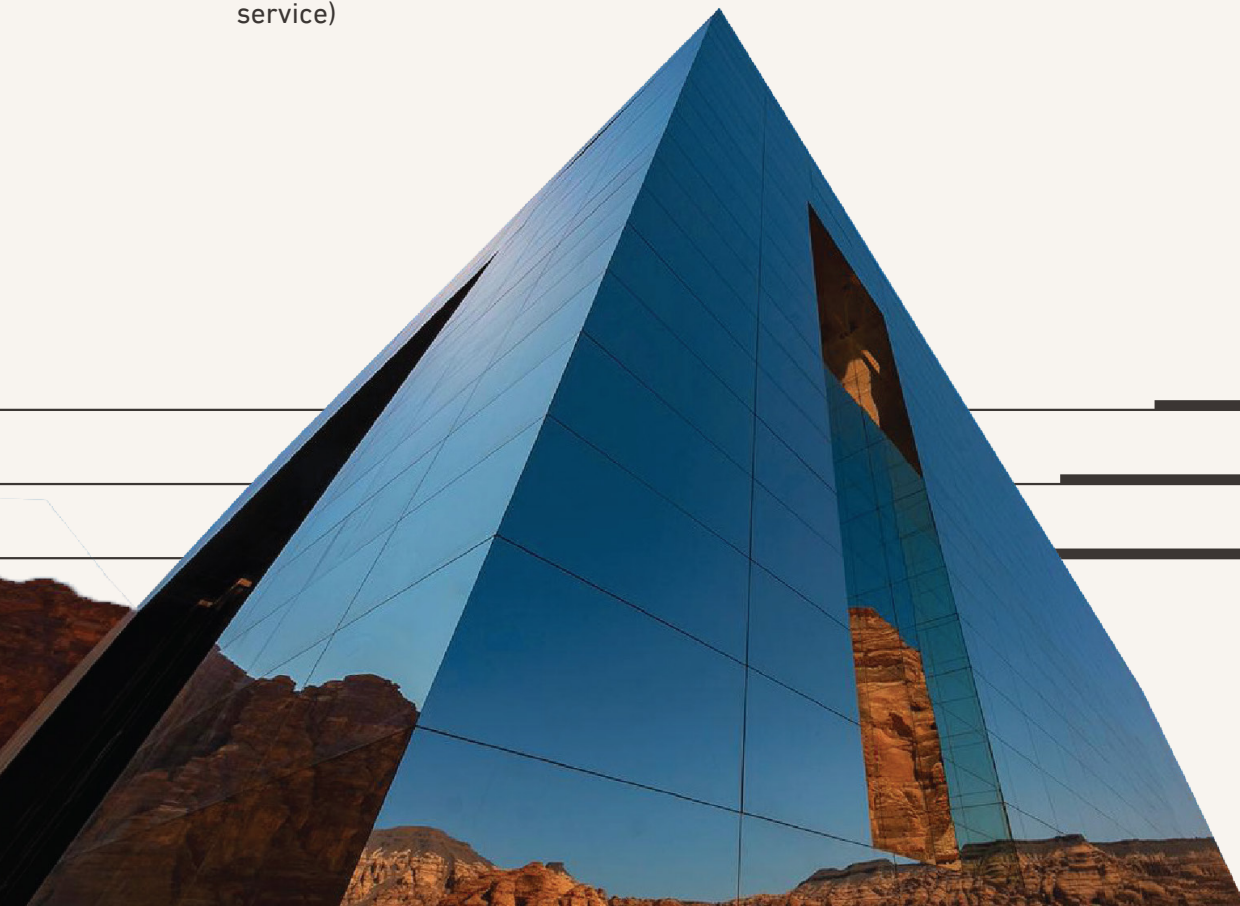
of the following information after receiving the service:

- Smoking is prohibited in public areas within the hospitality facility, and designated smoking areas (floors or rooms) must be provided
- The service provider must offer financial compensation to the tourist or visitor in the event of a facility closure, failure to enable check-in within two hours of the scheduled time, or disruption of essential services such as electricity or water for more than two hours. Compensation may take the form of a refund for the affected stay period or a replacement unit
- The service provider must keep a copy of personal data and contracts for at least one year and ensure their confidentiality and privacy
- The service provider cannot share or use the tourist's information for any purpose without obtaining their consent
- If the service provider finds any personal belongings of the tourist, they must notify the tourist immediately and keep the items for no more than 30 days until they are returned



Tourist and Visitor RIGHTS

- The service provider must be licensed to operate from the Royal Commission for AlUla
- Tourism accommodation facilities listed on the provider's website must be licensed by the Royal Commission for AlUla. Any discrepancies should be reported immediately to RCU for action
- The location of the services you want to book and view pictures of them, including prices of the services, payment methods, and cancellation or modification policies
- To get a copy of the booking document that includes details like (booking date, service duration, prices, free and paid services, booking policies, cancellation and modification procedures, and customer service)
- The method of charging your credit card as per the booking document before you make the payment
- To check if your booking documents (flight tickets and/or tourism accommodation facility reservations) match your official ID (ID or passport) to avoid service issues
- To receive a receipt (invoice) in both Arabic and English for the amount paid
- To make sure your credit card is not charged any amount that wasn't agreed upon
- Credit payment services via Visa or MasterCard and other options approved in the Kingdom



OBLIGATIONS

of the hospitality service provider

- Not refuse service without a valid reason
- Treat you politely and respectfully
- Maintain a clean and presentable appearance, and ensure all facilities meet cleanliness standards
- Use a suitable language (Arabic or English) in all interactions
- Avoid taking photos of your personal documents (ID, residence permit, passport)
- Protect and return your personal documents in their original condition if they are required for a service, such as visa processing
- Always respond to your inquiries and complaints about services
- Inform you if their office is closed and explain the procedures that will be followed without affecting your rights under the contract
- Provide service prices (in Arabic and English), including all applicable fees and taxes. Follow regulations and guidelines on security, health, environment, safety, and first aid
- Ensure security measures and report any security incidents or safety issues to the relevant authorities and the Royal Commission for Alula immediately
- Refrain from smoking in the office or during service provision
- Assign at least one tour guide for every 25 tourists when providing tour guide services, and ensure the guide is properly licensed
- If the agreed service cannot be provided, to offer you a choice of a comparable alternative service without additional cost or a full refund without deductions
- Compensate you for any interruption of essential services (e.g., electricity, water) lasting over two hours, or for facility closures or health and safety hazards, by refunding the amount paid for the affected period or providing alternative accommodation



Tourist Guide ACTIVITY

Before the service is provided, visitors have the right to verify the following:

- 1** That the tour guide is licensed by the Royal Commission for AlUla.
- 2** The service provider is licensed and affiliated with a registered travel and tourism company
- 3** Personal information will not be used or shared with any third party without the visitor's consent

- The guide must provide services within the scope or specialisation defined by their license category
- The guide cannot refuse to provide service to the tourist without giving a valid reason
- The guide must wear attire appropriate for the nature of the trip and in accordance with public decency
- The guide is not permitted to operate a vehicle while performing guiding duties
- To operate a vehicle while performing guiding duties
- The guide must inform the tourist of the instructions and regulations to follow during the service, such as public decency requirements
- The guide must ensure security measures, immediately report any security and safety incidents to the relevant entities and the Royal Commission for AlUla and take all necessary precautions to ensure the tourist's safety

