

You Need to Know

Learn about rights and obligations by clicking on the required section



Tourist Hospitality Facility Activity



Travel and Tourism Services



Tourist Guide Activity





You Need to Know Tourist Hospitality Facility Activity

As a tourist, you have the right to:

Before receiving the service, to verify the following:

- | The hospitality facility has a license from the Ministry of Tourism.
- | The images of rooms and facilities at the hospitality facility match reality.
- | The prices of the services provided, the payment method, and the reservation cancellation and modification policies.
- | The policies of the hospitality facility (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, such as maintaining the facility's components and safety, respecting the tourist's rights and freedoms, and adhering to public regulations, to avoid reservation cancellation.
- | 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 Ministry of Tourism's tourist hotline.
- | No unauthorized amounts should be deducted from the credit card.
- | 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.
- | The hospitality facility cannot force the tourist to book more than one night to accept the reservation.

During your stay expect from the hospitality facility as follows:

- | 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 complaint with the Unified Tourism Center (930) 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.
- | To provide necessary security precautions and immediately report any security or safety incidents within the facility to the relevant entities and the Ministry.

- | Smoking is prohibited in public areas within the hospitality facility, and designated smoking areas (floors or rooms) must be provided.
- | To provide financial compensation to the tourist if the facility closes, if the tourist is unable to check-in within two hours of the scheduled time, or if essential services such as electricity or water are disrupted for more than two hours. Compensation can be in the form of a refund for the period of service interruption or a replacement unit.
- | To provide financial compensation to the tourist if essential services such as electricity or water are disrupted for more than two hours, if the facility closes, or for reasons posing an imminent risk to health and safety. Compensation can be in the form of a refund for the period of service interruption or a replacement unit.

As a tourist

Be aware that:

- | 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.



You Need to Know Travel and Tourism Services

As a tourist, you have the right to:

Ask the guide:

- | If the service provider has a license from Ministry of Tourism to operate.
- | If the tourism accommodation facilities listed on the provider's website have a license from Ministry of Tourism. Report any discrepancies to Ministry of Tourism for action.
- | The location of the services you want to book and view pictures of them.
- | The 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 Unified Tourism Center 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.

Expect the service provider to:

- | 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.
- | Respond to your inquiries and complaints about services at all times.
- | 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 Ministry 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's license is appropriate.
- | 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.

As a tourist

Be aware that:

- | The service provider must keep a copy of your personal data and contracts for at least one year and ensure its confidentiality and privacy.
- | The provider cannot share or use your information for any purpose without your consent.
- | If the provider finds any of your personal belongings, they must notify you immediately and keep the items for up to (30) days until returned to you.



You Need to Know Tourist Guide Activity

As a tourist, you have the right to:

Before providing the service, to verify that the guide:

- | Holds a license from the Ministry of Tourism.
- | Belongs to a licensed travel and tourism company.
- | Will not use or share the tourist's information with others without obtaining the tourist's consent.

During the service, to be aware of the following:

- | The guide must provide services within the scope or specialization 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 line with public decency.
- | The guide is not permitted to drive a means of transportation while performing their guiding duties.
- | The guide must speak the language(s) specified in their license while performing their guiding duties.
- | The guide must inform the tourist of the instructions and regulations to follow during the service, such as respecting public decency.
- | The guide must ensure security measures, immediately report any security and safety incidents to the relevant entities and the Ministry, and take all necessary precautions to ensure the tourist's safety.