



## **MADARAKA EXPRESS PASSENGER SERVICE CONDITIONS FOR CARRIAGE**

## **Definition of Terms**

### **Authorized staff/Representative**

A person authorized to enforce these Conditions of Carriage.

### **Minors**

A person 3 years to 11 years

### **Penalty**

A financial fine levied in accordance with the conditions of carriage.

### **Infant**

A person below 3 years

### **Luggage**

Personal effects which a Passenger can carry on Madaraka Express which includes suitcases and handbags.

### **Madaraka Express**

All or part of the KR system (including stations, rolling stock and track infrastructure) in Nairobi to Mombasa as may be extended or amended from time to time.

### **Boarding Area**

The area where a Passenger must have a valid travel ticket.

### **Passenger**

A person travelling or intending to travel on Madaraka Express.

### **Police**

A police officer executing his duties in connection Madaraka Express Passenger Services.

### **Travel ticket**

A right to travel on Madaraka Express, which may take the form of a paper ticket, or a manual record.

### **ID**

The personal identification Number used to book Madaraka Express ticket.

### **We, us, our, or KR**

The Kenya Railways or its successors, being the operator of the Madaraka Express from time to time.

### **Return Journey**

A journey entirely by Madaraka Express from station of origin to another station and return to the point of origin.

## INTRODUCTION

The Madaraka Express Passenger Service is designed to transport you comfortably between Mombasa County and Suswa station in Narok County.

The service offers three trips between Mombasa and Nairobi. The trains operate as outlined below:

**Inter-county Train** - Departs Mombasa and Nairobi Termini simultaneously at 8:00 am; traverses Kwale, Kilifi, Taita Taveta, Makueni, Machakos and Kajiado counties. The journey includes stopovers at Mariakani, Miasenyi, Voi, Mtito Andei, Kibwezi, Emali, Athi River, Nairobi Terminus.

**Afternoon Express Train** - Departs Mombasa and Nairobi Termini simultaneously at (3:00 pm). This train stops at Voi Intermediate station.

**Night Express Train** - Departs Mombasa and Nairobi Termini simultaneously at (10:00 pm). This train stops at Voi Intermediate station.

**The Suswa Leisure train** - operates between Nairobi Terminus and Suswa station every Friday, Saturday and Sunday. It traverses Nairobi County, Ongata Rongai and Ngong towns in Kajiado County, Nachu in Kiambu county, Maai Mahiu in Nakuru county and Suswa town in Narok County. The Leisure train departs Nairobi Terminus at 08:50 am to arrive in Suswa at 11:10 am. The return trip is same day with the train departing at 4:05 pm to arrive in Nairobi at 6:10 am.

These conditions are Kenya Railways Conditions of Carriage and apply to the use of Passenger Services. Where there is any inconsistency between these Conditions of Carriage and the Kenyan law, the law will prevail. If any part of these Conditions of Carriage is found to be invalid or unenforceable, that shall not affect the validity or enforceability of the remainder, which shall remain in force to the fullest possible extent. Where there is ambiguity in interpretation, Kenya Railways reserves the right for final interpretation.

## **CONDITIONS OF CARRIAGE FOR PASSENGER SERVICES**

### **1. Purchasing of ticket**

During purchase of your ticket you must provide your full names, valid identification documents (Kenya Identification Card, Valid Passport, Military Identification Card, Valid Diplomatic ID, Valid Alien Card (Kenyan), Valid Driving License, Kenya Police Abstract valid for 6 months) and telephone number. Minors below twelve (12) years must provide proof of age (birth certificate). Children below eighteen (18) years will use the guardian's identification documents during purchase of tickets.

For persons with special needs must inform the Kenya Railways attendant of the same at the point they are purchasing the ticket.

During purchase of tickets at the Station, a passenger should check the ticket information to confirm all the captured details are correct and alert the booking attendant in case of any error.

Kenya Railways will not be liable for a ticket booked using wrong details provided by a passenger.

## **2. Booking Platform**

Tickets for travel on the Madaraka Express Passenger Service trains are purchased via our official channels listed below:

- **Online:** visit <https://metickets.krc.co.ke>
- **By phone:** by dialing \*639# on your Safaricom line
- **In person:** Visit the nearest Madaraka Express Passenger Service station.

Do not keep in contact with any individual seeking to sell you tickets using other ways/means other than the above stated means.

## **3. Categories of tickets**

The following are the categories of tickets

- a) Adult ticket – 12years and above: full price
- b) Minor tickets – 3years to 11 years: half price (must show the birth certificate)
- c) Infants – below 3 years: no charge

Children below 3 years are not required to purchase a ticket for travel provided that the child does not require to be allocated a seat. This shall only be applicable to a maximum of one child per passenger. Should the child require a seat allocation or in a situation where there is more than one child, ticket fare for minors shall apply.

If a minor is less than 13years old, they must be accompanied by a guardian.

## **4. Modes of Payment**

You may use the following modes of payment when purchasing the ticket

- a) M-pesa through a SIM toolkit
- b) Point of Sale (POS) over the counter

## **5. Ticket validity**

A purchased ticket is valid for travel on the day, time and route indicated on the issued ticket. The identification details of the person traveling **MUST** match the passenger details indicated on the ticket. Do not purchase a ticket issued in another person's name; our tickets are not transferable. Also note that one cannot upgrade from one class to another.

If you board a train other than the one specified on your ticket, you will be considered a passenger without a ticket and you will be required to pay full applicable fare for the journey plus a 30% penalty.

If you are found on-board without a ticket, or on a discounted ticket for which you are ineligible, or you extend your journey beyond the destination indicated on your ticket, you will be required to pay for the full fare applicable for the route plus 30% penalty.

A passenger should only ride in their respective type of coach and occupy the seat indicated on the ticket. It is illegal to ride on a different type of coach other than the one indicated on the ticket. Any passenger found in such a scenario will be penalized.

If a passenger loses a ticket during their travel, they will be required to pay a 30% penalty for issuance of a substitute ticket.

Passengers are required to retain their tickets up to destination which will be used for exiting the stations. Kenya Railways reserves the right to inspect the tickets before end of the journey.

A ticket is only valid for travel on the date, time and on the train indicated on the ticket.

#### **6. Documents required for travel**

Passengers are required to carry original identification document and original ticket to allow boarding. Presentation of the copies of the identification documents will not be allowed.

- Kenya Identification Card,
- Valid Passport,
- Military Identification Card,
- Valid Diplomatic ID,
- Valid Alien Card (Kenyan),
- Valid Driving License,
- Kenya Police Abstract valid for 6 months
- Birth Certificate – For minors below twelve (12) years

#### **7. Right of Search**

Passenger MUST arrive at the departure Station at least one hour prior to departure to allow for a smooth and easy check-in and boarding process.

For reasons of safety and security, passengers and their luggage shall be subjected to security screening. Any passenger who does not comply with this requirement shall be barred from travelling.

#### **8. Right of a person to be carried as a passenger**

Kenya Railways reserves the right to transport a passenger subject to the provision of Kenya Railways Act and Train Timetable provided that the person has the ticket for the journey, is of sound mind and health. Kenya Railways officers may barr a passenger travelling if they appear to be mentally disturbed or have a contagious/infectious disease or is under influence of substance (alcohol or hard drugs).

## **9. Ticket Cancellation/Refund and Rescheduling**

### **9.1 Ticket cancellation/Refund**

#### **9.1.1 Economy & First class tickets**

Cases where a passenger desires to change his/her travel, the following rescheduling and refund procedure shall be observed:

#### **Cancellation**

- Cancelling of tickets should be done forty-eight (48) hours or more before the departure time indicated on the ticket irrespective of the date/time the ticket was purchased.
- In order to cancel a ticket, one must provide the original identification documents and a photocopy of the same
- Refunds shall be subject to the customer paying a 30% fee of the fare
- Cancellations/refunds are done over the counter at the nearest Madaraka Express Passenger Service station
- Requests for a refund will be rejected in cases where the tickets are damaged/tampered with (unrecognizable)

Premium class ticket, cancellation to be processed forty eight (48) hrs prior to departure time less 30% penalty and it is processed on the online booking platform.

#### **Ticket Rescheduling**

##### **Economy & First Class ticket**

- Tickets should be rescheduled forty-eight (48) hours or more before the departure time indicated on the ticket irrespective of the date/time the ticket was purchased.
- Rescheduling of tickets is done using the details provided during the initial booking instance (same class, same service, same person).
- Tickets are rescheduled over the counter at the nearest Madaraka Express Passenger Service station
- Rescheduling a ticket will attract a 10% fee of the fare
- A ticket can only be rescheduled once.
- Rescheduling is subject to availability of tickets

##### **Premium Class ticket**

Tickets should be rescheduled forty-eight (48) hours or more before the departure time indicated on the ticket and attracts a 10% penalty. Rescheduling is subject to availability of seats. This is processed on the online booking platform.

##### **Premium class open ticket**

Ticket rescheduling is processed using the details provided during the initial booking i.e. same class, same route and same person.

## **10. Lost tickets**

- *Replacing a lost ticket will attract a 30% fee of the lost ticket upon verification of details provided during the initial booking.*
- *Tickets for travel on Madaraka Express Passenger Service are not transferable*

### **11. Trains delay/cancellation**

Kenya Railways reserves the right to cancel or reschedule travel due to unforeseen circumstances in which case the passenger will be given the opportunity to reschedule the ticket within a specified period.

### **12. Luggage**

Passengers are allowed to carry luggage that is easy for them to carry along. The train's doors are designed to accommodate luggage that measures 160 centimetres (length) by 200 centimetres (height) and 60 centimetres (width). Kenya Railways shall not be liable for loss or damage of the passenger's luggage.

### **13. Confiscated items**

At the Baggage screening areas, any identified prohibited items shall be confiscated by the security officers manning the scanners or carrying out the screening and baggage searches. An Item Surrender form shall be provided to the passenger for recording of his or her item. The item shall be stored for a period of 14 days for collection by the owner or the owner's representative upon identification and thereafter the item shall be disposed in accordance with the Disposal Act.

### **14. Lost and found**

Lost and found items, shall be stored for a period of 28 days for collection by the owner or the owner's representative upon identification and thereafter the item shall be disposed in accordance with the Disposal Act.

### **15. Conduct of aboard the train**

A passenger MUST conduct themselves in line with the set rules and regulations while on Kenya Railways premises and aboard the train. Any passenger who conduct himself or herself in a manner likely to disturb other passengers/persons and obstruct the staff onboard from performing their duties shall be detained and charged according to the Kenya Railways Act or Penal Code.

### **List of Prohibited Items**

For the safety and security of passenger services operations, the following items are prohibited in Kenya Railways premises and trains;

1. Alcoholic beverages: Customers are not allowed to bring alcoholic beverages into the train stations or onboard the train
2. Smoking restrictions: Passengers are not allowed to smoke in any KR premises, stations or onboard the trains
3. Aerosol Sprays e.g hair sprays, body sprays, pepper sprays, insecticides, shaving cream, sun screen etc
4. Fire arms, ammunition, explosives, fireworks, and flares. Holders of registered firearms should inform the Kenya Railways Security team for guidance/assistance
5. Flammable materials and liquids such as turpentine, paraffin/kerosene, petrol, paints, adhesives, lighters e.g. butane, absorbed fuel, electric, battery-powered, novelty lighters and match boxes
6. Compressed gases (flammable, non-flammable, or poisonous) such as butane, propane, gasoline, aqualung cylinders, lighter fuels, or refills
7. Security-type cases/boxes incorporating goods such as lithium batteries or pyrotechnics, dynamite
8. Any animal trophies including wild animal skins/hides, horns, Cowrie shells
9. Narcotic or controlled drugs e.g. cocaine, marijuana, heroine, mandrax
10. Any live animals/pets
11. Oxidizing substances such as bleaching powder and peroxides
12. Disabling devices such as mace, taser, pepper sprays with irritant properties, processed pepper and tear gas
13. Poisons substances such as arsenic, cyanides, or insecticides
14. Radioactive materials e.g. H3 tritium for hydrogen, Iridium-192, Cobalt-60, Cesium-137, Californium-157, Radon gas, and dozens and dozens of other man-made radioisotopes
15. Corrosive materials such as mercury, acids, alkalis, and wet cell batteries
16. Any other substances not covered here above but which may present danger to Kenya Railways premises/trains
17. Any other items which are deemed security hazards by local laws or that have similar functions to the above items

### **List of Restricted Items**

For the safety and security of passenger services operations, the following items are restricted in Kenya Railways premises and trains;

1. We do not allow bicycles onboard the passenger trains at the moment due to unavoidable reasons
2. Devices with spillable batteries
3. Workshop tools e.g hammers, pliers, screw drivers should be surrendered to Kenya Railways Security teams at the stations.
4. Any other items which are deemed security hazards by local laws or that have similar functions to the above items

**By Management**