



**MADARAKA EXPRESS PASSENGER SERVICE**  
**CONDITIONS OF CARRIAGE**

## INTRODUCTION

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

The service operates between the below routes:

Mombasa Terminus to Nairobi Terminus which operates daily at Inter-county (8:00 am); Afternoon Express train (15:00 pm); and the Night Express train (22:00 pm). The train traverses Kwale, Kilifi, Taita Taveta, Makueni, Machakos and Kajiado counties. The Inter-county train stops at Mariakani, Miasenyi Voi, Mtito Andei, Kibwezi, Emali, Athi River, Nairobi Terminus, Ongata Rongai, Ngong and Maai Mahiu stations.

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 departs Nairobi Terminus at 0850 hrs to arrive in Suswa at 1110 hrs. The return trip is same day with the train departing at 1550 to arrive in Nairobi at 1810 hrs. Tickets are purchased over the counter at the nearest Madaraka Express Passenger Service station.

## USE OF TICKETS

Tickets for travel on the Madaraka Express Passenger Service can be purchased as outlined below:

1. **Online:** using the <https://metickets.krc.co.ke> platform
2. **In person:** Over the counter at the nearest Madaraka Express Passenger Service station.
3. **By phone.** Utilizing the USSD Payment Solution by dialing \*639# on your Safaricom line and following the steps as prompted
  - Passengers can purchase a ticket up to sixty (60) days in advance and a return ticket as long as it is within the sixty (60) days window period
  - The USSD payment solution and online platform are available 24/7
  - One can book up to a maximum of ten (10) persons per transaction with the USSD Payment Solution and the online platform

### **Ticket Validity**

A Madaraka Express Passenger Service ticket is only valid for travel on the date, time and on the train displayed on the ticket. No open dated tickets will be issued. If you board any train other than the one specified on your ticket you will have to pay the full fare applicable to the train and class in which you are travelling with a 30% of the ticket cost penalty. A refund may be available on the original ticket held depending on the ticket type and will be subject to the Refund policy.

Madaraka Express Passenger Service tickets are ONLY sold by Kenya Railways via the channels indicated herein. If a ticket is resold or transferred for profit or other

commercial gain, it will become invalid and the holder will not be given access to the Madaraka Express Passenger Service trains.

### **Breaking a journey at Intermediate stations**

Stop-overs enroute are not permitted. This means that a passenger should board at the departure station and alight at the arrival station as indicated on the ticket and passenger manifest. If one breaks the journey midway, he/she will not be entitled to continue it later and the ticket will stand annulled.

### **You may not transfer your ticket to anyone else**

Madaraka Express Passenger Service tickets are made out in a particular passenger's name and are non-transferable. The tickets can only be used by the person whose details appear on the ticket. The name of the Identification documents must match the name on the ticket.

### **Identification Documents**

Passengers must be in possession of a National Identification Card (ID) or other valid identification documents during travel. Anyone traveling without a National ID or other necessary Identification documents, will not be allowed to board the train.

### **Please keep your ticket ready to show or hand over**

Passengers must retain their ticket throughout the journey. The tickets are used at the point of exit from every station.

### **Assistance for Disabled Persons, Ailing Persons and/or Persons with Special Conditions**

Persons Living with Disability, ailing persons or persons with any special condition, are advised to notify Kenya Railways during purchase of the ticket or at least forty- eight **(48 hours)** prior to the departure time indicated on the ticket by calling our Contact Centre. Sick or ailing persons must be accompanied by guardian/caretaker.

The **'Terms and Conditions'** for ticket purchases and general operations as below:

1. Passengers should arrive at the train station not later than one **(1) hour** before departure for an easy check-in and boarding experience.
2. The final call for boarding the train is made eleven **(11)** minutes to departure time and the gates to the platform close ten **(10)** minutes before departure time. All passengers must check-in and board before these timelines.
3. Passengers should have original identification documents when booking over the counter and during the journey.
4. Selling of tickets for travel on the Madaraka Express Passenger Service between Mombasa and Suswa stops thirty **(30)** minutes before departure
5. The booking office opens at 6:30 am and closes at 8:30 pm.
6. To book a ticket via telephone, one should call 0709 388888 between 8:30 am and 8:00 pm; and for enquiries reach us on 0709 388887 between 6:30 am and 8:00 pm.

During purchase of tickets at the stations, one should:

- *Pay attention to the display screen at the ticket windows*
- *Prepare ticket fee in advance for quick service*
- *Tell the Attendant your travel date, preferred train (whether it is the Inter-County, Express or Night train), departure station, destination station, preferred class,*
- *Check the ticket information to confirm all the captured details are correct and alert the attendant in case of any errors*

- *Confirm you have been given the correct balance after purchasing the ticket*

### **Children Travel**

- Children below 13 years must be accompanied by a parent/guardian during the journey.
- Children between 3-11 years traveling with adults will pay half fare
- Children over 11 years old must pay the full fare
- Children aged 3 years and below should not pay the fare.
- Cases where a passenger is traveling with more than one child above three years but below eleven years of age, only one child shall pay half fare. The rest shall pay the full fare.

### **Cancelations and Rescheduling of Tickets**

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

#### ***Cancellation***

- *Requests for cancellation of travel and refund are done over the counter at the nearest Madaraka Express Passenger Service station.*
- *Requests for canceling and refund of already purchased tickets should be submitted at least forty-eight (48) hours before the departure time indicated on the ticket*
- *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*
- *Upon submission of the request, the passenger shall receive the refund within two weeks.*
- *Requests for a refund will be rejected in cases where the tickets are damaged*

#### ***Rescheduling***

- *Requests for rescheduling already purchased tickets must be submitted at least forty-eight (48) hours before the departure time indicated on the ticket*
- *Rescheduling of tickets is done using the details provided during the initial booking instance i.e 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. A ticket that has been rescheduled once cannot be refunded.*

#### ***Lost tickets***

- *Replacing a lost ticket will attract a 30% fee of the lost ticket upon verification of details provided during the initial booking*

### **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 and khat.
10. Any live animals/pets

In consideration of the safety of other passengers, Management notes that:

Pets are likely to carry viruses and bacteria thus posing a danger to other passengers. Pets are also likely to be offensive to passengers, especially odour and excreta of pets may pollute the environment in the train and cause discomfort for other passengers.

11. For this reasons, KR Management prohibits bringing pets onboard the train
12. Oxidizing substances such as bleaching powder and peroxides
13. Disabling devices such as mace, taser, pepper sprays with irritant properties, processed pepper and tear gas
14. Poisons substances such as arsenic, cyanides, or insecticides
15. 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
16. Corrosive materials such as mercury, acids, alkalis, and wet cell batteries
17. Any other substances not covered here above but which may present danger to Kenya Railways premises/trains
18. 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**