Nol Card Fares
Everything you wanted to know about the enhanced Nol cards.

How does the Nol card help you travel across Dubai?
Which Nol card or Nol package is best for you? What are the enhanced Nol card benefits?

Discover all this and more in this handy guide, and zip across Dubai quickly and comfortably on the Dubai Metro, Tram, Bus or Water Bus. To make it even more convenient for you, we have introduced some exciting new features on our Nol cards.
Welcome to Nol

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What is the Nol card?
The Nol card is an electronic smart card that enables you to pay for the use of various RTA transport modes in Dubai with a single card. There are different types of Nol cards available to meet your travel requirements.

What are the benefits of Nol cards?
• You can pay for the use of various modes of transport in Dubai and parking fees through a single card.
• You no longer need to carry cash or worry about correct change.
• You will enjoy low cost fares and flexible transfers across different modes of transport.
• You can add credit to your account and use the card to pay for various modes of transport. The card will automatically deduct the correct fare based on your usage.
• You can travel without delay as your contactless payments are authorized immediately.

What are the enhanced Nol card features?
With the launch of the Dubai Tram on November 11, 2014, the Nol card comes to you, packed with additional benefits.
• You can now store more money in your Nol card – we have increased the limit of your Nol e-purse. Regular cards have an increased limit of AED 1,000 and personalized and registered Anonymous cards have an increased limit of AED 5,000.
• You can opt for convenient special Nol products of 1, 7, 30, 90 or 365 days.
• If you carry a Nol Gold card, you can get a personalized version like the Nol Blue card
• If you’re a senior resident (age 60 or above) of any nationality, you can travel at 50% of the original cost.
• You can register your anonymous Nol Gold or Nol Silver cards online and through the ticket office. This will protect your balance, allow you to maintain a maximum balance of AED 5,000, and buy Nol products.
• The new Social Affairs Nol card allows people aided through social organizations to enjoy a 50% discount on fares.

Where can you use your Nol card?
Your Nol card can be used for the following services:
• Dubai Metro
• Dubai Tram
• Dubai Buses
• Dubai Water Buses
• Paid parking meters

Which Nol card is right for you?
Are you a regular or a tourist? Looking for luxury travel or a cost-effective commute? Pick your Nol card.

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 of a maximum of 10 journeys or 5 daily passes.
• The same ticket can be used for Bus, Metro and Ttsm – there is no need to get another new ticket.
• A permit that enables users of both metro and buses is available for 1 day (at a cost of AED 20 for the permit and 2 AED for the ticket).
• Ideal for occasional or casual users of public transport.
• Does not have an e-purse account and must be pre-paid with the correct journey type, based on the zones to be traveled.

Price AED 2.00
Nol Silver Card

For frequent travelers

• Holds up to AED 1,000 worth of credit and is valid for 5 years.
• Offers 7, 30, 90, and 365 day unlimited travel after registration
• Has an e-purse, which deducts the correct fare automatically.
• Can be used immediately and topped up at any ticket office, online or ticket vending machine.

Price AED 25  Credit AED 19

Nol Blue Card

A secure personal card for frequent travelers

• Enjoy the facility to register online.
• Holds up to AED 5,000 worth of credit and is valid for 5 years.
• Offers 7, 30, 90, 365-Day unlimited travel under the Nol Blue card.
• Personalized card with the user’s photo.
• 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 working days.
• Secure online services for topping up the card, transaction history and registering complaints.*
• Receive SMS notifications related to confirmation of services and/or required instructions.*
• More features such as loyalty points program, auto top-up facility.

Price AED 70  Credit AED 20

Nol Gold Card

For those who want first class travel

• Holds up to AED 1,000 worth of credit and is valid for 5 years. The balance goes up to AED 5,000 after registration.
• Offers 7, 30, 90, and 365 day unlimited travel after registration
• Has an e-purse, which deducts the correct fare automatically.
• Can be used immediately and topped up at any ticket office or online.
• Allows the privilege of using Gold Class Cabins on the Dubai Metro and Dubai Tram.
• When used on modes of transport with no Gold Class Cabins, you will be charged the standard fare.

Price AED 25  Credit AED 19

Nol Personalized Gold Card

A secure personal card for first class travel

• Enjoy the facility to register online.
• Holds up to AED 5,000 worth of credit and is valid for 5 years.
• Offers 7, 30, 90, 365-day unlimited travel exclusively for personalized cards
• Personalized card with the user’s photo.
• Has an e-purse, which deducts the correct fare automatically.
• Allows the privilege of using Gold Class Cabins on the Dubai Metro and Dubai Tram
• When used on modes of transport with no Gold Class Cabins, you will be charged the standard fare.
• Card requires a one-time payment of AED 80 and will be delivered within 10 working days.
• Secure online services for topping up the card, transaction history and registering complaints.*
• Receive SMS notifications related to confirmation of services and/or required instructions.*

Price AED 80  Credit AED 20

* Only Blue card holders can avail this facility
Nol Social Affairs Card
For travelers aided by social affairs organizations
• The card holder will get a 50% discount when traveling by Metro, Tram or Bus
• Has an e-purse, which deducts the correct fare automatically.
• Can be used immediately and topped up at any ticket office, online or ticket-vending machine.

Special Nol Products
If you are a regular traveler, you will benefit from the new passes offered on your Nol card, for regular and gold class. They include:
• 1 day pass
• 7 day pass
• 30 day pass
• 90 day pass
• 365 day pass

Choose your package, and have the pass issued on your Nol card. You must specify whether you will travel single zone, two zones or all zones. Once you have paid the correct package amount, you can enjoy unlimited travel on Dubai transportation, for the chosen time frame - 7, 90 or 365 days. Please note that the 90 and 365 day packages are only available to holders of Nol Gold cards or personalized Nol cards.

1 day pass
• Allows you to travel by Metro, Bus and Tram for a period of 1 calendar day from the effective date
• Available on Nol Red tickets
• Enjoy unlimited travel on Dubai public transportation in all zones for one day
• Can be topped up for five trips or passes
**7 day pass**
- Allows you to travel by Metro, Bus and Tram for a period of 7 calendar days from the effective date, which will be mentioned at the time of purchase.
- Available for single zone, two zones or all zone travel.
- Pick the zones to travel in, and get the pass issued on any Nol card.
- Enjoy unlimited travel on Dubai public transportation in the chosen zones for 7 days.

**30 day pass**
- Allows you to travel by Metro, Bus and Tram for a period of 30 calendar days from the effective date, which will be mentioned at the time of purchase.
- Available for single zone, two zones or all zone travel.
- Pick the zones to travel in, and get the pass issued on your Nol card.
- Enjoy unlimited travel on Dubai public transportation in the chosen zones for 30 days.

**90 day pass**
- Allows you to travel by Metro, Bus and Tram for a period of 90 calendar days from the effective date, which will be mentioned at the time of purchase.
- Available for single zone, two zones or all zone travel.
- Pick the zones to travel in, and get the pass issued on your Nol card.
- Enjoy unlimited travel on Dubai public transportation in the chosen zones for 90 days.

**365 day pass**
- Allows you to travel by Metro, Bus and Tram for a period of 365 calendar days from the effective date, which will be mentioned at the time of purchase.
- Available for single zone, two zones or all zone travel.
- Pick the zones to travel in, and get the pass issued on your Nol card.
- Enjoy unlimited travel on Dubai public transportation in the chosen zones for 365 days.

For details on fares, refer to the Fare section of this handbook. For more details on the Nol products, refer to the FAQs at the end of this guide.
Using your Nol card

With the Nol card, all you need to do is ‘touch and go.’ Simply tap your card on the card reader at the entry and exit gates of the Metro and Water Bus stations, at the entrance of every RTA Bus and on all RTA parking meters. The system will automatically deduct the correct fare from your card. It is quick and easy.

Dubai Metro, Dubai Bus, Dubai Water Bus

How to check-in
1. Ensure you have sufficient balance for your desired trip.
2. Approach the gates of the Metro or the entrances of Bus/ Water Bus.
3. Place your Nol card on the card reader.
4. Wait until you hear a beep or look for the green light, which signals a successful check-in.
5. Pass through the gate/entrance.

How to check-out
1. Approach the exit gates of the Metro or the exit doors of the Bus/Water Bus.
2. Place your Nol card on the card reader.
3. Wait until you hear a beep or look for the green light, which signals a successful check-out.
4. Pass through the exit gate/entrance.
5. At this point, the gate will automatically calculate and display the cost of your trip/journey based on the number of zones you have passed and display the remaining balance of your card.

Please note: If you do not tap the Nol card while checking out on the Dubai Bus, the maximum fare will be charged to your account.

Paid Parking
1. Insert the Nol card in the card slot in the parking machine.
2. The machine will read the card for the available balance.
3. Press the OK button to purchase the ticket.

Please note: You can choose the amount of parking time required when you pay using your Nol card.
Nol card fares

Unified fare structure for Dubai Bus, Metro and Tram

The city has been divided into 7 zones. Your journey on the Dubai Bus, Metro or Tram will fall into any one of these 7 zones. The fare will be calculated and automatically deducted from your e-purse, depending on the number of zones you travel through.
**Travel Fares**
*From November 11, 2014*

When using Nol cards, your journey will fall into one of the following tiers, based on the start and finish points:

| Tier 1 | Travel within 1 zone or less than 3 km, crossing two zones |
| Tier 2 | Starts in one zone and ends in a neighboring zone |
| Tier 3 | Crosses three or more zones |

<table>
<thead>
<tr>
<th>Trip cost (AED)</th>
<th>Regular Class</th>
<th>Gold Class</th>
<th>Gold Class</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single trip maximum transfers</td>
<td>T1</td>
<td>T2</td>
<td>T3</td>
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### Silver

- **Price**: AED 25
- **Credit**: AED 19

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<tr>
<td>7 Day pass (Adult)</td>
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<tr>
<td>7 Day pass (Senior Resident/Student/Social Affairs)</td>
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<td>90 Day pass (Senior Resident/Student/Social Affairs)</td>
<td>70</td>
<td>115</td>
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<td>365 Day pass (Adult)</td>
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### Gold

- **Price**: AED 25
- **Credit**: AED 19

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<th>Trip cost (AED)</th>
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<tbody>
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<td>3</td>
</tr>
<tr>
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<td>10</td>
</tr>
<tr>
<td>7 Day pass (Adult)</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>7 Day pass (Senior Resident/Student/Social Affairs)</td>
<td>1.5</td>
<td>2.5</td>
</tr>
<tr>
<td>30 Day pass (Adult)</td>
<td>50</td>
<td>80</td>
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### Blue

- **Price**: AED 70
- **Credit**: AED 20

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<tr>
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</tr>
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### Personalized Gold

- **Price**: AED 80
- **Credit**: AED 20

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<td>1 Day Ticket (AED)</td>
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<tr>
<td>7 Day pass (Adult)</td>
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<tr>
<td>7 Day pass (Senior Resident/Student/Social Affairs)</td>
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</tr>
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</tr>
<tr>
<td>365 Day pass (Adult)</td>
<td>330</td>
</tr>
<tr>
<td>365 Day pass (Senior Resident/Student/Social Affairs)</td>
<td>165</td>
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### Red

<table>
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<th>Gold Class</th>
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<td>1 Day Ticket (AED)</td>
<td>8</td>
<td>12</td>
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<tr>
<td>7 Day pass (Adult)</td>
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<td>3</td>
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<tr>
<td>7 Day pass (Senior Resident/Student/Social Affairs)</td>
<td>20</td>
<td>40</td>
</tr>
</tbody>
</table>

**Nice to know**
Children under 5 yrs or shorter than 90 cm travel FREE

For more details, visit www.nol.ae

Maximum journey duration - 180 minutes. Time allowed between transfers - 30 minutes. Minimum balance: AED 7.5
Zonal Fare Structure

**Fare Structure – Dubai Water Bus**
- You can use your Nol card or Nol ticket to ride the Water Bus, with a fixed fare of AED 4 for a return trip.
- You can buy the Nol Red ticket from any Marine Ticket Office located at Water Bus stations and top it up with up to 10 trips, which can be used at any Water Bus in Dubai.
- If you have a Nol Silver, Gold or Blue card, you can ride the Water Bus by adding credit to your e-purse. When you use your card, the fare will be deducted automatically.
- Please note, transfers are not applicable to/from the Water Bus, and the maximum duration of the trip is 3 hours.

**Fare Structure – Paid parking meters**
If you have a Nol Silver, Gold, or Blue card, you can pay for parking using your card by adding credit to your e-purse and inserting your card at any RTA parking meter. Charges for paid parking zones are as follows:

<table>
<thead>
<tr>
<th>Parking Zone</th>
<th>Duration</th>
<th>Fare</th>
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</thead>
<tbody>
<tr>
<td>A – All street parking zones in Dubai</td>
<td>1 hr</td>
<td>AED 2</td>
</tr>
<tr>
<td></td>
<td>2 hrs</td>
<td>AED 5</td>
</tr>
<tr>
<td></td>
<td>3 hrs</td>
<td>AED 8</td>
</tr>
<tr>
<td></td>
<td>4 hrs</td>
<td>AED 11</td>
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</table>

<table>
<thead>
<tr>
<th>Parking Zone</th>
<th>Duration</th>
<th>Fare</th>
</tr>
</thead>
<tbody>
<tr>
<td>B – All open-air paid parking zones</td>
<td>1 hr</td>
<td>AED 2</td>
</tr>
<tr>
<td></td>
<td>2 hrs</td>
<td>AED 4</td>
</tr>
<tr>
<td></td>
<td>3 hrs</td>
<td>AED 5</td>
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<td></td>
<td>4 hrs</td>
<td>AED 7</td>
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<td></td>
<td>10 hrs</td>
<td>AED 10</td>
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<thead>
<tr>
<th>Parking Zone</th>
<th>Duration</th>
<th>Fare</th>
</tr>
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<tbody>
<tr>
<td>F – Dubai Internet City (DIC), Dubai Media City (DMC) and Knowledge Village (KV), where seasonal cards are not applicable.</td>
<td>1 hr</td>
<td>AED 2</td>
</tr>
<tr>
<td></td>
<td>2 hrs</td>
<td>AED 5</td>
</tr>
<tr>
<td></td>
<td>3 hrs</td>
<td>AED 8</td>
</tr>
<tr>
<td></td>
<td>4 hrs</td>
<td>AED 11</td>
</tr>
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<table>
<thead>
<tr>
<th>Parking Zone</th>
<th>Duration</th>
<th>Fare</th>
</tr>
</thead>
<tbody>
<tr>
<td>E – Fish Market parking zone where seasonal cards are not applicable.</td>
<td>1 hr</td>
<td>AED 2</td>
</tr>
<tr>
<td></td>
<td>2 hrs</td>
<td>AED 5</td>
</tr>
<tr>
<td></td>
<td>3 hrs</td>
<td>AED 8</td>
</tr>
<tr>
<td></td>
<td>4 hrs</td>
<td>AED 11</td>
</tr>
</tbody>
</table>
Buying and topping-up your Nol card

Ticket Vending Machines

Located in 64 bus stops throughout Dubai.

Located in all open Metro stations:
- Jebel Ali
- Ibn Battuta
- Nakheel Harbour & Tower
- Jumeirah Lakes Towers
- Dubai Marina
- Nakheel
- Dubai Internet City
- Sharaf DG
- Mall of the Emirates
- First Gulf Bank
- Noor Islamic Bank
- Business Bay
- Burj Khalifa/Dubai Mall
- Financial Centre

Located in 7 Bus Stations:
- Emirates Towers
- World Trade Centre
- Al Jafiliya
- Al Karama
- Burjuman
- Union
- Al Rigga
- Deira City Centre
- GGICO
- Airport Terminal 1
- Airport Terminal 3
- Emirates
- Rashidiya

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
Buying and topping-up your Nol card

Online

Please note:
You can only apply for the Nol Blue card using the online service. You will require digital copies of:
1. Personal photo (jpg/jpeg format, less than 50 KB).
2. Proof of identity - Emirates ID card (jpg/jpeg format, less than 2 MB).
3. Payment card such as credit/debit cards (Visa/MasterCard/Amex) or e-Dirham.

Nol Blue card application process:
1. Go to www.nol.ae
2. Fill out your application and pay online.
3. You will receive an SMS notification with your application details.
4. Once your application is approved, you will receive an SMS notification.
5. Your Nol Blue card will be delivered to you by the courier company.
6. You should receive your card within 10 - 15 days. In case of any delay, please contact RTA Customer Service at 800 90 90. You can also track your application on the website.
Buying and topping-up your Nol card

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 Branch
Licensing Department Deira
Jumeirah Plaza
All Metro Stations

FAQs

1. Where can I buy and top-up my Nol card?
You can buy and top-up your Nol card at Ticket Offices, some Ticket Vending Machines and RTA authorized sales agents. There are Ticket Offices in all Metro stations and all Bus stations. Ticket Vending Machines are available in all Metro and Bus stations and some Bus stops, and other popular places such as shopping malls and airports.

2. Can I travel by Bus, Metro and Tram with the same card?
Yes. A Nol card can be used on all modes of travel.

3. How can I top-up my card?
You can top-up your card using cash, a credit card or a debit card.

4. What is the minimum and maximum balance allowed on a Nol card?
From November 11, 2014, the minimum balance is equivalent of the fare for a Tier 3 journey, based on the class you travel (Gold or Silver). [The minimum balance is AED 7.5 for Silver and Gold.] The maximum balance you can store on the Nol Gold or Silver card is AED 1,000. For personalized cards such as Nol Blue and the new Nol Personalized Gold along with those Nol Silver and Gold cards that have been registered online at www.nol.ae, the new maximum balance allowed will be AED 5,000.
5. How can I check the remaining balance on my card?
The balance of your Nol card will be shown when you check-in and check-out on the Bus, Metro or Tram. You can also view it from any ticket vending machine, ticket office and authorized sales agent. With the Nol Blue card or the other personalised cards, you can check your balance online at www.nol.ae.

6. Will the Nol scheme enhancements affect my current card?
Current Nol cardholders can continue using their existing Nol cards, paying the new fares that come into effect on November 11, 2014. You are also eligible for new travel products and benefits such as a higher e-purse.

All existing Nol cards such as Nol Silver, Gold, Blue, ENBD ‘Go4it’ cards, Emirates Islamic Bank ‘EIB&RTA’ cards as well as Nol Red tickets can be used with the Nol scheme enhancements.

7. On what modes of public transportation are the Nol scheme enhancements available?
Nol scheme enhancements are available on Dubai Metro, Dubai Tram, Dubai Bus, Dubai Water Buses, and paid parking meters.

8. Is there a change in the Tier system?
Yes. The category Tier 0 has been removed. Tier 0 included short trips less than 3 km. With the enhancements, a journey of a distance less than 3 km and encompassing adjacent zones is considered a Tier 1 journey.

9. What are the new cards available?
A personalized version of the Nol Gold card, a social affairs Nol card and a new Senior Resident card have been introduced.

10. What is the new Personalized Nol Gold card?
The new Personalized Nol Gold card is similar to the Personalized Nol Blue card, however it allows the cardholder to travel in a Gold compartment, wherever available.

11. What are the new travel products introduced with the Nol scheme enhancements?
The new products introduced for Regular and Gold class (where applicable) travel are as follows:
- 1 day pass
- 7 day pass
- 30 day pass
- 90 day pass
- 365 day pass
12. How much do the new Nol products cost?
Refer to the rates given in the ‘Fares’ section of this guide.

13. Where can I buy/renew the new Nol products?
Nol products with 1 day, 7 day and 30 day validities, will be available for purchase/renewal directly from a ticket vending machine while other products will be available only from the ticket office machines. Product renewal can be carried out 5 days before the product expiry date.

14. Are the Nol products available for everyone?
Except for the 7 day pass, which is available even for unregistered Anonymous Silver or Gold cards, the remaining Nol products are available only for Personalized cardholders and registered Nol Silver and Gold cardholders.

15. Will I get refunds on the Nol products?
Any unused travel product will be refunded. However, you cannot claim a refund if you have used the product even once.

16. Can I put a Nol product on hold if I am not using it for a while, for instance if I am traveling abroad?
No, this is not possible. Once your Nol product is active, it will expire on its end date - even if you do not use public transportation.

17. Will I get refunds of my e-purse?
You can get a refund of your e-purse amount if your Nol card is in working condition using first level refund. If your Nol card is defective, you can submit a claim for a second level refund at any of the ticket office machines.

18. Who is eligible for Senior Resident discounts?
All UAE residents of any nationality can avail of senior citizen discounts. The resident should be above 60* years of age to apply for the discount.

19. Can I enter the Gold Cabin of the tram if I have a Nol Gold card?
Yes, the Dubai Tram has a Gold Cabin and you will be charged the Gold fare for your travel.
20. How long does it take to block a card?
It takes up to 48 hours to block a personalized card or a personalized anonymous card.

21. Is there a Balance Protection feature?
Yes, the existing balance protection feature has been renamed ‘Anonymous Card Registration.’ Pay a fee of AED 30, and your e-purse balance will be protected by blacklisting your card if it is lost. Once you register your card, you can then purchase Nol products on it, and your e-purse can be topped up to a maximum limit of AED 5,000.

22. How do I personalize my Anonymous Silver or Gold Nol card?
Visit www.nol.ae. Keep your Nol card and Emirates ID handy. Go to Nol e-Services and select the Apply to personalize your card option. Follow the instructions on the online form.

23. How can I register my Anonymous Card at a Ticket Office Machine (TOM)?
Present your valid proof of identity and a valid A-Card to the Ticket Office Assistant at any ticket office. Pay AED 30 at the TOM by cash or credit card or using your existing Nol e-purse. The A-Card must be placed on the TOM Reader.

Fill out the Anonymous Card Registration Facility form mentioning
- First name/middle name/last name
- Mobile Number
- Emirates ID number
- Date of birth
- Gender
Your Nol card – Some dos and don’ts

**Do**

- Keep your Nol card in a protective pouch.
- Ensure you check-out to avoid getting over charged.
- Make sure your Nol card/Ticket has sufficient balance.
- If your Nol card is rejected at a reader, wait until the indicator light stops flashing, then try again.
- Ensure your Nol Blue card is not used by anyone else.
- If you lose your Nol Blue card, call RTA Customer Service at **800 90 90** immediately to report the loss.

**Don’t**

- Hold more than one Nol card over a reader at the same time.
- Hold your Nol card too quickly over a reader, as this can lead to an incomplete transaction; in such cases, hold the same Nol card again over the reader as required until the transaction is complete.
- Bend, write on, scratch, tap, cut or paste stickers or photos on your Nol card.
- Put your Nol card in your back pocket, as the microchip on the card can be damaged when you sit down.
We hope that this guide was useful.

If you need any more help, please call:
Customer Service
800 90 90

or go online:
www.nol.ae

General Information
www.rta.ae

Journey Planner
wojhati.rta.ae