



General Inquiries About Cruises in Saudi

Which ports do cruises depart from in Saudi?

Cruise journeys in Saudi depart from three main seaports:

- Jeddah Islamic Port
- Yanbu Commercial Port
- King Abdullah Economic City (KAEC) Port

Are there domestic (local) cruise options for citizens and residents?

Yes. Selected cruise packages are available for domestic travel. Details can be viewed through the official booking platforms of cruise operators.

Is there a specific cruise season in Saudi?

Cruise journeys typically operate between **October and April**, when weather conditions are more suitable for maritime travel.

Are cruises suitable for families?

Yes. Cruises are designed for different age groups and include family-friendly facilities, children's areas, and onboard entertainment programs.

Which cruise company currently operates in Saudi?

At present, cruise journeys are operated by Aroya Cruises, the national cruise brand of Saudi.

Booking and Tickets

How can I book a cruise?

Cruises can be booked through the official websites of cruise operators such as Saudi Cruise and Aroya, or via licensed travel agencies inside and outside Saudi.

What are the cancellation or modification policies?

Cancellation and amendment policies vary by operator. Guests are advised to review the terms and conditions carefully before confirming a booking.

Which document defines cruise tickets and passenger rights within Saudi waters?

Cruise tickets within Saudi territorial waters are governed by a service contract between the passenger and Aroya Cruises. This contract follows the approved Travel and Tourism Services Regulations in Saudi and outlines passenger rights, operator responsibilities, and mutual obligations throughout the journey.

Travel Requirements and Documents

What documents are required to board a cruise?

To ensure smooth boarding, guests must carry the following documents, as applicable:

- Passport (for international cruises)
- National ID or Iqama for domestic cruises within Saudi
- Residents must also hold a valid exit and re-entry visa
- Tourist visa (for non-Saudi nationals, depending on nationality)
- Confirmed booking tickets
- Vaccination certificate, if required under health protocols

Can international tourists board cruises from Saudi ports?

Yes. International visitors can board cruises from Saudi ports, provided they hold a valid electronic tourist visa. Advance booking through cruise operators or licensed travel agents is recommended.

Activities and Cruise Experience

What activities are available onboard and during port stops?

Cruise journeys offer a wide range of leisure and cultural experiences, both onboard and onshore, including:

- **Onboard:**
Restaurants, swimming pools, entertainment programs, children's activities, and live cultural and artistic shows
- **During stops:**
Short sea excursions, diving and snorkelling, heritage tours, traditional markets, and visits to islands and beaches

Are guided tours available during port stops?

Yes. Cruise operators offer organised excursions led by local guides, covering historical sites, natural beaches, and cultural attractions.

Where can I book activities or learn more about coastal destinations?

You can explore cruise information, destination guides, and activity options through Visit Saudi, the official tourism platform of Saudi.

Safety and Onboard Services

Is there a medical centre onboard?

Yes. Cruise ships are equipped with onboard medical centres and qualified healthcare staff to handle emergency cases.

Are facilities available for people with disabilities and senior travellers?

Yes. Most cruise ships offer accessible pathways, elevators, and adapted cabins to support ease of movement and comfort.

Safety and Onboard Services

Are there environmental guidelines passengers should follow?

To protect marine environments and preserve coastal and island ecosystems, guests are encouraged to:

- Avoid disposing of waste in the sea or on beaches
- Respect sensitive environmental areas and islands
- Avoid touching coral reefs or marine life
- Use environmentally friendly products, such as reef-safe sunscreen

Regulatory and Operational Framework (For Operators)

Is a customs declaration required for cruise vessels?

There is no regulatory requirement to submit a temporary customs declaration for cruise vessels when no goods are carried onboard. Customs obligations apply to cargo, not passenger vessels, in accordance with the Unified Customs Law.

Must cruise operators use Saudi-flagged vessels?

Foreign-flagged vessels are permitted to operate coastal transport services in Saudi waters under the General Transport Authority circular No. (58), valid until 9 January 2027, subject to compliance with applicable regulations and conditions.

Passenger Rights and Cancellations

If a cruise is cancelled due to force majeure, what are the operator's obligations?

Saudi Cruises is required to refund passengers for the unfulfilled portion of the journey without additional compensation. Refund procedures and related complaints are monitored by the Saudi Red Sea Authority and the General Transport Authority.

Why were passenger rights in the cruise sector updated?

Passenger rights were updated to ensure a safe and fair travel experience, enhance transparency, protect consumers, and provide clear information from booking to journey completion, in line with the Tourism Law.

What are passengers entitled to under the updated rights?

Passengers have the right to:

- Clear information about itineraries and programs
- Transparent cancellation and refund policies
- A defined complaint-handling mechanism
- Service quality consistent with what was advertised
- Consumer protection under national regulations

How can passengers verify that operators comply with these rights?

By booking with licensed operators, reviewing published passenger rights on official platforms, and ensuring the operator is authorised to operate cruises within Saudi.

Complaints and Contact

How can passengers submit complaints or feedback?

Complaints can be submitted through:

- The unified tourism contact centre **930**
- Official Ministry of Tourism channels
- Customer service channels of the cruise operator

How are cruise-related complaints handled?

The Unified Tourism Centre (930) receives complaints and refers them to the relevant authority. Issues related to refunds, licensing, safety, or vessel compliance are handled by the General Transport Authority or the Saudi Red Sea Authority, depending on jurisdiction.

How are complaints related to Aroya Cruises handled?

Passengers are directed to submit complaints via the operator's official website. Complaints are reviewed within 15 days. If the issue is not resolved within this period, it is escalated to the Saudi Tourism Authority.

How can I track my complaint?

Through the request number provided on the operator's official platform.

H3:How can I contact Aroya Cruises?

- Official website: <https://aroyacruise.touri.sa/>
- WhatsApp: 920022277
- Email: info@aroya.com

Regulatory Updates

Why were regulatory procedures for cruise operators updated?

Procedures were updated to align with regulatory requirements, improve operational quality, enhance safety standards, and elevate the overall maritime tourism experience.

What do the updated procedures include?

Updates include unified operator processes, clearer compliance requirements, and defined responsibilities related to operations, arrivals, departures, and passenger management.

Do the updates affect previously booked cruises?

No. Previously booked cruises are not affected. However, operators must comply with updated requirements for future approvals, renewals, and operations

Do the updates apply to international operators?

Yes. The updated procedures apply to all cruise operators, whether local or international, operating within Saudi ports and marinas.

Will regulations continue to be updated?

Yes. Regulatory procedures may be updated periodically to ensure ongoing compliance, safety, and service quality.

Do the new procedures require additional commitments from operators?

Operators may be required to update operational data, review procedures, or enhance compliance and quality systems to continue operating within Saudi.