



NEOM
BAY
AIRPORT



مطار خليج نيوم
NEOM BAY AIRPORT

FREQUENTLY
ASKED QUESTIONS



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OVERVIEW

These FAQs provide essential information for employees and visitors using NEOM Bay Airport. It covers a range of topics, including airport operations, passenger services, baggage policies, transportation, security regulations, immigration procedures and passenger rights.

ABOUT THE AIRPORT

NEOM Bay Airport has been officially awarded accreditation by Airports Council International (ACI) under the Airport Customer Experience Accreditation Program, recognizing its commitment to delivering a high-quality passenger experience.

WHO OWNS AND OPERATES NEOM BAY AIRPORT?

The airport is owned by NEOM and operated by Cluster 2 Airports, Saudi Arabia's leading operator. For urgent matters, contact the Duty Manager on +966 55 209 1120.

Several government entities ensure security and regulatory compliance:

- General Intelligence Department (GID) – Security screening
- Zakat, Customs and Tax Authority (ZATCA) – Customs clearance
- General Directorate of Passports (Al Jawazat) – Immigration
- Royal Saudi Air Force (RSAF) – Overall safety and security

These government entities are there to uphold regulations and maintain security. We kindly ask for your patience and respect while following the instructions from the relevant authorities.

HOW MANY TERMINALS ARE THERE AT NEOM BAY AIRPORT?

There are two terminals at NEOM Bay Airport:

- Terminal A – International flights
- Terminal B – Domestic flights

(Just a five-minute walk apart)

WHAT IS THE AIRPORT'S OPERATING HOURS?

24/7 operations.



DEPARTURE AND SECURITY TIMEFRAMES

HOW EARLY SHOULD I ARRIVE BEFORE MY FLIGHT?

- Domestic flights: Arrive two hours before departure
- International flights: Arrive three hours before departure

WHEN DO CHECK-IN COUNTERS OPEN AND CLOSE?

- Open: Three hours before departure
- Close: One hour before departure (all flights)

WHAT IF MY FLIGHT IS DELAYED OR CANCELED?

Contact your airline or travel agent for rebooking options.

WHAT IF I MISS MY FLIGHT?

You must contact your airline or travel agent to rebook or purchase a new ticket.

PARKING AND TRANSPORTATION

WHAT PARKING OPTIONS ARE AVAILABLE?

- Free parking (492 spaces)
- Limited availability – parking is not guaranteed
- Improperly parked vehicles may be fined

CAN I PICK UP OR DROP OFF GUESTS?

Yes, however there is a 5-minute time limit in designated areas.



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WHERE CAN I FIND TAXIS?

- Available 24/7 outside terminals
- Advance booking recommended due to high demand

Lumi: +966 55 052 1524
Theeb: +966541175541
Key: +966596701093

Working hours: 24 hours a day, seven days a week

CAR RENTAL SERVICES

- Location: Arrivals Hall, Terminal A
- Advance booking recommended

Lumi Rent a Car: +966 55 663 1978, Lumi [Email](#)
Theeb Rent a Car: +966 54 117 5541, Theeb [Website](#)
Key: +966596701093 , Key [Email](#)

IS PUBLIC TRANSPORT AVAILABLE?

Only taxis and NEOM Community bus services are available. Check the bus schedule on the NEOM Community Life app before travel for better planning and any changes.

FACILITIES AND SERVICES

ARE MOBILITY SERVICES AVAILABLE?

Yes. Wheelchair assistance, accessible restrooms and support staff are available.
Contact your airline in advance for specific assistance needs.

Departing

- If traveling with your own mobility aid, inform your airline in advance. After passing through security, visit the boarding desk in the departure lounge. Wheelchairs will be secured at the gate by staff.



Arriving

- Airport wheelchairs will be provided as you disembark. Your mobility aid will be returned to you at the baggage reclaim area. If there's any damage or loss, report it immediately to your airline.
- Infant strollers are not available.

Note: Departing passengers may use their baby strollers up to the gate. On arrival, baby strollers will be returned to the baggage hall.

DO YOU PROVIDE SUPPORT FOR PASSENGERS WITH HIDDEN DISABILITIES?

Yes. NEOM Bay Airport participates in the Hidden Disabilities Sunflower program, supporting passengers who may require additional, non-visible assistance.

Sunflower lanyards and pins are available at:

- Check-in counters
- Duty Manager desk

The program allows passengers to discreetly signal that they may need extra time, understanding or support during their journey

IS THERE AN AIRPORT LOUNGE AVAILABLE?

Yes. The Lounge, operated by Hayyak, is available for eligible passengers.

- Location: Terminal A, after security
- Operating hours: Opens 2 hours before the first departing flight and closes 30 minutes after the last flight of the day

ARE FOOD AND BEVERAGES AVAILABLE?

Yes. Options include:

- Dunkin' Donuts (Terminal A Arrivals)
- Baroque Café (Terminals A and B Departures)
- ELEVATE Café (Terminal B Departure)
- Vending on-the-go refreshments



IS WI-FI AVAILABLE?

Yes, free high-speed Wi-Fi (NEOM GUEST) is available throughout the airport.

WHAT BAGGAGE SERVICES ARE AVAILABLE?

— Baggage wrapping – Terminal B Departure Hall

— Trolleys and paid porter assistance

Please note: Services are available two hours before flight departure time.

ARE THERE HOTEL ACCOMMODATION OPTIONS?

Yes, there are three hotels in the area.

— Hampton by Hilton Sharma (30-minute drive from the airport)

— L’Azure Beach and Resort (25-minute drive from the airport)

— Royal L’Azure (20-minute drive from the airport)



WHAT MEDICAL SERVICES ARE AVAILABLE?

- NEOM Hospital – 10-minute drive from the airport
- First-aid stations available in terminals
- Emergency ambulance available 24/7

OTHER SERVICES

- ATM – outside Terminal A entrance
- No currency exchange or duty-free shops available
- Prayer rooms and ablution facilities – available in both terminals
- Toilets – available in both terminals
- Phone charging stations – in all departure waiting areas
- Smoking areas – outside terminals and Terminal B departures courtyard (E-cigarettes must also be used in designated smoking areas)

BAGGAGE, SECURITY AND LOST PROPERTY

WHAT SHOULD I DO IF MY BAGGAGE IS LOST OR DAMAGED?

- NUM lost baggage: Contact +966 56 965 0005 (24/7)
- Damaged or lost baggage: Report to baggage services in the baggage claim area before leaving the terminal.
- Alternatively, you should contact your airline directly.

BAGGAGE ALLOWANCE AND SECURITY

- Carry-on and checked baggage limits – Vary by airline, check with the airline directly
- Excess baggage fees – Determined by airlines
- Pets and prohibited items – Check airline policies

SECURITY SCREENING GUIDELINES

At NEOM Bay Airport, our team leverages the next generation technology to ensure security checks are smooth and efficient. Help us speed up the process by following these tips:

— All items including hand baggage must go into dedicated trays.

— Electronics and liquids ($\leq 100\text{ml}$) can stay in bags.

— Remove jewelry, belt, shoes and jacket for screening.

— Mobility aids – inform your airline in advance.

Note: If these items do not fit inside a screening tray, they must be physically inspected by a screening officer.

— Medications – must be in original containers, accompanied by prescriptions and a letter from your doctor confirming medications.

— Medical condition - Disclose any needs and inform your airline e.g. request for a wheelchair, a mobile crane, a medical stretcher, an oxygen tube or any other special assistance equipment. Carry medical documents to explain any health conditions as required.

— Hip/joint replacement or metal implants - Metal implants may trigger detectors. If this happens, a security guard will conduct a body search. Informing them in advance and presenting relevant documents before passing through can help. You can request a private search room for this procedure.

— If your goods are confiscated, there is no option to retrieve them since they were taken away due to safety and security reasons.

WHAT IF I REQUIRE A PRIVATE BODY SEARCH?

Please request a private search at security if you have a valid justification or for personal reasons.

Note: All screenings are conducted to maintain safety while being mindful of cultural and personal considerations. For any concerns, passengers can speak with a security supervisor for further assistance.

LOST AND FOUND

— Lost items at airport: Call +966 55 209 1120 (24/7)

— Lost items on aircraft: Contact your airline



IMMIGRATION AND CUSTOMS

DO I NEED A VISA FOR SAUDI ARABIA?

Visa requirements depend on nationality and trip purpose (visitor or business). Check the [Saudi Visa Website](#) for details. For eligible countries, 'Visa on Arrival' is available though it is highly recommended to obtain your visa online in advance for a smoother experience.

WHERE CAN I FIND CUSTOMS REGULATIONS?

All international passengers must clear customs. Visit the [Zakat, Tax and Customs Authority website](#) for rules. Declare all goods if unsure.

FEEDBACK AND PASSENGER RIGHTS

HOW CAN I PROVIDE FEEDBACK?

You can share your feedback via the digital QR codes available throughout all departure and arrival areas.

Email numfeedback@NEOM.COM to share your experience.

WHERE CAN I LEARN ABOUT PASSENGER RIGHTS?

For flight delays, cancellations, or baggage issues, contact your airline first. Learn more on the [GACA](#) | Know Your Rights page.

GACA CONTACT INFORMATION

— Toll-Free (KSA): 1929

— International: +966 11 525 3333 —

Email: 1929@gaca.gov.sa



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AIRLINE CONTACTS

SAUDIA AIRLINES

- Contact Center KSA: +966 9200 22222
- Mishandled Baggage: [Lost or Mishandled Baggage](#)
- Submit a Claim: [Claim Submission](#)

FLYADEAL

- Contact Center KSA: +966 9200 00212
- Mishandled Baggage: [My bag is delayed or damaged](#)
- Submit a Claim: [Flight-related queries](#)

QATAR AIRWAYS

- Contact Center KSA: +966 800 850 1190
- Mishandled Baggage: [Mishandled Baggage | Qatar Airways](#)
- Submit a Claim: EU Air Passenger Rights [EU Air passenger rights | Qatar Airways](#)

FLYDUBAI

- Contact Center KSA: +966 9200 15566
- Mishandled Baggage: [Delayed or Damaged Baggage Solutions – flydubai](#)