



Frequently Asked Questions

1. How do I order a TXAI?

Simply download the TXAI app to order a TXAI.

2. How much does it cost?

TXAI is currently in its trial phase. During this period, the service is free of cost.

3. Can I call a toll-free number to book a ride?

A TXAI ride can only be ordered through the app.

4. How long will I have to wait after I order a ride?

Like any other ride-sharing service, the wait time will depend upon on the distance from the nearest TXAI and the traffic situation. The TXAI app will notify you of an estimated waiting time.

5. Can I reserve a TXAI for the whole day?

Booking for TXAI is not time-based. TXAI can only be booked to commute between nine pre-determined pick-up and drop-off locations on Yas Island. These locations include:

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|-----------------|------------------|----------------------|
| 1. Etihad Arena | 4. Ferrari World | 7. Warner Bros World |
| 2. Yas Marina | 5. Yas Mall | 8. Yas Waterworld |
| 3. W Hotel | 6. IKEA | 9. Yas Beach |

6. Is TXAI available in Abu Dhabi city?

During TXAI's trail phase, it will only be available within Yas Island limits. We will expand the operational area to cover more locations in Abu Dhabi in the next phase.

7. Will TXAI be available in Dubai and other Emirates?

Not yet. For now, TXAI can be enjoyed within Yas Island only

8. Can I book a ride outside Yas Island?

For now, TXAI is available only within Yas Island.

9. Why is there a driver in the car?

The driver in the car plays the role of a safety officer. This is in line with the safety protocols of the trial phase. The safety officer will monitor the autonomous driving operation and take over the vehicle in the case of an emergency to ensure the safety of both the passengers and the vehicle.

10. Which app needs to be downloaded?

You need to download the TXAI app. It is available in the Apple App Store as well as the Google Play store.

11. Is the app available in Arabic?

Currently, the TXAI app is available in English only.

12. From where do I download the app?

The TXAI is available in the Apple App Store as well as the Google Play store.

13. Do I need to wear a mask?

Yes. All passengers are required to wear a mask when riding the TXAI.

14. Do I need an Al Hosn Green Pass?

In line with regulatory protocols, an Al Hosn Green Pass is required to ride the TXAI.



15. How many people can ride together?

Up to 3 passengers can ride a single TXAI at the same time.

16. Can I break the journey in between stops?

During the trial phase, the TXAI ride is available between pre-determined pick-up and drop-off points. Hence, the journey cannot be broken between these points.

17. Can I ride with a pet?

Only in instances where the pet is for special purpose such as guide dog, the passenger can ride with a pet. Otherwise, it is not allowed.

18. Can I ride with babies / children? Is there a minimum age limit?

Absolutely! Children and babies are most welcome. While there is no age limit to use the service, only those aged 18 and older can register with the TXAI app.

19. Will I be able to put my luggage in the trunk? / is there room for a pram / golf clubs?

Small luggage is fine. The front passenger seat can be used if needed.

20. Where can I leave my comments, suggestions or complaints?

Please send us your comments, suggestions or complaints via email on Services@TXAI.TAXI

21. Do you have a toll-free customer service number?

TXAI services are available within the TXAI app only. Please email us at Services@TXAI.TAXI in case you have any queries