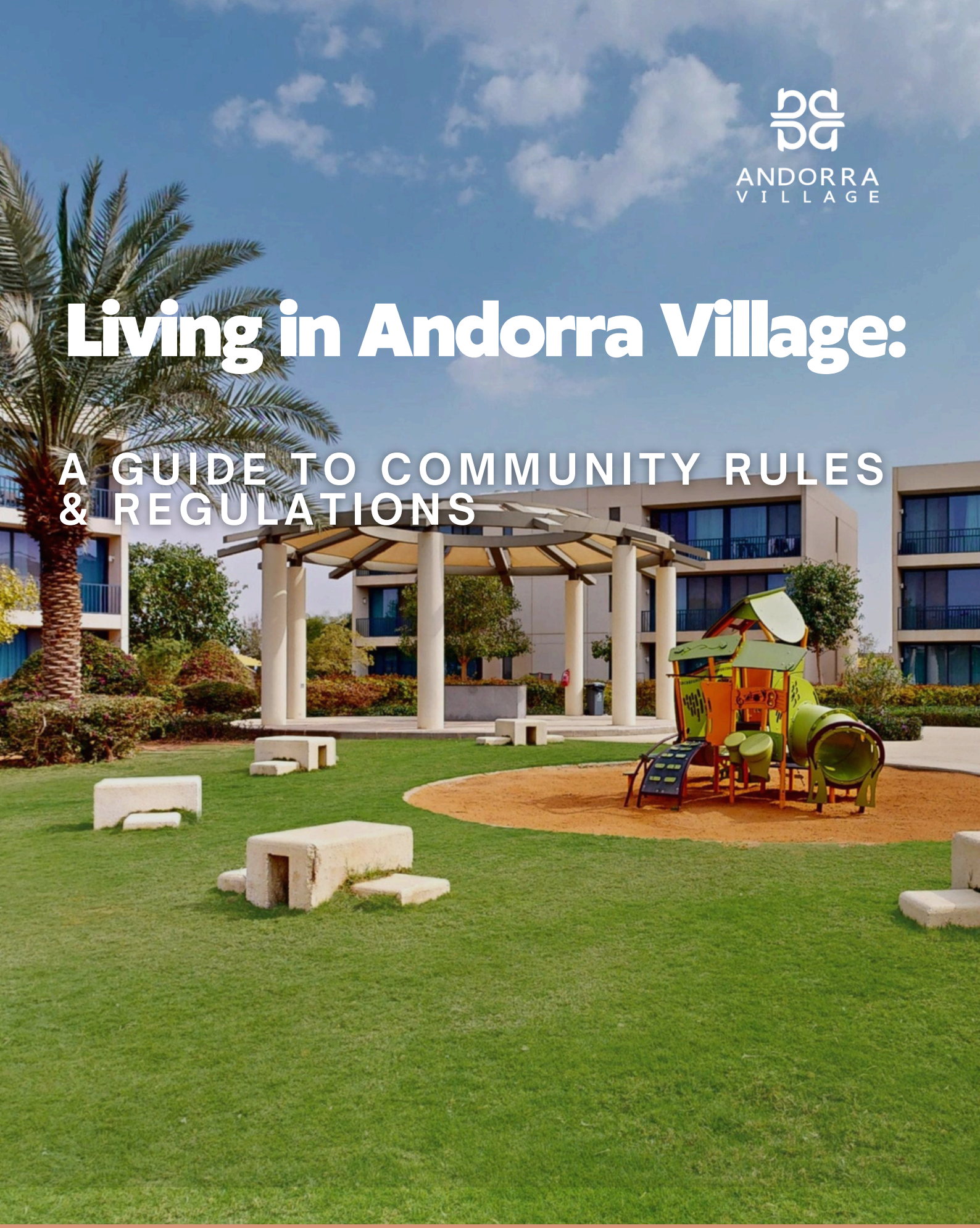


ANDORRA
VILLAGE

Living in Andorra Village:

A GUIDE TO COMMUNITY RULES & REGULATIONS

Version April 2026

WWW.ANDORRAVILLAGE.NET

TABLE OF CONTENTS:

1. INTRODUCTION
1.1 Glossary of Terms
1.2 Parties Subject to Rules & Regulations
1.3 Role of Compound Management

2. COMPOUND FACILITIES
2.1 General Guidelines: Dos & Don'ts
2.2 List of Facilities & Facility Specific Rules & Regulations

3. SERVICES
3.1 School Transportation Service
3.2 Shopping & Events' Bus Services
3.3 Internet & IPTV Services
3.4 Intra-Community Communication
3.5 Postal Services
3.6 Additional Services

4. PROPERTY MODIFICATION GUIDELINES

5. TRAFFIC RULES
5.1 Automobiles & Motorcycles
5.2 Golf Carts, Cyclists & E-Scooters
5.3 Non-Motorized Vehicles

6. PARKING

7. VISITOR PROCEDURES
7.1 Security Protocol
7.2 Nos. of Visitors
7.3 Eligibility Criteria
7.4 Saudi Guests & Visitors

8. PET POLICY
8.1 General Guidelines
8.2 Dog Park Rules & Regulations
8.3 Stray Cat Management

9. DISPOSAL OF WASTE

10. CRIMINAL ACTIVITIES

11. EXITING THE PROPERTY

APPENDICES
Appendix #1: Andorra Village Block Plan
Appendix #2: Fines & Penalties
Appendix #3: Important Contact Numbers & Other Extensions



1. INTRODUCTION

Welcome to Andorra Village!

This handbook explains the rules, regulations, and policies set by Khadamat Al-Amalak, the property management company of Andorra Village. By following these guidelines, we can all enjoy a safe and peaceful community.

Note: This handbook is the main reference for community rules. If there is any conflict between this handbook and future updates, the latest update will apply.



1.1 Glossary of Terms

1.1.1 Compound
The gated community of Andorra Village.

1.1.2 Compound Management
Khadamat Al-Amalak, the property management company.

1.1.3 Resident / Tenant / Lessee
Anyone living in Andorra Village (short or long term) under the sponsorship of a company or Saudi sponsor.

1.1.4 Guest / Visitor
Anyone not living in Andorra Village but allowed temporary entry by a resident (e.g., family, friends, colleagues).

1.1.5 Guest Worker
A worker employed by a resident (maid, nanny, cook, driver, etc.). They can only enter with resident and management approval.

1.1.6 Parent
A legal guardian of a child under 18.

1.1.7 Adult
Anyone aged 18 or older.

1.1.8 Child
Anyone under the age of 18.

1.1.9 Household Pets
Cats, dogs, and smaller pets (birds, fish, turtles, reptiles) kept inside the home or yard.

1.1.10 Quiet Time
From 10:00 PM – 6:00 AM. Noise must be kept low (similar to a quiet conversation). 50 to 60 Decibel

1.1.11 Help Desk
Located at the Business Centre, Andorra Village. Contact by:

- Dialing 0 from a landline in your home
- Call 920025015 from mobile

1.1.12 Resident Sponsor
A resident who sponsors a guest, visitor, guest worker, or event.

1.1.13 Event Sponsor
An individual or organization (not a resident) hosting an event in Andorra Village.

1.1.14 Commercial / Retail Operators
Businesses operating shops, restaurants, or services inside Andorra Village but not living there.

1.2 Parties Subject to Rules & Regulations

The rules apply to everyone who enters or lives in Andorra Village, including:

1.2.1 Residents and their families (spouse, children, parents, siblings, cousins, relatives, and friends).

1.2.2 All guests and visitors of residents.

1.2.3 All guest workers of residents.

1.2.4 Compound Management staff and employees.

1.2.5 Event sponsors and their guests for meetings, conferences, or social events.

1.2.6 Anyone given access for special purposes (e.g., inspections, event setup, vendor visits).

1.2.7 All temporary or permanent commercial and retail operators inside the compound.

1.3 Role of Compound Management

- Compound Management ensures all residents, guests, and visitors follow the rules.
- They work with residents and sponsoring companies (if applicable) to handle any issues or violations.
- If a rule seems unclear or you have concerns, you can contact Compound Management.
- Email: residentrelations@andorravillage.net
- Their goal is to provide fair and practical solutions for the community.

2. COMPOUND FACILITIES

Residents and their guests are welcome to enjoy the facilities in Andorra Village. Some facilities are free, while others may require a fee. To book private spaces, please contact events@andorravillage.net.

For security reasons, residents and guests may be asked to show photo ID when using facilities such as the gym, pools, sports courts, cinema, or multipurpose hall. Specific rules for each facility are included in this handbook or can be requested from the Help Desk.

2.1 General Guidelines

✅ **(DOS):**

- Residents are responsible for any damage to facilities and must cover repair costs.
- Events must follow these timings:
  - o Weekdays (Sun–Wed): Music until 22:00 (max 75 dB) , and (max 55 dB) until 23:00
  - o Weekends (Thu–Sat): Music until 23:00 (max 75 dB) , and (max 55) until 00:00

- Residents must ensure their guests are aware of compound rules.
- Western attire is the standard inside the compound.
- Events with more than 5 guests require an Events Form (with visitor details) submitted to events@andorravillage.net at least 72 hours in advance.
- Management may organize community events and will coordinate with security.
- Residents and guests are responsible for their own belongings in both common and private areas.
- Incidents or lost items must be reported within 72 hours to Security or the Help Desk.
- All staff and management must be treated with respect. Disrespectful behavior will lead to action.
- Everyone entering must present valid ID. Security has the right to approve or deny entry.

DON'TS:

- Bullying of any kind is not allowed.
- Adults may not discipline children without parental consent. Concerns should be reported to parents or Management.
- Commercial events or charging entry fees are not permitted in residences.
- Income from events must support community or charity causes.
- Public furniture cannot be taken for personal use; fines apply.
- Notices or advertisements need prior approval from Management.
- Last-minute guest entry requests will not be accepted.
- Personal belongings cannot be left in common areas; unattended items will be removed.
- Children and teenagers must follow a 10 PM curfew unless accompanied by an adult.

2.2 Facilities

Convenience & Retail

Tamimi Mini Market (24/7)

Royal Crafts & Carpets Gift

Attic Al Jabr Laundry

Tailoring Shop

Education

Kids Home (Childcare & Primary School, ages 8 months–6 years)

Beauty & Wellness

Clinic 24/7 [+966 53 8482 703] Dental Clinic (Thu, 10 AM–2 PM)

Pharmacy (9 AM–9 PM, closed Fri)

Barber Shop Rose World Salon & Spa

Public Spaces

11 Outdoor Pools

BBQ Areas

Central Park

Playgrounds Dog

Park

Entertainment & Leisure

Multipurpose Hall

Cinema Toddlers

Playroom

Business Facilities

The Residence Meeting Room

Eateries

- The Residence Restaurant
- Nurr Cuisine
- Paul Le Café
- Starbucks
- Wooden Bakery
- The Breakfast Club
- Pino Italian
- Baskin Robbins & Juice Bar (inside Starbucks, Main Pool)
- Food Trucks (McDonald's, Steak House Burger, Fire Grill, Maestro Pizza – flexible schedule)
- City Fresh Kitchen

Sport & Fitness

- Serenity Gym: (Open 24 hours)
- Sport Facilities: (Open 6am-10pm)

-Football Field
-Indoor Basketball Court
-Padel Courts
-Tennis Courts
-GX Room
-Squash Room
-MMA Room
-Spinning Room
-Pilates Reformer Room

- Wet Areas: (Open 5am-10pm)

-Indoor Pool
-Sauna
-Cold Jacuzzi
-Hot Jacuzzi

Serenity Gym Rules:

- Residents only; the gym is not allowed to guests.
- Adults only, 18 years and over
- Children between 13 and 17 years old may only be in the gym accompanied by a parent.
- Children under 13 years old are not allowed in the gym.
- External personal trainers are not allowed, nor may any other resident provide personal training services in the gym.
- Taking photos or videos without prior authorization is prohibited.
- Appropriate clothing for training is required, and the use of sports shoes is mandatory; for safety reasons, training while wearing flip-flops or barefoot is not permitted.
- Food is not allowed in the gym.
- Pets are prohibited.
- Any damage caused by improper use of equipment will be charged.

Sport Courts Rules:

- Residents only. Guest use requires prior authorization via email.
- Bookings are only accepted through the Andorra 365 App.
- Children under 13 must be accompanied by a responsible adult to use the courts.
- The app's terms and conditions apply to booking times and cancellations.
- Food and pets are not allowed in the courts
- Any damage caused by improper use of the courts will be charged.

Wet areas rules (Indoor & outdoor Pools, Jacuzzi, Sauna)

- Residents only; the wet areas are not allowed to guests.
- Swimwear is mandatory in the wet areas. No other clothing is permitted.
- A swimming cap is required in the indoor pool
- Sauna and Jacuzzi, Adults only, 18 years and over. Children between 13 and 17 years old must be accompanied by a parent.
- Children under 13 years old are not allowed in the sauna and Jacuzzi, and they must be accompanied by a responsible adult to use the indoor pool.
- Children under 15 must be supervised at all times in outdoor swimming pools
- The use of swim diapers is mandatory for babies in the indoor pool.
- These facilities are available from 5a.m. to 10p.m. for safety reasons, as outside of these hours we don't have reception staff, coaches, or housekeeping available to attend to any request or emergencies.
- For safety reasons, cell phones and headphones are not allowed in the sauna.
- Don't use cream, oil, or gel for body or hair before using the pool or jacuzzi.
- Food and pets are not allowed in the wet areas
- Taking photos or videos in these areas is prohibited.
- Any damage caused by improper use of the Sauna and Jacuzzi will be charged.

Playgrounds

Children must be supervised. Not available for private events.

Misconduct or damage will result in action/fines.

Multipurpose Hall

Residents + guests only.

Equipment is available with deposit/ID.

Respectful behavior required.

Available for private hire (full hall only).

Cinema

Children under 12 need an adult.

Residents cover any damage.

Movies for private bookings must be confirmed in advance.

Toddler Playroom

For children aged 0–4, with adult supervision.

No food or drinks.

Toys must stay inside; only under-4s may use them.

Insurance

Residents are recommended to maintain comprehensive home insurance on their belongings with a reputable insurer licensed in KSA.

The management will not be responsible for any damage in the unit .

In case of an emergency evacuation, remember these tips:

- Stay calm and follow the instructions of Fire Wardens
- Lock your apartment and proceed to the designated assembly point
- Do not go back to retrieve your belongings
- Community Management will not be liable for any losses incurred during an emergency

3. SERVICES

3.1 School Bus Service

School buses run to:

- AISR, BISR (Hamra), MGIS Qurtuba, French School, Al Faris, Reigate Grammar, SEK.

Parents must complete 3 forms before children can ride. (Email: events@andorravillage.net)

- Seats are first-come, first-served.
- Children must:
  - Sit in their own seat with seatbelt on.
  - Follow bus monitor's instructions.
  - Be on time – buses will not wait.
  - No bullying, shouting, or bad language.
  - No food, gum, or sharp items on the bus.
- Only registered students can ride (no parents, guests, or maids).
- CCTV is installed for safety.
- Damage must be paid for.
- If a child doesn't use the service for 2+ weeks without reason, the seat will go to another student.

3.2 Shopping, Events & Shuttle Buses

- Bus service is for residents only (guests need approval).
- No service for visitors, helpers, or staff.
- Shopping buses run to main malls/markets (schedule shared monthly).
- Trips are fixed – destinations cannot change.
- Private buses can be booked (hourly rate, subject to availability).
- Coffee Morning trips need at least 10 people.
- Metro Shuttle runs to Princess Nourah Metro Station.
- Special trip requests:
  - 72 hours' notice for small trips.
  - 1 week for large events.

3.3 Internet & IPTV

- Internet and TV come as one package (100+ channels).
- Packages:
  - 100 Mbps → 3M: SAR 1,208 | 6M: 2,415 | 1Y: 4,830
  - 200 Mbps → 3M: SAR 1,553 | 6M: 3,105 | 1Y: 6,210
- Register at Business Centre (Sun–Thu: 9–5, Sat: 9–3).
- IT will contact you for installation.
- If using another provider, you must arrange your own router.
- IPTV works only with Andorra internet.
- Report internet issues through the Andorra app.

3.4 Communication

- Updates shared via email, WhatsApp, and Andorra365 app.
- Residents must give emails and phone numbers for all family members.
- Andorra365 app is required for service requests and guest permits.
- Complaints:
  - Shops → complain to shop, then to Management if needed.
  - Services → Management.
  - Security → Head of Security.

3.5 Post Office

- Open 24/7, opposite The Residence (ext. 5554 / 5556).
- All packages go to the Post Office, not homes.
- Couriers inform residents directly.
- Collect packages within no more than 1 week. After that, they will be returned.
- No long-term storage.
- No opening packages inside Post Office.
- Management can refuse packages if needed.

3.6 Other Services

- Car rental & limousines available at Guest Parking (behind Post Office).
- Andorra Taxi → book via Helpdesk/Guest House (Dial 0).

4. PROPERTY MODIFICATION GUIDELINES

To keep buildings safe and the community looking good, residents must follow these rules for any changes to their property.

4.1 Do not drill into walls (for shelves, frames, etc.) without written approval from Compound Management.

4.2 Approved work will only be done by the Compound Maintenance team. Residents are responsible for any damage from unauthorized changes.

4.3 No landscaping or construction work (inside or outside villas/facilities) without written approval.

4.4 Residents must pay for the installation and removal of approved modifications. Compound Management is not responsible for maintenance.

4.5 Requests for replacement of furniture, electronics, or appliances depend on availability and approval. Residents can also buy their own items.

4.6 Landscaping changes needing approval include: gardens, pathways, walls, patios, trellis structures, etc.

4.7 Other changes needing approval include: shelves, bookcases, fencing, pet enclosures, exercise equipment, hammocks, wall installations, etc.

4.8 Changing door locks requires prior approval for safety reasons.

4.9 No personal items (shoes, bicycles, etc.) may be stored in common or shared areas. Items found will be moved to Lost & Found.

4.10 Clothes cannot be dried on balconies, terraces, or outdoors. Laundry must be dried inside the residence.

4.11 Residents must keep the outside of their unit clean, neat, and presentable.

4.12 For details on fines and penalties, see Appendix #2.

5. TRAFFIC RULES

5.1 Cars & Motorcycles

- All vehicles must be registered with Andorra 365 and Compound Management.
- Only drivers with a valid Saudi license can drive, this also applies to Golf Carts .

- Residents must display their car tag on the front left windshield.
- Vehicles must have valid registration and license plates.
- Vehicle checks are done at the gate; refusal means no entry.
- Front window tinting is not allowed.
- Licensed vendors may drive inside. Speed limit: 20–30 km/h (follow signs).
- No speeding, overtaking, drifting, or loud music.
- Always stop fully at intersections (look both ways).
- Violations may result in fines, suspension of driving rights, or vehicle clamping.
- Unregistered or off-road vehicles are not allowed.
- Visitors breaking rules will be fined (charged to their host).
- No jaywalking; use sidewalks.
- Be careful of children playing.
- Headlights must be on at night or when visibility is poor.
- No mobile phone use while driving.

5.2 Golf Carts, Bicycles & E-Scooters

- Cyclists ride on the right side of the road, not on sidewalks.
- Golf carts and bicycles follow the same rules as cars.
- E-scooters must stay on sidewalks, max speed 10 km/h, helmets required.
- Children with toy vehicles must be supervised and stay off busy roads.
- Headlights must be on at night or in poor visibility.
- No mobile phone use while riding/driving.
- Fines apply for violations.

5.3 Non-Motorized Vehicles (Bikes, Skates, etc.)

- Use safely and only in allowed areas.
- Follow all traffic rules.
- After sunset, use reflectors or lights.
- Helmets are always required.

6.PARKING

6.1 Each property has fixed parking spaces:

PROPERTY TYPE	PARKING SPACES
All Apartments	One Parking Space
Three Bedroom Villa | Ados	One Parking Space
Ados Gran / Casa La Vida / Casa Gran	Two Parking Spaces
Mansio	Three Parking Spaces

- Extra vehicles and guest cars must use public (unmarked) parking areas.
- Always Park inside your assigned space lines.
- Parking in someone else's space will result in penalties.
- From Thursday to Saturday, all guest cars must park in the Guest Parking area.
- Visitors can use the golf cart service (if available) from the Post Office.
- Visitor badges must be collected and returned after leaving.

If you have a motorcycle or require more parking space for your unit , kindly contact the Leasing Team to follow the appropriate process and request allocation, as applicable rules will apply.

7.VISITOR PROCEDURES

All visitors to Andorra Village must be pre-registered by residents through the Andorra360 app. Visitors must follow all compound rules. Residents are responsible for their guests. Management can ask any visitor breaking the rules to leave immediately.

7.1 Security Rules

- Our compound follows Ministry of Interior (MOI) rules for recording all people and vehicles entering/exiting.
- Required documents for entry:
  - Residents & Spouses: RFID Badges
  - Guest Workers: Temporary Gate Pass
  - Visitors: QR code on mobile or email
  - Event Guests: Checked in at gate using the approved guest list
- Badges and vehicle passes are given only by Management and issued through the Post Office (Security Dept).

- Issuing hours: 10:00 AM – 6:00 PM, Saturday to Thursday (closed on Tuesdays).
- Badges/passes cannot be shared.
- Copies of passports/IDs are not accepted (except renewal cases with company letter).
- Guests, maids, drivers, and houseboys must wear their ID visibly inside the compound.
- Residents 18+ must sign in guests through Andorra365.
- Visiting children must be processed at the Main Gate with an adult resident.
- Taking unauthorized photos is not allowed; violators may be removed.
- Long-term guests (not dependents) need approval from the resident's company and Management, with a company letter. GM may reject requests.

7.2 Visitor Numbers

- Families can invite up to 5 guests, singles up to 2 guests (via Andorra360, 24 hours in advance, subject to approval).
- Security can deny entry if needed.

For events, max visitors allowed (request 72 hours in advance):

- 1-Bedroom Apartment: 10 guests
- 2-Bedroom Apartment: 15 guests
- 3-Bedroom Apartment: 15 guests
- Villas: 20 guests

- More than these limits requires renting an event space from the Events Dept.
- Extended guest stays (24–72 hours) require Housing Dept + sponsoring company approval.
- Guest worker registration (maids, drivers, babysitters, etc.) must be done at the Post Office (Security Dept). Management may accept or reject.
- Guest workers cannot use recreation facilities (except babysitters supervising kids). They can only go to the mini market for villa needs.
- Live-in helpers get a 3-month temporary pass. Lost passes cost SAR 500 to replace.

7.3 Eligibility

- Compound staff, contractors, and outside workers cannot invite guests or use facilities unless approved by Management.
- Residents must provide visitor nationality and copy of iqama/passport/ID through Andorra365.
- MOI may restrict certain nationalities; if so, Security will deny entry.
- All visitor details are logged in the MOI system SHOMOOS.

7.4 Saudi Visitors

- Saudi guests may only enter after 6:00 am and must leave by 1:00 am, unless approved by the General Manager.

8. PET POLICY

Andorra Village is a pet-friendly community. Residents can keep pets inside their homes, and a special dog park is available for trained dogs of any size.

8.1 General Rules

- All pets must be registered with Compound Management (with form + photo). Email: andorra.housing@andorravillage.net.
- Pets must have vaccinations. Unvaccinated or dangerous animals are not allowed.
- Pets must live inside the house. No pens or dog houses in public areas (only allowed on private property).
- Allowed pets: cats, dogs, rabbits, guinea pigs, reptiles, birds, fish, and sea animals (kept in cages/containers).
- Imported pets need a Saudi-issued "pet passport." Local pets need health certificates.
- All pets must wear an ID tag.
- Dogs outside must always be on a leash.
- Pets cannot be left alone for more than 4 hours.
- Owners are responsible for any pet damage, noise, or disturbance.
- Owners must clean up pet waste in public areas.
- Pets are not allowed in or around the pool. ·
- Feeding stray cats is permitted only in the immediate periphery of your own unit
- Complaints about pets must be submitted in writing.

- If a pet must be removed, residents will be given 15 days to comply. Ignoring this may result in lease termination.
- Residents and sponsoring companies are responsible for any pet-related damage.
- Aggressive dogs outside may be removed at the owner's cost.
- Pets must not be left outside in extreme heat. Owners must ensure pets have shade and water.

8.2 Dog Park Rules

- Only registered, vaccinated, and trained dogs may enter.
- Dogs in heat are not allowed.
- Handlers must be 16+ and able to control the dog.
- Aggressive or noisy dogs must leave.
- Owners are responsible for injuries or damage caused by their dogs.
- Children must be supervised.
- No food or treats allowed.
- Owners must clean up after their dogs.
- Max 15 dogs at a time.
- Breaking the rules may result in a ban.

8.3 Stray Cat Management

- Unregistered pets and stray cats are controlled through a Trap-Neuter-Return (TNR) program run by volunteers.
- TNR helps control the cat population by sterilizing and vaccinating strays.
- Mistreating or abandoning animals is illegal in Saudi Arabia and can result in fines or jail.
- Leaving food or leftovers in BBQ or shared recreational areas. Human food waste poses a serious choking hazard to both cats and dogs.
- Residents are strictly prohibited from leaving food for stray cats in communal areas, including restaurants, and around swimming pools, Any food left in public spaces will be immediately removed and disposed of .

Fines for Non-Compliance

- Dumping a cat inside Andorra Village: SAR 1,000 per incident
- Keeping unregistered pets: SAR 2,000 per pet
- Repeated violations: May result in stricter disciplinary measures, including possible contract termination

9. WASTE DISPOSAL

- Always put garbage in sealed bags to avoid spills and bad smells.
- For large items (bulk waste), call the Help Desk at 0**.**
- Garbage collection is daily 6:00 am to 2:00 pm. Please take out trash only during these hours.
- Put garbage inside the bins provided**,** not on the ground.
- If bins are full, call the Help Desk at 0 for assistance.
- Not following these rules may lead to fines.

10. CRIMINAL ACTIVITIES

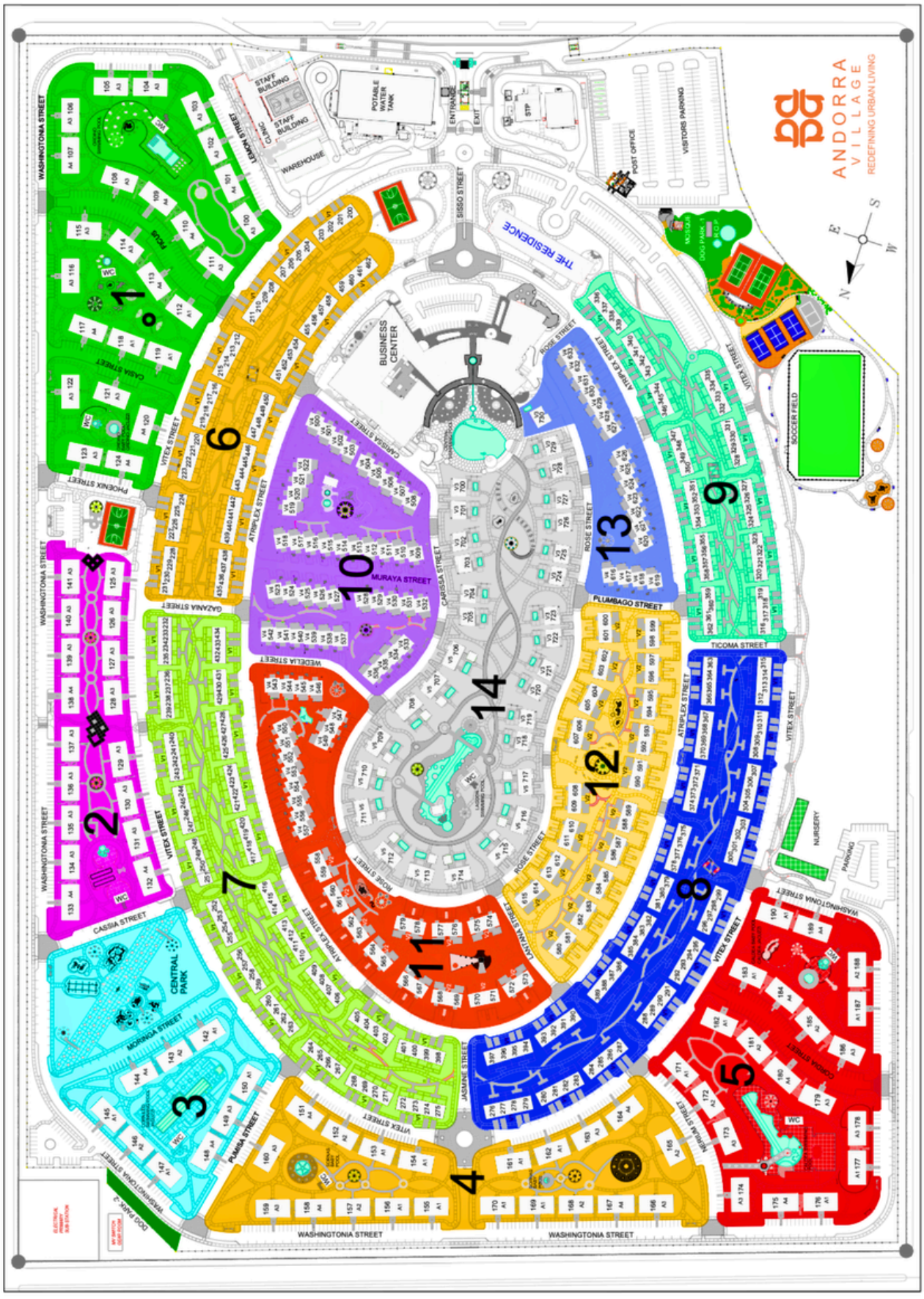
- No storing explosives, dangerous, or flammable materials (only normal household supplies allowed).
- Contraband is forbidden. Vehicles and bags may be searched at entry. Refusal = no entry.
- Alcohol is illegal in Saudi Arabia and not allowed in the compound.
- Fighting or assault = contract termination.
- Sexual harassment or assault = contract termination + reported to authorities.
- Any illegal act under Saudi law = contract termination.
- Security may call the police anytime if needed.

11. EXITING THE PROPERTY

- Residents, guests, and visitors must follow check-out rules to avoid penalties.
- On check-out: return all keys, car tags, RF IDs, and pay all pending bills. Failure may lead to legal action.
- A final inspection may be done at the Main Gate.

APPENDICES

Appendix 1: Andorra VillageBlock Plan



Appendix 2: Fines & Penalties

Offenses That Carry Penalties

1. Unauthorized entry by non-residents or visitors.
2. Speeding, reckless, or unsafe driving.
3. Parking in restricted areas or blocking emergency access.
4. Littering or leaving trash outside bins.
5. Unauthorized changes to property or common areas.
6. Not maintaining property appearance.
7. Ignoring security rules or disobeying guards.
8. Breaking pet rules (ownership, leash, vaccinations, nuisance, or waste).
9. Damaging compound property or facilities.
10. Misuse of recreational areas or inappropriate behavior.
11. Harassing or disturbing neighbors.
12. Late payment of fees or dues.
13. Running unauthorized businesses or subletting homes.
14. Breaking cultural or religious norms.
15. Alcohol & substance use inside the compound.
16. Excessive noise during quiet hours.
17. Any other violation of community rules.

Residents are responsible for their children, guests, and workers.

Penalty Process

- Fines will be invoiced to the tenant.
- Payment must be made within 7 days.
- Amount depends on the severity of the violation.
- Proof (citation and photos) may be provided.

Speed Limit Rules

- Speed limit inside compound: **20 km/h or 30 km/h** (depending on area).
- Penalties apply for violations.

Revised Penalty Structure

To encourage adherence to the speed limits, the following penalties will be applied:

VIOLATION NUMBER	PENALTY
1st Violation	SAR 100
2nd Violation	SAR 250
3rd Violation	SAR 500
4th Violation	Driving ban within the compound, with parking limited to the visitor area behind the Post Office.

OFFENSE	3rd Degree Fine	2nd Degree Fine	1st Degree Fine	Termination of Contract with AndorraVillage (4th Charge)
Traffic Rules Violations: Such as parking violations, reckless driving, driving without a valid licence etc.	SAR 250	SAR 500	SAR 1000	✓
Pet Policy Violations: Such as not putting dog leash or not collecting waste etc.	SAR 100	SAR 200	SAR 500	✓
Disturbances & Noise	SAR 250	SAR 500	SAR 1000	✓
Misconduct Illegal activity, Bad Behavior, Disrespect	SAR 250	SAR 500	SAR 1000	✓
Damage, Abuse & Vandalism	SAR 500	SAR 1000	SAR 2000	✓
	or the full cost of repairs or replacement			
Exiting Property: Not returning keys, RF IDs, car tags	SAR 500 each			✓

If a resident accumulates three contraventions during one rental year, their rental agreement may be subject to termination.

Each case will be evaluated individually, considering the severity and frequency of the offenses. This includes fines imposed on their children and respective guests.

Appendix 3: Important Contact Numbers:

General Manager	Mr. Mark Freeland	+966 553 358 374	5557	m.freeland@andorravillage.net
Director of Operations	Mr. Faris Matuq Sharbaji	+966 505 102 297	5558	f.sharbaji@andorravillage.net
Residents Relations Manager	Mr. Wassim El Baba	+966 593 034 821	5566	w.elbaba@andorravillage.net
Marketing Manager	Ms Lara Valle	+966 53 7365 193	5582	l.valle@andorravillage.net
Director of Leasing and Sales	Ms Malak Khairy	+966 50 900 1200	5906	m.khairy@andorravillage.net
Head of Security Department	Mr. Johan Goosen	+966 593 034 678	5551	johan@bawaniint.com
Helpdesk Team	Customer Support	920025015	0	customer.helpdesk@andorravillage.net
Events & Bookings	Ms. Camille Triunfo	+966581755097	5582	events@andorravillage.net
Sports and Recreation Department	Ms. Kelly Ocampo	+966 056997 8957	5537	k.ocampo@andorravillage.net
Andorra Residence Operation Manager	Mr.Feras Alzahrani	+966599798006	4955	f.alzahrani@andorravillage.net

Other Extension Numbers

ANDORRA VILLAGE MANAGEMENT	
Help Desk - Business Centre	920025015 Land Line: 0114089150 / Ext: 0
Andorra Residence Reception Security - Emergency	Mobile: 0593034470 0114089190 / Ext: 400
Main Gate Patrol 1	5551
Patrol 2	5551
Patrol 3	5552
Post Office	5554
RFID Badge Office	5556
Events Department	5980
Resident Relations	5566
EATERIES	
Andorra Residence Restaurant	491 / 0539170281
City Fresh Kitchen	5918
Nurr Cuisine - By the Main Pool	5544
Starbucks / Juice Bar	5905
Wooden Bakery	5545
The Breakfast Club	5914
Pino Italian	5912
Paul Le Café	5935
OTHER FACILITIES	
Concierge - Residence Reception	5567 / 5568
Al Jabr Laundry	5518
Serenity Fitness Club	5537
Royal Crafts & Carpet Shop	5577
Barber Shop	5908
Road Echo Taxi	5910
Rose World Salon & Spa	5911
Care Clinic Pharmacy/ Dental Clinic	5919 / 5917
Tamimi Mini Market	5930

ANDORRA
VILLAGE

Living in Andorra Village:

END OF DOCUMENT



Note: The management has the right to change or amend the rules for the property and residents at any given time if needed.

Version April 2026