



DEPARTMENT OF TOURISM AND COMMERCIAL MARKETING
**GUIDE REGULATING THE ACTIVITY OF
LEASING OUT HOLIDAY HOMES**

FIRST EDITION 2020

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INTRODUCTION

INTRODUCTION

THIS GUIDE SUPPLEMENTS:

- Decree No. 41 of 2013 Regulating the Activity of Leasing out Holiday Homes in the Emirate of Dubai;
- Executive Council Resolution No. 49 of 2014 Approving the Fees and Fines Related to the Activity of Leasing out Holiday Homes in the Emirate of Dubai; and
- Administrative Decision No. 1 of 2020 issuing of the executive regulations of Decree No. 41 of 2013 Regulating the Activity of Leasing out Holiday Homes in the Emirate of Dubai

This Guide addresses the details required by the Regulations and technical and operational procedures for undertaking the Holiday Home activity.

This Guide is available on the DTCM's official website:

All individuals, establishments, companies and parties, especially permit holders, must abide by and adhere to the Guide and apply that which is set out therein as published on DTCM's official website.

Guide will be updated from time to time. Regular reference should be made to DTCM's website for the updated version.

If you have inquiries concerning Holiday Homes or this Guide, please contact DTCM on +9714-60055559 or eservices@dubaitourism.ae.



DEFINITION

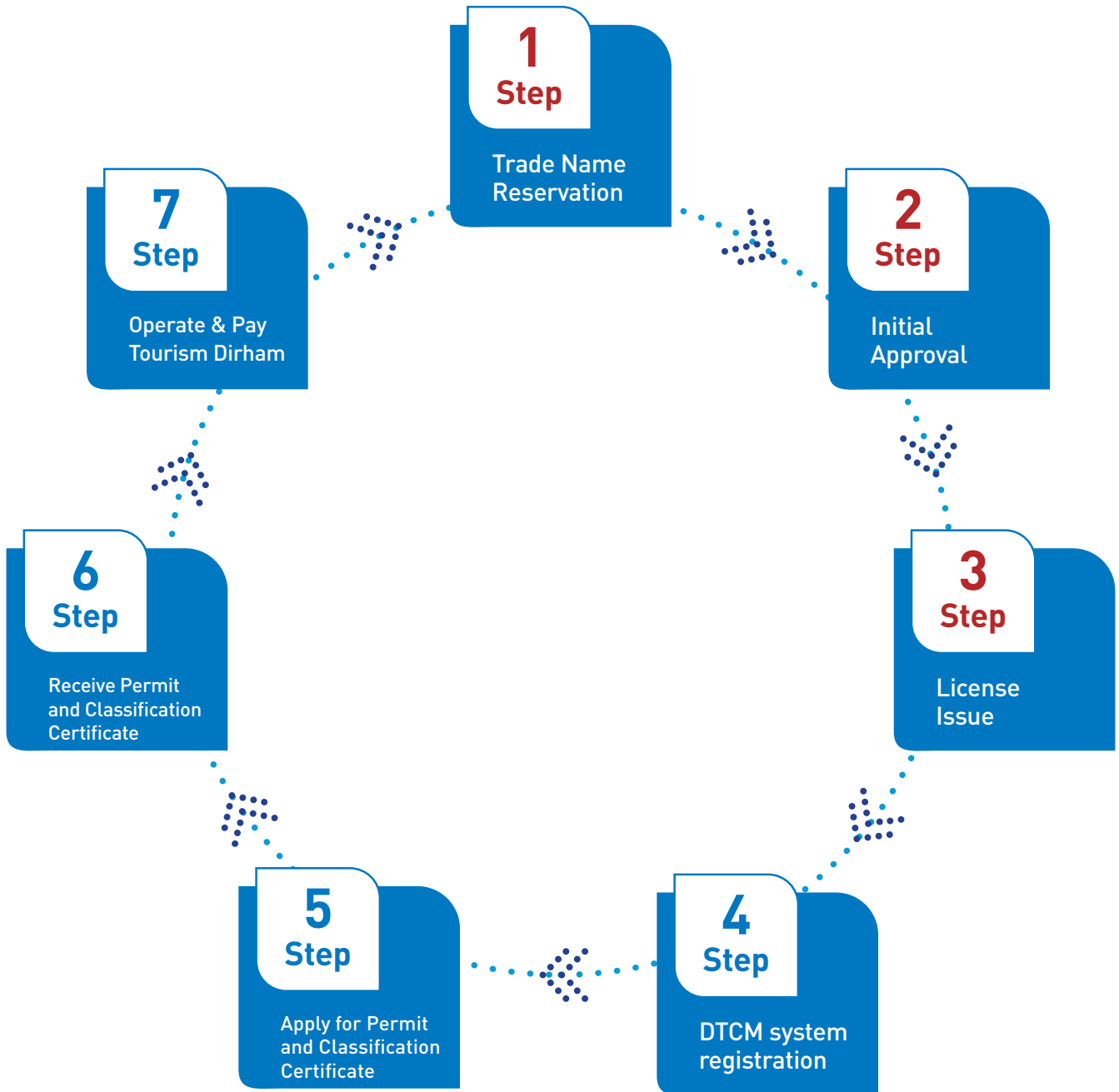
DEFINITION

The following words and expressions, wherever mentioned in this Guide, will have the meaning indicated below unless the context implies otherwise.

Activity	Engaging, on a regular and ongoing basis, in leasing out Holiday Homes or taking lease of Holiday Homes for the purpose of subletting them to Guests.
Decree	Decree No. 41 of 2013 Regulating the Activity of Leasing out Holiday Homes in the Emirate of Dubai.
DED	The Department of Economic Development in Dubai
DTCM	The Department of Tourism and Commerce Marketing.
Emirate	The Emirate of Dubai
Establishment	A corporation or company licensed to conduct the Activity in the Emirate.
Guest	A natural person that stays in the Holiday Home in return for payment with the intention of using it as an overnight accommodation.
Guide	This Guide containing the technical rules and standards that must be fulfilled for issuing Initial Approvals, Licenses, permits, and classifications of Holiday Homes.
Holiday Homes	Furnished Units designated for conducting the Activity in accordance with the conditions and criteria stipulated in this Guide.
Holiday Home Lease Contract	An agreement concluded between an Establishment and a Guest, stipulating the rights and obligations of the parties thereto, in accordance with the provisions of the Decree, the Regulation and this Guide.
Holiday Home System	Both: a) Electronic Portal- The electronic platform maintained by DTCM or by any other entity approved by DTCM, on which applications for Licences, permits, or any other services under the Regulation, will be received; and b) E-System: The online system allocated to the Licensee, for the purpose of documenting information and data related to its activities and business according to the program classification.
Initial Approval	The initial approval issued by DTCM to an applicant for a License to enable him to complete the License application procedures, in accordance with the requirements prescribed by the Regulation.
License	A document issued by DTCM stating that DTCM authorises a Licensee to conduct the Activity in the Emirate after verifying that all conditions and requirements stipulated in the Regulation are met by the Licensee.
Licensee	An individual or Establishment licensed to conduct the activity in the Emirate.
Permit	A document issued by DTCM stating that DTCM approves a furnished Unit be designated as a Holiday Home, after verifying that all conditions and requirements stipulated in this Guide are met.
Regulation	Administrative Decision No. 1 of 2020 issuing of the executive regulations of Decree No. 41 of 2013 Regulating the Activity of Leasing out Holiday Homes in the Emirate of Dubai
State	The State of the United Arab Emirates
Units	Real property units.

CLASSIFICATION AND PERMITS OF HOLIDAY HOMES

COMPLETE PROCESS



■ DED
■ DTCM

Note:

For individual, simply follow step 4.



CHAPTER ONE

ACTIVITY LICENSING

ACTIVITY LICENSING

All those who wish to conduct the activity of Holiday Homes must follow the procedures and steps set out below.

1. Conditions and Procedures for Issuing Initial Approval for Companies and Establishments:

- a) Complying with the conditions of issuing of an initial approval as stipulated in the Regulation.
- b) Initial approval is to be applied for through DED according to the relevant procedures:
 - Department of Economic Development - Dubai
 - Tel: 0097144455555
 - E-mail: info@dubaided.gov.ae
 - Website: www.dubaided.ae

2. Procedures for Issuing a Trade Name No Objection Certificate for Companies and Establishments:

- a) Complying with the conditions of issuing of an initial approval as stipulated in the Regulation.
- b) The issuance of a trade name No Objection certificate is to be applied for through DED according to the relevant procedures:
 - Department of Economic Development - Dubai
 - Tel: 0097144455555
 - E-mail: info@dubaided.gov.ae
 - Website: www.dubaided.ae

3. Conditions and Procedures for Issuing Licenses for Companies and Establishments:

- a) Complying with the conditions of issuing the activity license as stipulated in the Regulation.
- b) The issuance of a license is to be applied for through DED in Dubai according to relevant procedures:
 - Department of Economic Development - Dubai
 - Tel: 0097144455555
 - E-mail: info@dubaided.gov.ae
 - Website: www.dubaided.ae
- c) Registration in the Holiday Home system

4. Procedures to amend License information for Companies and Establishments

- a) Amendment of License data for companies and establishments is to be applied for through DED according to the relevant procedures:
 - Department of Economic Development - Dubai
 - Tel: 0097144455555
 - E-mail: info@dubaided.gov.ae
 - Website: www.dubaided.ae
- b) Update the modified data in the Holiday Home System by sending an email with the updated version of the license and specifying the date to be updated to eservices@dubaitourism.ae

5. Procedures for Establishing a Branch of a Corporation:

- a) Complying with the conditions for establishing a branch as stipulated in the Regulation.
- b) Branch establishment applications are to be submitted through DED according to the relevant procedures:
 - Department of Economic Development - Dubai
 - Tel: 0097144455555
 - E-mail: info@dubaided.gov.ae
 - Website: www.dubaided.ae

6. Procedures for terminating a License for Companies and Establishments:

- a) Completion of Guest check-out procedures for Holiday Home System on all Units
- b) Termination of all Holiday Home permits under the License
- c) Fee payment for termination of all valid Holiday Home permits under the License
- d) Tourism Dirham fee payment
- e) Application for certificate of no-objection from DTCM by e-mail on eservices@dubaitourism.ae
- f) No-objection certificate fee payment
- g) License termination procedures are to be completed through DED according to the relevant procedures:
 - Department of Economic Development - Dubai
 - Tel: 0097144455555
 - E-mail: info@dubaided.gov.ae
 - Website: www.dubaided.ae

7. Conditions and Procedures for Suspending Holiday Homes Activity for Companies and Establishments:

- a) Complying with the conditions of suspending Holiday Homes activity as stipulated in the Regulation. Issuance of the certificate of no-objection is to be applied for from DTCM before the suspension of the activity by E-mail to eservices@dubaitourism.ae
- b) Suspension of the Holiday Homes activity for companies and establishments is to be applied for through DED according to the relevant procedures:
 - Department of Economic Development - Dubai
 - Tel: 0097144455555
 - E-mail: info@dubaided.gov.ae
 - Website: www.dubaided.ae

8. Conditions and Procedures for Issuing Licenses to Individuals

- a) Individuals must register on the Holiday Home system. This registration shall be considered as a License for individuals to conduct the Activity.
- b) The conditions and procedures specified for registration on the Holiday Homes System below (part 1.b of Chapter 2) shall be applicable.
- c) Individuals may update their details through the Holiday Home System.



CHAPTER TWO

REGISTRATION IN THE HOLIDAY HOME SYSTEM

REGISTRATION IN THE HOLIDAY HOME SYSTEM

All Licensees, whether individuals, companies, or establishments, in addition to their workers, managers, or administrators, must register in the Holiday Home System according to the procedures set out below:

1. Procedures for Registering Licensees in the Holiday Home System

a) Registration of Holiday Home companies and establishments that are licensed to conduct Activities

Required Documents	Copy of valid Holiday Home company or establishment license
--------------------	-------------------------------------------------------------

Procedures and steps for service provision:

1. Login to Holiday Homes System <https://hh.dtcn.gov.ae/holidayhomes/>
2. Choose registration service «register»
3. Agree to the conditions and then click continue «Continue Application»
4. Choose registration type (Holiday Home Company - Operator), then click on continue «Continue Application»
5. Fill in company information, then click continue «Continue Application»
6. Choose to add a manager «Add New»
7. Register manager's information, then click on continue «Continue»
8. Review company information, then click continue «Continue Application»
9. Add requested attachments, then click continue «Continue Application»
10. Review application information and confirm acknowledgement, then click continue «Continue Application»
11. If the application is rejected, notification will be sent with the reasons for such by E-mail.
12. If the application is approved, notification will be sent with a link to pay the registration fee by E-mail. The application will be approved upon payment.
13. Payment permission shall be valid for one month from the date of issue.
14. Following approval, a password will be sent by E-mail.

REGISTRATION IN THE HOLIDAY HOME SYSTEM

1. Procedures for Registering Licensees in the Holiday Home System

b) Registration of individual property owners and authorised tenants

Required Documents	Passport/UAE ID card of individual property owner or authorised tenant according to application
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Procedures and steps for service provision:

1. Login to Holiday Homes website <https://hh.dtcn.gov.ae/holidayhomes/>
2. Choose registration service «register»
3. Agree to the statement and then click continue «Continue Application»
4. Choose registration type (Unit owner - Homeowner), then click on continue «Continue Application»
5. Choose to add manager «Add New» (property owner or tenant)
6. Register manager information, then click continue «Continue»
7. Review manager information, then click continue «Continue Application»
8. Add requested attachments, then click continue «Continue Application»
9. Review application information and confirm acknowledgement, then click continue «Continue Application»
10. If the application is rejected, notification will be sent with the reasons for such by E-mail.
11. If the application is approved, notification will be sent with a link to pay the registration fee by E-mail. The application will be approved upon payment.
12. Payment permission shall be valid for one month from the date of issue
13. Following approval, a password will be sent by E-mail.

Note:

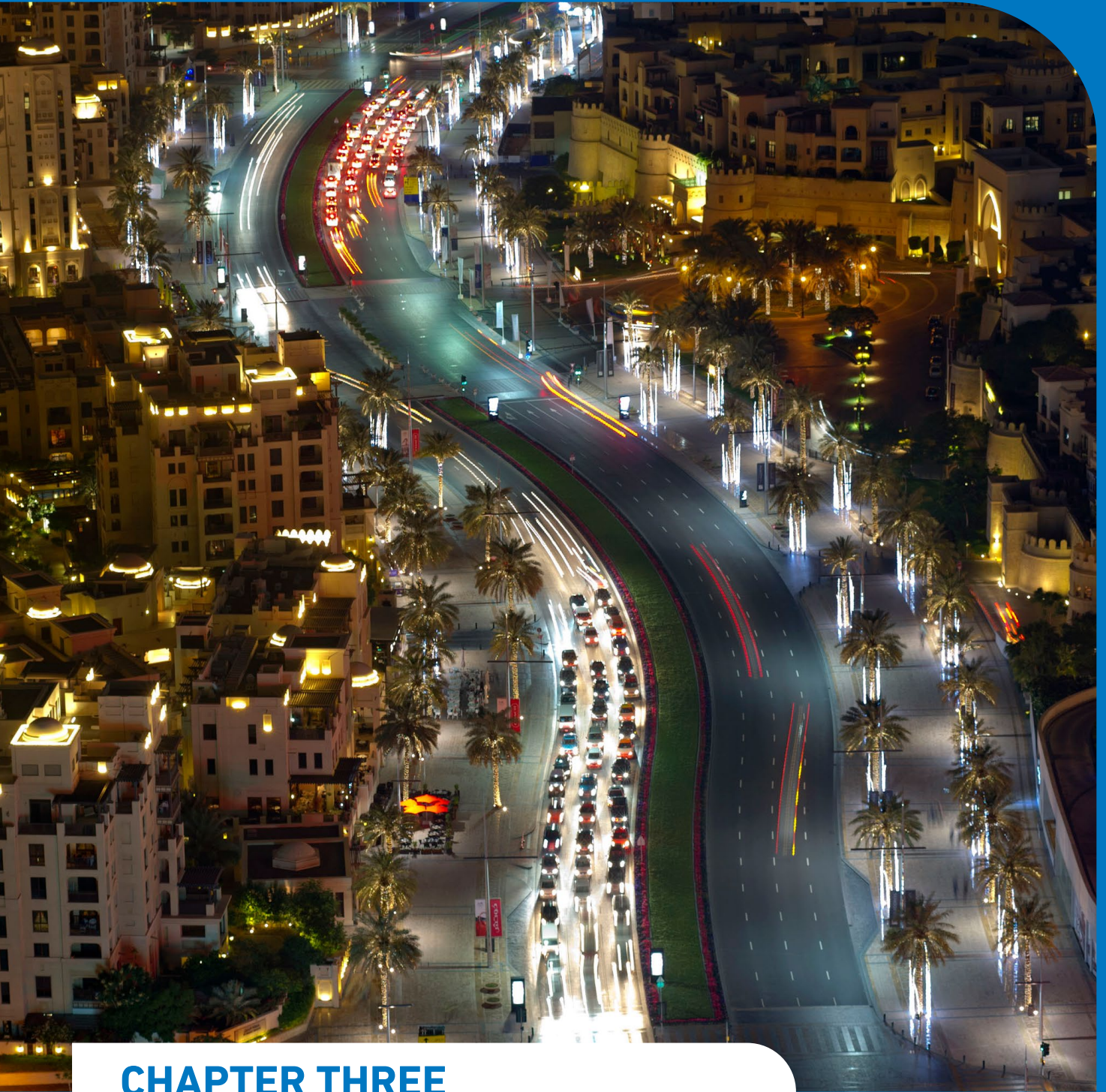
Authorised first degree relatives of the property owner or tenant (ie. father/ mother/ children/ husband/ wife) may apply for registration in the Holiday Homes System provided that the application is submitted in the name of the concerned person, i.e. the name of the individual owner or the authorised tenant holding the lease contract, accompanied by documents proving the first degree relationship.

2. Procedures for Registering Managers and Administrators in the Holiday Home System

Required Documents	<ul style="list-style-type: none">• Copy of Holiday Home company or establishment license (for managers only)• Copy of manager or administrator's passport or UAE ID card
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Procedures and steps for service provision:

1. Login to Holiday Home website <https://hh.dtcn.gov.ae/holidayhomes/>
2. Sign In
3. Click on «Users»
4. Choose «Add Manager» or «Add Unit Administrator»
5. Register manager or administrator's information, then click «Continue»
6. Review manager or administrator's information, then click continue «Continue Application»
7. Add requested attachments, then click continue «Continue Application»
8. Review application information and confirm acknowledgement, then click continue «Continue Application»
9. Wait for the application to be approved or rejected by an officer.
10. Following approval, a password will be sent by E-mail



CHAPTER THREE

HOLIDAY HOME PERMIT

PERMIT ISSUE:

A Permit must be issued from DTCM for each Holiday Home according to the conditions and procedures set out below:

1. Conditions and Procedures for Issuing a Permit

Required Documents

- Copy of individual owner's passport or UAE ID for individual owners or tenants (if the property owner is a company, the owner or one of the company's partners' passport or UAE ID copy should be included, alongside license documents or the company's articles of association)
- Submission of proof of authorisation to use the Unit:
 - Copy of property Title Deed
 - Authorisation from the owner, using the approved form from DTCM (if the property owner is a legal person, i.e. a company, an authorised signatory can sign the form on the condition that proof of his authorisation is also submitted)
- A bill issued for the Unit by Dubai Electricity and Water Authority that is no less than three months old as of the date of the application, and in the name of the owner or the Licensee (or tenant) of the Unit.

Procedures and steps for service provision:

1. Login to Holiday Home website <https://hh.dtcmm.gov.ae/holidayhomes/>
2. Sign In
3. Click on «Add New»
4. Enter real-estate information, then click continue «Continue Application»
5. Upload the required documents, then click continue «Continue Application»
6. Wait for the application to be approved/rejected by an officer.
7. Following approval, complete self-classification and undertake to complete sub-deficiencies, if any.
8. Pay the fees by online payment
9. After paying the fees, an electronic permit will appear, which must be printed and placed in a visible place in the Holiday Home.

PERMIT ISSUE:

Technical conditions and notes:

1. The Title Deed must be as follows:
 - a) "Residential" for apartments
 - b) "Residential or commercial" for houses or villas within a closed real property complex
 - c) "Commercial" or "Farms" in Hatta area for independent villas
2. Applications for Holiday Homes are only allowed if accompanied by Title Deeds for Units that are allocated as above. In all cases, Permits will not be issued for Units that are classified as hotel rooms or hotel apartments. If DTCM issues a Permit to any hotel Unit for use as a Holiday Home based on incorrect information, DTCM shall take immediate action to cancel such Permit.
3. Permit applications may not be submitted for Holiday Homes if there is an explicit item in the purchase, administration, or lease contract that prevents the owner from obtaining a Permit. In all cases, a Permit for a Unit will not be issued if its use as a Holiday Home is explicitly prohibited under such contract as mentioned above. If DTCM issues a Permit to any Unit that is explicitly prohibited from being used as a Holiday Home based on incorrect information, DTCM shall take immediate action to cancel such Permit.
4. Individual owners have the right to apply for eight Permits only at one time. If an individual owner wishes to manage additional Units, he must obtain a company license to operate the activity of leasing out Holiday Homes or hand over the additional Units to a company that is licensed to operate Holiday Homes.
5. Authorised tenants may only manage one Holiday Home as part of the Holiday Home Activity after obtaining approval and authorisation from the owner to do so.
6. In the case of the ownership of an entire building and there being no Title Deeds specific to each individual Unit in the building, the owner must ensure there are no Title Deeds for each and every Unit and attach a residential building certificate of completion as well as attaching a building completion certificate and a list of the Unit numbers that he wishes to manage as Holiday Homes together with their electricity and water account numbers.
7. Permits are approved for the period agreed upon between Unit owners and Holiday Home companies or authorised tenants.
8. The Unit owner does not have the right to use the Holiday Home throughout the Permit period unless this has been previously agreed upon with the Licensee.
9. The Licensee does not have the right to use the Unit before or after the permitted period unless this has been previously agreed upon with the Unit owner.
10. DTCM's approval of the Permit does not mean that it is automatically renewable. A Permit renewal application must be submitted to DTCM prior to the expiry of the Permit.

PERMIT ISSUE:

2. Procedures for Amending Permit Information

Required Documents	None
Procedures and Steps for Amending Permit Information: <ol style="list-style-type: none">1. Login to Holiday Home website https://hh.dtcn.gov.ae/holidayhomes/2. Sign In3. Click on the button «Amend» that appears near the approved unit symbol4. Choose amendment to number of rooms, complete it, then click «Continue Application»5. Pay the fees by online payment6. After paying the fees, the amended electronic Permit will appear which must be printed and placed in a visible place in the Holiday Home.	

3. Permit Cancellation Procedures

Required Documents	None
Permit Cancellation Procedures and Steps: <ol style="list-style-type: none">1. Login to Holiday Home website https://hh.dtcn.gov.ae/holidayhomes/2. Sign In3. Click on the button «Cancel» that appears near the approved unit symbol4. Choose reason for cancellation and then click continue «Continue Application»5. Pay the fees by online payment6. System information will be updated automatically	

Note: A Permit may not be cancelled for a Unit that a Guest is staying in.

4. Holiday Home Classification Procedures

Required Documents	None
Holiday Home Classification Procedures and Steps <ol style="list-style-type: none">1. Holiday Homes are categorised automatically through the Permit application.2. Applicants must ensure that all specifications and conditions are met before applying for a Permit.3. Applicants must ensure that the Unit is empty of any guests or visitors at the time of inspection.4. The Holiday Home will be inspected according to the specifications and conditions mentioned in this Guide.5. An inspector will visit the Holiday Home, and if any specifications or conditions are not met, the Permit holder will be warned or a penalty imposed. Any such violation must be rectified within two weeks from the date of the warning or failure to comply.6. The inspector will check to make sure that any violation is rectified by way of a second visit, in addition to periodic unannounced visits.	

PERMIT ISSUE:

5. Condition, Specifications, Technical Equipment, and Classification Standards for Holiday Homes

1. DTCM will categorise Holiday Homes according to the standards, conditions, specifications and technical equipment listed in Appendix 1.
2. The Licensee must ensure that the Unit fulfils the conditions, specifications, requirements and technical equipment specified in Appendix 1, in accordance with the Holiday Home Classification requested.
3. DTCM shall issue a Holiday Home Classification Certificate subject to the fulfilment of the conditions, specifications, requirements, and technical equipment specified in Appendix 1.

6. Procedures for Amending Classification Certificate Information

Required Documents	None
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Procedures and Steps for Amending Classification Certificate Information:

1. Login to Holiday Home system <https://hh.dtcn.gov.ae/holidayhomes/>
2. Sign In
3. Click on the button «Amend» that appears near the approved Unit symbol
4. Choose the category to be amended, then click on «Continue Application»
5. Complete self-classification and undertake to complete sub-deficiencies, if any.
6. Pay the fees by online payment
7. After paying the fees, the amended electronic Permit will appear with the new Classification, which must be printed and placed in a visible place in the Holiday Home

7. Procedures for Holiday Home Closure

Cases of Holiday Home Closure	DTCM may suspend any Holiday Home Permit and prohibit the conduct of the Activity therein, permanently or temporarily, in accordance with Article 11 of the Regulation.
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Procedures for Holiday Home Closure

1. Notification is sent to the Licensee with the reasons for closure.
2. DTCM will grant the Licensee at least 3 days to address the reasons for closure.
3. Following the end of the period referred to above, an inspector will be sent to check if the reason for closure has been rectified or not, in order to advise DTCM whether to close the Holiday Home or permit it to remain open.
4. The Licensee must ensure that there is no Guest in the Holiday Home when DTCM makes its final decision for closure.
5. If a Guest is in the Holiday Home upon the DTCM's issuance of its final decision to close the Holiday Home, the Licensee must provide an alternative Holiday Home to the guest of the same type agreed upon between them upon reservation.
6. The Licensee must ensure that all marketing adverts concerning the Holiday Home are removed.
7. All new reservations are to be transferred to alternative Holiday Homes, ensuring that the new Holiday Home fulfil the requirements of the Guest's reservation.
6. Any outstanding fees, such as the Tourism Dirham, are to be paid.

Important Note: If a Permit is not renewed upon its expiry and the Unit continues to be used as a Holiday Home, DTCM will take the actions set out above to close the Holiday Home.

8. Conditions and Procedures for Re-opening Holiday Homes That Have Been Closed

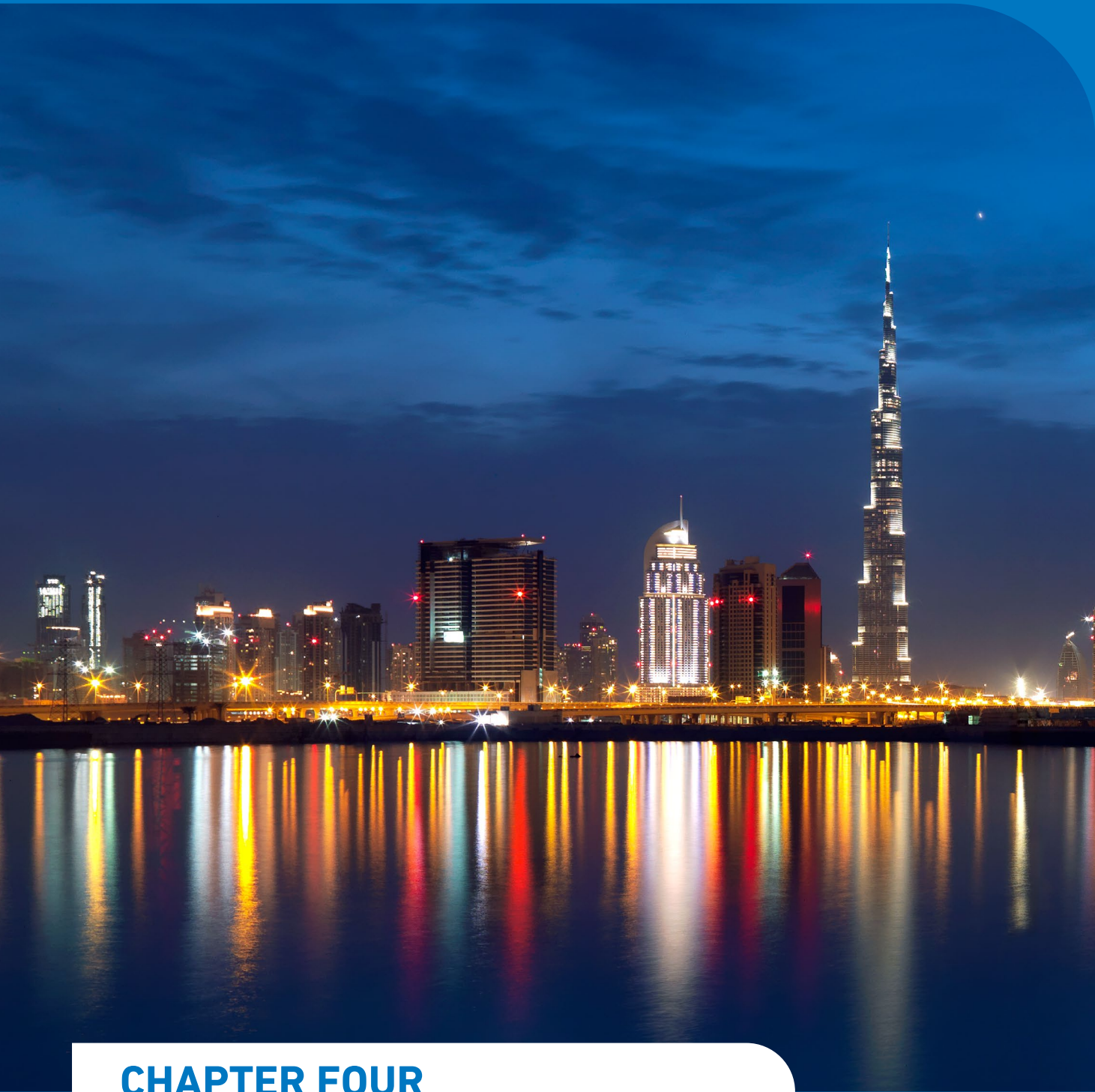
Required Documents	A letter of acknowledgement from the individual owner, the Holiday Home company, or the authorised tenant stating the reasons for closure no longer exist (in case the closure was made against a Holiday Home company or the authorised tenant, a new authorisation letter approved by the owner should be provided using the approved DTCM form)
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Procedures and steps to reopen a Holiday Home that has been closed:

1. Send the required documents by E-mail to: eservices@dubaitourism.ae
2. The application will be reviewed and the applicant will receive an approval or rejection.
3. If approved, an E-mail will be sent to the applicant to pay the «reopening of a Holiday Home after closure» fee.
4. After payment of the fee, an inspection appointment will be set to ensure that the reasons for closure no longer exist.
5. During the inspection visit, the applicant will be informed of the result.

Important Note:

1. The applicant may not reopen the Holiday Home if he has not ensured that the reasons for closure no longer exist
2. The applicant may not reopen the Holiday Home if the Permit has expired or cancelled.



CHAPTER FOUR

HOLIDAY HOME ACTIVITY OPERATIONS

HOLIDAY HOME ACTIVITY OPERATIONS

Holiday Home Permit holders must comply with the conditions and procedures set out below with regard to Holiday Home Activity operations. The Licensee must place the License in a clear and visible place in the Holiday Home.

1. Terms and Conditions for Guests

- a) Guest and their visitors terms and conditions must be:
 - Specified by the Licensee and written clearly in Arabic and English.
 - In electronic, printed, or any other form that does not contravene any laws in effect in the State or the Emirate.
 - Include the necessary information set out in this part of the Guide.
- b) The terms and conditions must include all of the following details and information:
 - Adequate and accurate description of the Holiday Home (operator name, address, building name, Holiday Home number)
 - Contact details of Licensee and their representatives (telephone and e-mail)
 - Guest's name, email, and phone number(s)
 - Dates of occupancy and check-in/check-out times
 - Total amount payable and any other charges
 - Amount and timing for payment and balance of moneys due
 - Provisions on reservation amendments, termination, and forfeiture or refund of moneys paid
 - Services available in the building or community (such as: swimming pool, sports hall, and other services)
 - Car parking spot number for Guests
 - The maximum number of visitors allowed per Unit is two adults and two children under 14 years of age per master bedroom or studio, two adults and one child under 14 years of age per additional bedroom, and only one person per domestic worker or guard.
 - Guests are responsible for the behaviour of their visitors.
 - Maximum number of visitors allowed is one adult and one child under 14 years of age per bedroom, with no more than six visitors, except with the approval of the building or residential community management and the Licensee's approval regarding the largest number of guests in special circumstances, not counting a domestic worker or guards room.
 - The maximum number of vehicles permitted at the Holiday Home, specifying the places/spaces allocated for parking guests' vehicles and that of their visitors at the Holiday Home.
 - Information concerning the disposal of waste and recycling, including for example the places allocated for waste disposal and waste collection days.
- c) The terms and conditions must cover any other issues that may generally be of necessary regarding the activity of leasing out Holiday Homes, as well as any other conditions of a special nature. However, any conditions must not contradict the laws in force in the State, the Emirate or this Guide.

HOLIDAY HOME ACTIVITY OPERATIONS

2. Internal Rules to Be Followed by Guests and their Visitors when present in the Holiday Home

Guests and their visitors must respect that Holiday Homes are permitted in residential family communities and hence Guest and visitor behaviour should be reflective of a family environment.

- a) Guests and their visitors must comply with the following general obligations and rules:
 - Compliance with the obligations of the Regulations and this Guide.
 - To respect the residential purpose of the Holiday Home.
 - Visitors may not remain in the Holiday Home between 12:00 midnight and 8:00am.
 - Respect residential amenities and security of property and neighbours
 - Refrain from any uncivilised/inappropriate behaviour
 - Guests must not create noise that is offensive to neighbours, during arrival and departure and at any time during occupancy, especially between 10pm-8am. Noise is considered to be too loud if it can be heard by an adjacent neighbour when inside their house with their windows and doors closed.
 - Refrain from smoking in non-smoking areas.
 - Children under 14 should be supervised in all recreation areas.
 - Guests may not make any alterations to the Unit without prior written approval of the owner of the Unit.
 - Comply with vehicle parking rules, show consideration to and cause the minimum disturbance to others in respect of parking.
 - To dispose of garbage and recycling in accordance normal practice at the Unit and building or community and in the allocated bins and areas.
 - Guests must not leave rubbish in public or common areas.
 - Guests must comply with requirements in relation to the relevant garbage and recycling collection days, as well as any requirements relating to the disposal of garbage or waste minimisation.
 - To notify the Licensee of any disputes or complaints as soon as is practicable.
- b) Conduct that is not accordance with these Rules may result in:
 - Holiday Home Permit termination
 - Eviction of the Guest
 - Loss of security deposit paid or accommodation amount paid by the Guest
 - Payment of additional fees depending on damage to the Holiday Home or others
- c) The Licensee must place the aforementioned rules within the Holiday Home in a visible place for Guests and their visitor(s).

3. Security Deposit

- a) The Licensee may choose to obtain a security deposit (or equivalent) from the Guest prior to commencement of the occupancy of the Holiday Home by the Guest. This may be paid in cash or by credit card authorisation.
- b) If a security deposit is applied, Guests should be advised that failure to comply with the terms and conditions may result in charges against the security deposit.
- c) Where security deposits are applied, they should be administered, processed and accounted for and any balance released or returned to the Guest as soon as possible following their departure in accordance with the applicable law.

4. Holiday Home Check-in and Check-Out

- a) The Licensee must receive the Guest, hand over the keys to the Unit, and ensure that the Guest is delivered the Unit in a clean and ready state.
- b) The Licensee must inform the guest of the terms and conditions, in addition to the internal rules that visitors must abide by.
- c) The building management may view the passport photos or the identity of the guests or take a copy only at the time the Guests are received and have completed check-in.
- d) The Licensee must check-in/check-out Guests in the Holiday Home System within a maximum of three (3) hours of entering the Holiday Home.
- e) Licensees must check in all Guests into the Holiday Home System.
- f) In case of any problems between the building management and the Holiday Home company/establishment/individual owner, the Guest must be admitted to the Unit without delay and the dispute should be resolved separately directly between the company and the building management or by making a complaint to DTCM.
- g) The Licensee must provide an alternative Unit of the same standards, size, and guest occupancy without the imposition of additional fees, if upon arrival the Guest discovers major damage that prevents staying at the Holiday Home, including but not limited to major damage to air conditioning, water leakage, or other similar circumstances,.

Check-In Steps and Procedures

1. Go to the Holiday Home website <https://hh.dtc.gov.ae/holidayhomes/>
2. Log-in
3. Click on the «New check in» button
4. Enter all check in and Guest information by adding them by clicking «Add New», then clicking «Continue Application»
5. Attach clear copies of Guest passports (or Guest ID cards if they are GCC citizens), then click on «Continue Application»
6. Review the application and click on «Continue Application» to finalise Guest check-in procedures

Check-Out Steps and Procedures

1. Go to the Holiday Home website <https://hh.dtc.gov.ae/holidayhomes/>
2. Log-in
3. Click on «Check Out»
4. Enter check-out information, then click «Continue Application»
5. Review the application and click on «Continue Application» to finalise Guest check-out procedures

HOLIDAY HOME ACTIVITY OPERATIONS

5. Obligations and Rules that the Building or Residential Complex Management Must Abide By

- a) The building or residential complex management must facilitate and provide for the possibility of the free and unfettered access of the Licensee to the Holiday Home, in order to allow them to conduct the Activity without obstruction.
- b) The building or residential complex management must facilitate Guest entry to the Holiday Home authorised by DTCM, as well as providing them free and unfettered access without obstruction.
- c) The building or residential complex management may view the passports and ID cards of Guests and take copies thereof upon their arrival at the building or residential complex reception desk for check-in only when checking-in.
- d) The building or residential complex management must inform DTCM as soon as possible of any complaints it has against the Licensee, Guest, or visitor in order for DTCM to take the necessary action in this regard.
- e) In the case of any complaints being submitted by the building or residential complex management against the Licensee, if it appears to DTCM that such complaint against the Licensee constitutes a breach of the Decree, the Regulations or this Guide, DTCM may begin necessary procedures against the Licensee, including the imposition of fines, the suspension of activity, or the termination of the License or Permit.

6. Mechanism for Preparing Policy to Address Complaints Submitted Against the Licensee by Guests

- a) The Licensee must provide numbers/email addresses for complaints/emergencies/reports
- b) Telephone numbers must be in operation and accessible 24/7.
- c) The Licensee must investigate complaints submitted by Guests and take necessary procedures in this regard as quickly as possible.
- d) The Licensee must document all data and procedures related to the complaint, including:
 - Date and time of receiving complaint
 - Information of individual submitting complaint and means of contact
 - Complaint contents
 - Procedure taken regarding the complaint, and the date and time that such procedure was carried out

HOLIDAY HOME ACTIVITY OPERATIONS

7. Procedures for Dealing With Disputes Arising Between the Licensee, Involved Parties, or Guests

- a) Complaints, including full detail concerning the dispute and supporting documents are to be submitted to the following E-mail: ecomplaints@dubaitourism.ae
- b) A time to meet with the parties of the dispute will be set by DTCM.
- c) The dispute will be decided on and settled in a peaceful manner and the period for the implementation of the resolution set. DTCM will take the necessary steps against any party in violation of applicable legislation.
- d) If required, more than one meeting may be coordinated to check documents, facts of the dispute, and review party claims and testimony.

Important Note:

1. The relevant teams will seek to deal with dispute resolution amicably.
2. DTCM will not review disputes that do not come under its jurisdiction.
3. If a party of the dispute does not accept the amicable solution offered to them by the concerned team, the complaint will be closed and the parties will be informed to transfer the dispute to the concerned judicial authorities, if required.

8. Mechanism for Preparing Policy to Address Complaints Submitted Against the Licensee by Guests

- a) The Licensee must provide numbers/email addresses for complaints/emergencies/reports
- b) Telephone numbers must be in operation and accessible 24/7.
- c) The Licensee must investigate complaints submitted by Guests and take necessary procedures in this regard as quickly as possible.
- d) The Licensee must document all data and procedures related to the complaint, including:
 - Date and time of receiving complaint
 - Information of individual submitting complaint and means of contact
 - Complaint contents
 - Procedure taken regarding the complaint, and the date and time that such procedure was carried out

Important Note:

1. The relevant teams will seek to deal with dispute resolution amicably.
2. DTCM will not review disputes that do not come under its jurisdiction.
3. If a party of the dispute does not accept the amicable solution offered to them by the concerned team, the complaint will be closed and the parties will be informed to transfer the dispute to the concerned judicial authorities, if required.
4. If DTCM decides that the Guest has the right to remain in the Holiday Home, written notification will be sent to the Licensee to adhere to the decision issued by DTCM.
5. If the DTCM decides that the Licensee has the right to evict the guest, a written eviction notice will be sent to the Guest.
6. If either party fails to respond to the DTCM's letters within a period exceeding five business days, DTCM shall decide on the complaint automatically.
7. If the Guest fails to leave the Holiday Home, the assistance of the concerned security authorities may be sought to take necessary action in this regard.

HOLIDAY HOME ACTIVITY OPERATIONS

9. Tourism Dirham Fee Payment Procedures

- a) Tourism Dirham are charged per room per night regardless of the number of guests, based on the following category classifications:
- Deluxe Holiday Home = AED 15 per room per night
 - Standard Holiday Home = AED 10 per room per night

- b) Payment methods supported by DTCM:
- Payment by direct deposit cheques; or
 - Bank transfer into DTCM's account:
 - Bank Name: Emirates NBD (any branch)
 - Account Name: DTCM-Tourism Dirham
 - IBAN No.: AE450260001012049366501

Important notes:

- The Licensee must ensure that the online Tourism Dirham system is updated (payment confirmation screen is shown)
 - The Licensee, if a company or establishment, must always provide the Holiday Home company or establishment commercial license number when making necessary Tourism Dirham payments.
- c) For long stays or more than 30 consecutive nights, Tourism Dirham will be calculated for the first 30 consecutive nights of the Check-In only.
- d) The Licensee must input the Tourism Dirham information by the 15th of every month.

10. Conditions and Provisions That Must Be Included in Holiday Home Lease Contracts and Guest Check-in

- a) Contracts between Unit owner and licensed Holiday Home company:
- Full names of contracting parties
 - Date of start and end of contract, provided that the contract does not exceed one year
 - The Permit expiry date shall not exceed the expiry date of the contract
 - Dividend distribution agreement as percentage of income or fixed amounts as dividends
 - Agreement covering costs such as authorisation, maintenance, and insurance, and other expenses
 - Proof of property owner eligibility and authorisation, if any
 - Unauthorised persons may not sign the contract on behalf of the Licensee or Holiday Home owner
 - Any terms and conditions that must be adhered to by the parties during the contract period
 - Terms and conditions of contract termination by one of the parties
 - The Unit owner shall not have the right to use the property for the duration of the contract unless stated in the contract and the limits of such usage shall be specified in detail
 - Holiday Home companies shall not have the right to use the property before the beginning of the contract or after its expiry. The property must be handed back to the owner in the state agreed upon in the contract's terms and conditions
 - Agreement on handover of the Unit and its return to the owner
 - Authentication of the contract with the seal of the official Holiday Home company

10. Conditions and Provisions That Must Be Included in Holiday Home Lease Contracts and Guest Check-in

- b) Check-in for Licensees and Guests:
- Licensees must issue a Holiday Home Guest check-in document, and if any other type of contract is issued, the Holiday Home Permit will be considered automatically void.
 - Full names of contracting parties.
 - Date of start and end of contract, provided that the contract period does not exceed three months renewable.
 - Fee details and what the Guest must pay.
 - Licensees shall not be entitled to impose additional fees on services unless actual charges are incurred by property developers or building management companies and proof is provided to the Guest.
 - Unauthorised persons may not sign the contract on behalf of the Licensee.
 - Any terms and conditions that must be adhered to by the parties during the contract period.
 - Guests shall not be entitled to a refund of Holiday Home lease fees in any case whatsoever.
 - Guests must abide by the dates of the Check-in document, however, if the guest wishes to extend this, he must inform the Licensee within a reasonable period of time before the expiry of the Check -in document, according to the procedures specified by the Licensee.
 - Licensees shall inform Guests and their visitors of all the terms and conditions of their stay, in addition to the internal rules and the rules of real property developers and building management companies, as well as any conditions mentioned in the Decree, the Regulations and the Guide.
 - Check-in documents are to be signed/authenticated by both parties

Important Note:

1. The Holiday Home Guest check-in document constitutes a Holiday Home contract between the Licensee and the Guest.
2. The Guest check-in document is valid for a maximum period of three (3) months, renewable for the same period, so long as it is renewed before expiry.

11. Grievances

- a) Any concerned party may appeal in writing to DTCM regarding decisions, actions, or measures taken against them in accordance with the provisions of the Decree, the Regulations and this Guide within 30 days from the date of being notified of the decision or the action it wishes to appeal. The decision issued in such appeal shall be final.
- b) Any grievance shall be submitted to eservices@dubaitourism.ae, addressed to the Grievance Committee with the title and content of the grievance clearly stated, and with any evidence available attached.



APPENDIX 1

APPENDIX 1

Appendix 1 Holiday Home Conditions, Specifications, Technical Equipment and Classification Criteria								
	Type	Main/Sub	Criteria's	Farms	Deluxe Villas	Standard Villas	Deluxe Apartments	Standard Apartments
1.1	Unit	Main	Luxury furniture and equipment (subject to good maintenance without damage)	-	√	-	√	-
1.2	Unit	Main	Acceptable furniture and equipment (subject to good maintenance without damage)	√	-	√	-	√
1.3	Unit	Main	The floors to be either polished wood or tiles with a high quality rug, or to be covered with wall to wall carpet	-	√	-	√	-
1.4	Unit	Main	Adequate floor covering or finish	√	-	√	-	√
1.5	Unit	Main	A telephone in each unit for making local calls	√	√	√	√	√
1.6	Unit	Main	Wireless Internet service (Wi-Fi)	√	√	√	√	√
1.7	Unit	Main	Central air conditioning, or separate air conditioning unit	√	√	√	√	√
1.8	Unit	Main	Adequate wall covering or finishes	√	√	√	√	√
1.9	Unit	Main	Cleaning tools and accessories (for unit, rooms, bathrooms, and kitchen)	√	√	√	√	√
1.10	Unit	Main	Washing machine with dryer	√	√	√	√	√
1.11	Unit	Main	Unit Permit and Classification Certificate shown in a clear place	√	√	√	√	√
1.12	Unit	Sub	Curtains or blackout to completely darken the unit	√	√	√	√	√
1.13	Unit	Sub	Ashtray for smoking rooms only	√	√	√	√	√
1.14	Unit	Sub	Waste basket	√	√	√	√	√
1.15	Unit	Sub	Wall decoration	-	√	-	√	-
1.16	Unit	Sub	Electric iron and ironing board	√	√	√	√	√
1.17	Unit	Sub	Clothes drying stand	√	√	√	-	-
1.18	Unit	Sub	Vacuum cleaner	√	√	√	√	√
1.19	Unit	Sub	First aid kit for use in emergencies	√	√	√	√	√
1.20	Unit	Sub	Number on the door of each unit/or number on each villa	-	√	√	√	√
1.21	Unit	Sub	Lock and security key for each unit door	√	√	√	√	√
1.22	Unit	Sub	Peep-hole or intercom system on each unit/villa/farm door	√	√	√	√	√
1.23	Unit	Sub	Emergency procedures in Arabic and English	√	√	√	√	√
1.24	Unit	Sub	Provide emergency tools (fire extinguishers/fire blankets/gloves/torch)	√	√	√	√	√
1.25	Unit	Sub	Emergency contact numbers in Arabic and English	√	√	√	√	√
1.26	Unit	Sub	Accurate Unit address placed by the phone	√	√	√	√	√
1.27	Unit	Sub	Contact numbers for the purpose of round-the-clock assistance and maintenance	√	√	√	√	√
1.28	Unit	Sub	Visitor Guide including details of building services, important nearby public facilities, and a list of unit contents, in addition to DTCM contact numbers for complaints	√	√	√	√	√
1.29	Unit	Sub	Qibla direction	√	√	√	√	√
2.1	Living room	Main	Sofa or armchair for two people, per bedroom or studio	√	√	√	√	√
2.2	Living room	Main	Dining table with at least two chairs, per bedroom or studio	√	√	√	√	√

APPENDIX 1

Appendix 1 Holiday Home Conditions, Specifications, Technical Equipment and Classification Criteria								
	Type	Main/Sub	Criteria's	Farms	Deluxe Villas	Standard Villas	Deluxe Apartments	Standard Apartments
2.3	Living room	Main	Color T.V. with remote control	√	√	√	√	√
2.4	Living room	Sub	Coffee table	-	√	-	√	-
2.5	Living room	Sub	Rug or carpet	√	√	√	√	√
2.6	Living room	Sub	Adequate decoration (such as: vase of flowers or artwork)	-	√	-	√	-
3.1	Bedroom	Main	"Minimum bedroom floor area (excluding the bathroom and the entrance) being as follows: - bedroom 14 sqm - Studio 20 sqm"	-	√	-	√	-
3.2	Bedroom	Main	"Minimum bedroom floor area (excluding the bathroom and the entrance) being as follows: - bedroom 12 sqm - Studio 17 sqm"	√	-	√	-	√
3.3	Bedroom	Main	"Beds with headboard and modern mattresses, sheets, pillows, and clean bedspreads of suitable sizes as a minimum: *Main bedroom: - Bed length 200cm and width 180cm * Studios and other bedrooms: - Single beds length 200cm and width 120cm - Double beds are 200cm long and 150cm wide"	-	√	-	√	-
3.4	Bedroom	Main	"Beds with headboard and modern mattresses, sheets, pillows, and clean bedspreads of suitable sizes as a minimum: *Main bedroom: - Bed length 200cm and width 150cm * Studios and other bedrooms: - Single beds length 190cm and width 90cm - Double beds are 190cm long and 135cm wide"	√	-	√	-	√
3.5	Bedroom	Main	Bedside table with drawer or shelf, as well as a shaded bedside lamp	√	√	√	√	√
3.6	Bedroom	Main	Wardrobe or cupboard with shelves and a mirror	√	√	√	√	√
3.7	Bedroom	Main	A wardrobe with hangers (at least 6 hangers)	√	√	√	√	√
3.8	Bedroom	Main	Safe box inside the wardrobe or in a hidden place, per studio and main bedroom	√	√	√	√	√
3.9	Bedroom	Sub	Two seats in the master bedroom	-	√	-	√	-
3.10	Bedroom	Sub	Two sets of bed sheets and pillow covers for every bed	√	√	√	√	√
3.11	Bedroom	Sub	Chest of drawers or shelves for clothes (can be part of the above mentioned wardrobe).	√	√	√	√	√
3.12	Bedroom	Sub	Carpet or rug for each bedroom	√	√	√	√	√
3.13	Bedroom	Sub	En-suite bathroom in master bedroom	-	√	-	√	-
3.14	Bedroom	Sub	Color T.V. with remote control in the master bedroom	-	√	-	√	-
4.1	Bathroom	Main	Shower, or bath tub for each en-suite bathroom	√	√	√	√	√
4.2	Bathroom	Main	Sink with mirror and lighting	√	√	√	√	√
4.3	Bathroom	Main	Lidded WC	√	√	√	√	√
4.4	Bathroom	Main	Hot and cold running water	√	√	√	√	√

APPENDIX 1

Appendix 1 Holiday Home Conditions, Specifications, Technical Equipment and Classification Criteria								
	Type	Main/Sub	Criteria's	Farms	Deluxe Villas	Standard Villas	Deluxe Apartments	Standard Apartments
4.5	Bathroom	Main	Bathing and personal hygiene accessories (such as: soap, shampoo)	√	√	√	√	√
4.6	Bathroom	Main	Glass door for shower or bath tub	-	√	-	√	-
4.7	Bathroom	Main	Curtain for each shower or bath tub	-	√	-	√	-
4.8	Bathroom	Sub	Handle for bath tubs	√	√	√	√	√
4.9	Bathroom	Sub	Two sets of towels for each room	√	√	√	√	√
4.10	Bathroom	Sub	WC spray washer or bidet	√	√	√	√	√
4.11	Bathroom	Sub	Towel holder	√	√	√	√	√
4.12	Bathroom	Sub	Bath mat	√	√	√	√	√
4.13	Bathroom	Sub	Soap holder	√	√	√	√	√
4.14	Bathroom	Sub	Hooks	√	√	√	√	√
4.15	Bathroom	Sub	Electric shaver point within reach of the mirror	-	√	-	√	-
4.16	Bathroom	Sub	Shelves for cosmetics	√	√	√	√	√
4.17	Bathroom	Sub	Magnified shaving mirror with lighting	-	√	-	√	-
4.18	Bathroom	Sub	Hair dryer	-	√	-	√	-
4.19	Bathroom	Sub	Small closet for cosmetics and personal hygiene products	-	√	-	√	-
5.1	Kitchen/ Preparatory Kitchen	Main	Sink and draining board	√	√	√	√	√
5.2	Kitchen/ Preparatory Kitchen	Main	Hot and cold running water	√	√	√	√	√
5.3	Kitchen/ Preparatory Kitchen	Main	Cooking device with oven (not required in preparatory kitchens if there is a kitchen that meets the specifications)	√	√	-	√	-
5.4	Kitchen/ Preparatory Kitchen	Main	Cooking device (not required in preparatory kitchens if there is a kitchen that meets the specifications)	-	-	√	-	√
5.5	Kitchen/ Preparatory Kitchen	Main	Fridge with separate compartment for freezing (not required in preparatory kitchens if there is a kitchen that meets the specifications)	√	√	-	√	-
5.6	Kitchen/ Preparatory Kitchen	Main	Fridge (not required in preparatory kitchens if there is a kitchen that meets the specifications)	-	-	√	-	√
5.7	Kitchen/ Preparatory Kitchen	Main	Dishwasher: If the unit consists of two bedrooms or more (not required for a preparatory kitchen if there is a kitchen that meets the specifications)	-	√	-	√	-
5.8	Kitchen/ Preparatory Kitchen	Main	Microwave	√	√	√	√	√
5.9	Kitchen/ Preparatory Kitchen	Sub	Waste bins with covers	√	√	√	√	√
5.10	Kitchen/ Preparatory Kitchen	Sub	Cooking utensils (not required in preparatory kitchens if there is a kitchen that meets the specifications)	√	√	√	√	√
5.11	Kitchen/ Preparatory Kitchen	Sub	Tableware for each bedroom (including ceramic dishes, spoons, knives, cups) - two sets per bedroom	√	√	√	√	√

APPENDIX 1

Appendix 1 Holiday Home Conditions, Specifications, Technical Equipment and Classification Criteria								
	Type	Main/Sub	Criteria's	Farms	Deluxe Villas	Standard Villas	Deluxe Apartments	Standard Apartments
5.12	Kitchen/ Preparatory Kitchen	Sub	Odor extractor fan	√	√	√	√	√
6.1	Assistant worker room	Main	"Minimum bedroom floor area (excluding the bathroom and the entrance) being as follows: - bedroom 9 sqm"	√	√	√	√	√
6.2	Assistant worker room	Main	"Beds with headboard and modern mattresses, sheets, pillows and clean linens for beds of appropriate sizes as a minimum: - Single beds 190cm long and 90cm wide"	√	√	√	√	√
6.3	Assistant worker room	Main	A wardrobe with hangers (at least 3)	√	√	√	√	√
6.4	Assistant worker room	Sub	Rug or carpet	√	√	√	√	√
7.1	Technical Specifications	Main	Suitable garden furniture and BBQ equipment	√	√	-	-	-
7.2	Technical Specifications	Main	Fully fenced except for villas in closed communities	√	√	√	-	-
7.3	Technical Specifications	Main	Provide adequate lighting for main entrance, corridors, and stairways to ensure safety	√	√	√	√	√
7.4	Technical Specifications	Main	Building security guard - homes or villas that are part of closed complexes - farms separate accommodation	√	√	√	√	√
7.5	Technical Specifications	Main	If there is a fence, a door and lock must be provided	√	√	√	-	-
7.6	Technical Specifications	Main	CCTV for all main entrances	√	√	√	√	√
7.7	Technical Specifications	Main	Elevator serving from the ground floor if the building consists of three or more stories.	-	√	√	√	√
7.8	Technical Specifications	Main	A board must be installed, including the unit's address, Classification, Permit number, Licensee contact number, and DTCM number	√	√	√	√	√
7.9	Technical Specifications	Main	Houses and villas that are part of closed communities must be consist of at least four houses or villas	-	√	√	-	-
7.10	Technical Specifications	Sub	Suitable balcony furniture	-	√	-	√	-
7.11	Technical Specifications	Sub	If there is a swimming pool, there must be warnings/signs and adequate safety equipment (floats, life rings, first aid kits, etc.)	√	√	√	√	√
7.12	Technical Specifications	Sub	Parking for at least one car	√	√	√	√	√
7.13	Technical Specifications	Sub	incase of having a swimming pool and a gym the service has to be provided	√	√	√	√	√
7.14	Technical Specifications	Sub	Highlight basic community rules that must be followed by Guests when present in the Holiday Home	√	√	√	√	√
7.15	Technical Specifications	Sub	Paved road access to the property	-	√	√	√	√
8.1	Sustainability Specifications	Optional	Smart noise notification system	√	√	√	√	√
8.2	Sustainability Specifications	Optional	DTCM encourages operators to use clean or efficient methods of transportation for Guests and employees, including public transport, fast transportation, cycling, or walking	√	√	√	√	√

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Appendix 1 Holiday Home Conditions, Specifications, Technical Equipment and Classification Criteri								
	Type	Main/Sub	Criteria's	Farms	Deluxe Villas	Standard Villas	Deluxe Apartments	Standard Apartments
8.3	Sustainability Specifications	Optional	Reduction of waste resulting from cosmetics such as shampoo, soap, shower caps, and other such items by providing them in limited quantities or providing recyclable options	√	√	√	√	√
8.4	Sustainability Specifications	Optional	Operators to provide Guests with the option to reuse bed sheets and towels, with clear signs in the rooms and bathrooms	√	√	√	√	√
8.5	Sustainability Specifications	Optional	Provide waste bins or signs to main building waste bins requiring the separation of different types of waste	√	√	√	√	√
8.6	Sustainability Specifications	Optional	Provide a water filter in the kitchen sink to provide clean drinking water with regular maintenance	√	√	√	√	√
8.7	Sustainability Specifications	Optional	Smart locks	√	√	√	√	√
8.8	Sustainability Specifications	Optional	Smart lighting and air conditioning systems	√	√	√	√	√

حكومة دبي
GOVERNMENT OF DUBAI

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Tourism للسياحة