

حكومة دبي
GOVERNMENT OF DUBAI



اقتصاد
للاقتصاد والسياحة
Economy and Tourism

Leasing Out Holiday Homes User Guide



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Introduction

Welcome to the Leasing Out Holiday Homes User Guide! In this guide, you'll get to know all the information, conditions, and procedures that are related to the activity of leasing out holiday homes.

This guide is available on the [DET'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 DET's official website.

This guide will be updated from time to time. Regular reference should be made to DET's website for the updated version.

For any other queries relating to the guide, contact the following email: eservices@dubaidet.ae.

Note

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.

Target Audience

- Holiday Home companies and establishments (Operators)
- Property owners (Individuals)

Terms and Definitions

The aim of this section is to explain all the terms that are used in this user guide. Refer to the following table when you encounter any unfamiliar terms.

| Term | Definition |
|----------------|---|
| State | The State of the United Arab Emirates |
| Emirate | The Emirate of Dubai |
| Department/DET | Department of Economy and Tourism |
| Decree | Decree No. 41 of 2013 Regulating the Activity of Leasing out Holiday Homes in the Emirate of Dubai. |
| Holiday Homes | Furnished Units designated for conducting the Activity in accordance with the conditions and criteria stipulated in this Guide. |
| 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. |
| Establishment | A corporation or company licensed to conduct the Activity in the Emirate. |
| Licensee | An individual or Establishment licensed to conduct the activity in the Emirate. |



| Term | Definition |
|-----------------------------|---|
| Initial Approval | The initial approval issued by DET 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 DET stating that DET 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. |
| Permit | A document issued by DET stating that DET approves a furnished Unit be designated as a Holiday Home, after verifying that all conditions and requirements stipulated in this Guide are met. |
| Guest | A natural person that stays in the Holiday Home in return for payment with the intention of using it as an overnight accommodation. |
| 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 and this Guide. |
| Holiday Homes System | Electronic Portal: The electronic platform maintained by DET or by any other entity approved by DET, on which applications for Licences, permits, or any other services under the Regulation, will be received and E-System: The online system allocated to the Establishment/Licensee, for the purpose of documenting information and data related to its activities and business according to the program classification. |



| Term | Definition |
|-------|---|
| Guide | This guide containing the technical rules and standards that must be fulfilled for issuing licenses, permits, and classifications of Holiday Homes. |
| DEWA | Dubai Electricity and Water Authority |
| SIRA | Security Industry Regulatory Agency |
| DLD | Dubai Land Department |



Holiday Homes Activity

In this chapter, you will learn all you need to know about the conditions and procedures of the Holiday Homes Activity, including the terms and conditions of leasing out holiday homes, detailed information about the holiday home permits, and all the information that is related to the operations of leasing out holiday homes.

For more information, go to the following sections:

- [Registration in Holiday Homes System](#)
- [Activity Licensing](#)
- [Holiday Home Permits](#)
- [Fees Payment](#)
- [Holiday Homes Activity Operations](#)

1 Registration in Holiday Homes System

For information about registering in the Holiday Homes System, refer to the “*Holiday Homes System User Guide*” document.

2 Activity Licensing

This section contains various useful information and notes about the licensing-related conditions and procedures for leasing out holiday homes.

- *For companies and establishments:*

| Action | Procedures and conditions |
|---|--|
| Issuance of initial approval | <ul style="list-style-type: none"> • Compliance with relevant laws and regulations. • All applications should be submitted to DET. |
| Issuance of a trade name No Objection certificate | |
| Issuance of licenses | |
| Setting up a facility branch | |
| Suspension of Holiday Homes activity | <ul style="list-style-type: none"> • Compliance with relevant laws and regulations. • It is necessary to obtain a certificate of no-objection from DET by sending an email to eservices@dubaidet.ae before the suspension of the activity. • All applications should be submitted to DET |
| Amendment of license information | <ul style="list-style-type: none"> • All applications should be submitted to DET • To update the license data on the Holiday Homes system, send an email to eservices@dubaidet.ae with the updated version of the license and specify the data to be updated. |



| Action | Procedures and conditions |
|-----------------------|--|
| Terminating a license | <ul style="list-style-type: none"> • Completion of guest check-out procedures for Holiday Homes System on all Units. • Termination of all Holiday Home permits. • Paying the fees of the termination of all valid Holiday Home permits. • Paying the Tourism Dirham fee. • Applying for the certificate of no-objection by sending an email to DET on eservices@dubaidet.ae. • Paying the no-objection certificate fee. • All applications for the termination of licenses should be submitted to DET. |

• *For home owners:*

| Action | Procedures and conditions |
|----------------------|---|
| Issuance of licenses | <ul style="list-style-type: none"> • Register in the Holiday Homes system and apply for a Licence through this system. • The subscription fee for the Holiday Homes system as well as the fee for issuing the Licence will be calculated according to the relevant regulation. • Individuals may apply via the Holiday Homes system to amend their Licence details or to cancel their Licence. |



3 Holiday Home Permits

This section contains detailed information about the conditions for issuing permits, holiday home classification, holiday home closure cases and procedures, in addition to the conditions and procedures for reopening closed holiday homes.

To discover more, go to the following sections:

- [Conditions and Requirements for Issuing Permits](#)
- [Information About Holiday Home Classification](#)
- [Holiday Home Closure Cases and Procedures](#)
- [Conditions and Procedures for Reopening Closed Holiday Homes](#)

Note

To discover how to apply for a new permit, amend available permits, renew permits, or cancel permits on the Holiday Homes System, refer to the “*Holiday Homes System User Guide*” document.

3.1 Conditions and Requirements for Issuing Permits

This section contains all the technical requirements and conditions that you need to meet to successfully complete the application and obtain the Holiday Home Permit.

- The Title Deed must be:
 - "Residential" for apartments.
 - "Residential" or "commercial" for houses or villas within a closed real property complex.
 - "Commercial" or "farms" (*only in Hatta area*) for independent villas.
- Applications are only allowed if accompanied by Title Deeds for units that are allocated for residential use.

Notes

- Permits will not be issued for:
 - Units that are classified as hotel rooms or hotel apartments.
 - Units whose sale and purchase agreements explicitly prevent their use as a holiday home.
- If DET issues permits to such units based on incorrect information, DET will take immediate action to cancel such permits.

- Individual owners can apply for eight Permits only at one time. If an individual owner wishes to manage additional units, he must obtain a company license or hand over the additional units to a company that is licensed to operate Holiday Homes.
- If the title deed covers the entire building and there are no individual title deeds for each unit in the building, the operator needs to attach the following:
 - A residential building certificate of completion
 - A list of the unit numbers that he wishes to manage as Holiday Homes
 - Electricity and water premise numbers for the units

- Holiday homes must comply with SIRA's regulations for the installation of SIRA-approved smart locks that are connected to the Keyless system.
- Permits are approved for the period agreed upon between the unit owners and Holiday Home companies.
- The unit owner cannot use the Holiday Home throughout the permit period unless this has been previously agreed upon with the licensee.
- The Licensee cannot use the unit before or after the permitted period unless this has been previously agreed upon with the unit owner.
- Permits are not renewed automatically. A Permit renewal application must be submitted to DET before the expiry of the permit.
- A comprehensive insurance policy issued by an insurance company licensed to operate in the Emirate of Dubai must be submitted. This policy shall provide coverage for any damage sustained by guests and must remain valid throughout the entire term of the License.

3.2 Information About Holiday Home Classification

This section contains useful information about the classification of holiday homes.

- Applicants must ensure that all specifications and conditions are met before applying for a Permit.
- Applicants must ensure that the unit is empty of any guests or visitors at the time of inspection.
- The Holiday Home will be inspected according to the specifications and conditions mentioned in this Guide.
- An inspector will visit the Holiday Home, and if any specifications or conditions are not met, the permit holder will be warned or given a penalty. Any violation must be rectified within two weeks from the date of the warning.
- The inspector will check to make sure that any violation is rectified through a second visit, in addition to periodic unannounced visits.
- DET will categorise Holiday Homes according to the standards, conditions, specifications, and technical equipment listed in Appendix 1 of this guide.
- Holiday home unit QR code should be printed through the Holiday Homes 2.0 system as a 5 cm x 5 cm vinyl sticker sheet with lamination.
- Licensed individuals and operators must affix the holiday home unit QR code beneath the DEWA premise plaque on the exterior side of the unit door.



- The QR code must be printed and displayed in its entirety, without any cropping or obstruction.
- QR codes may be reprinted at any time through the Holiday Homes 2.0 system if they are damaged or lost.

Notes

- Individuals and operators may print the QR codes for more than one holiday home unit at the same time via the Reports section in the Holiday Homes 2.0 system.
- Guests, building residents, and building management may submit their feedback or complaints to the DET by scanning the QR code located beneath the DEWA premise plaque on the exterior side of the unit door.
- All feedback and complaints are monitored by the DET, both prior to the guest's arrival and throughout the duration of their stay in the unit.

3.3 Holiday Home Closure Cases and Procedures

DET has the right to close a holiday home and suspend its permit permanently or temporarily, according to relevant laws and procedures.

Procedures for holiday home closure:

- DET will send a notification to the licensee with the reasons for closure.
- DET will allow the licensee at least three days to address the reasons for closure.
- Following the end of this three-day period, an inspector will be sent to check if the reason for closure has been rectified or not, in order to advise DET whether to close the Holiday Home or permit it to remain open in some cases.
- The licensee must ensure that there is no guest in the Holiday Home when DET makes its final decision for closure.
- If a guest is in the Holiday Home at the time when DET issues 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 during the reservation.
- The Licensee must ensure that all marketing adverts concerning the Holiday Home are removed.
- All new reservations should be transferred to alternative Holiday Homes, ensuring that the new Holiday Home fulfils the requirements of the Guest's reservation.
- Any outstanding fees, such as the Tourism Dirham, are to be paid.

Note

If a permit or licence is not renewed upon its expiry, DET will take the actions mentioned above to close the Holiday Home.

3.4 Conditions and Procedures for Reopening Closed Holiday Homes

Applicants can request reopening their closed holiday homes if the reasons for closure no longer exist.

Required Documents:

- A letter of acknowledgement from the owner or the Holiday Home company stating that the reasons for closure no longer exist.
- If the closure was made against a Holiday Home company, a new authorisation letter approved by the owner should be provided using the approved DET form.

Procedures and steps for reopening closed holiday homes:

1. The Applicant should send the required documents by email to eservices@dubaidet.ae.
2. The application will be reviewed, and the applicant will receive either an approval or rejection.
3. If the application is approved, an email will be sent to the applicant to pay the "reopening of a Holiday Home after closure" fee.
4. After paying 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.

Notes

- The applicant cannot reopen the Holiday Home if they have not ensured that the reasons for closure no longer exist.
- The applicant cannot reopen the Holiday Home if the Licence has expired or has been cancelled.

4 Application Fees Payment

For information about paying fees or confirming payment through the Holiday Homes System, refer to the "Holiday Homes System User Guide" document.

5 Holiday Homes Activity Operations

Holiday Home permit holders need to comply with the conditions and procedures that are in the following sections regarding the Holiday Homes Activity operations. The License must be placed in a clear and visible place in the Holiday Home.

For more information, go to the following sections:

- [Terms and Conditions for Guests](#)
- [Guests and Visitors' Internal Rules](#)
- [Security Deposit Terms and Conditions](#)
- [Holiday Home Check-In and Check-Out](#)
- [Rules for Building or Residential Complex Management](#)
- [Policy for Guests' Complaints Against Licensee](#)
- [Dealing with Disputes Arising Between the Licensee, Developers, or Guests](#)
- [Evicting Guests if Remaining in Holiday Home Beyond Allowed Period](#)
- [Tourist Dirham Fee Payment](#)
- [Conditions to Be Included in Holiday Home Lease Contracts and Guest Check-In](#)
- [Violations Related to Holiday Homes Activity](#)
- [Grievances](#)

Note

To discover how to record and manage guest check-ins, check-outs, and how to perform activities related to the payment of Tourism Dirham fees on the Holiday Homes 2.0 system, refer to the "*Holiday Homes System User Guide*" document.



5.1 Terms and Conditions for Guests

- Guests and their visitors' terms and conditions need to be:
 - Specified by the Licensee and written clearly in Arabic and English.
 - In electronic, printed, or any other form that does not contradict any laws in effect in the State or the Emirate.
 - Include the necessary information that are available in this part of the Guide.
- Guests are responsible for ensuring their visitors and other Guests follow the terms and conditions that are set by the Licensee. If the guests or their visitors fail to follow these terms and conditions, DET or the Licensee may take the necessary measures against such guests.
- The terms and conditions must include all the following details and information:
 - Accurate description of the Holiday Home (Licensee's name, address, building name, Holiday Home number).
 - Licensee and their representatives' Contact details (telephone and email).
 - Guest's name, email, and phone number(s).
 - Dates of occupancy and check-in/check-out times.
 - Total rental amount payable and any other charges.
 - Amount and timing for payment and balance of moneys due.
 - Provisions on changing reservation, cancelling it, and refunding or inability to refund the paid amount.
 - Services available in the building (such as: swimming pool, sports hall, and other services).
 - Car parking spot number for Guests.
 - The maximum number of visitors allowed per Unit is 2 adults and 2 children under 14 years of age per master bedroom or studio, 2 adults and 1 child under 14 years of age per additional bedroom, and only 1 person per domestic worker or guard room.
 - Guests are responsible for the behaviour of their visitors.

- The maximum number of visitors allowed is 1 adult and 1 child under 14 years of age per bedroom, with no more than 6 visitors, except with the approval of the building or residential community management and the Licensee's approval regarding a larger number of guests in special circumstances, not counting a domestic worker or guard's 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.
- The terms and conditions must cover any other issues that may generally be necessary regarding the activity of leasing out Holiday Homes, as well as any other special conditions. However, any conditions must not contradict the laws in force in the Emirate or this Guide.

5.2 Guests and Visitors' Internal Rules

- Guests and their visitors need to adhere to the following rules when they are present in the Holiday Home:
 - Comply with the obligations that are mentioned in the relevant laws, decisions, and this guide.
 - Ensure that the primary purpose of the Holiday Homes Activity is respected.
 - Visitors may not remain in the Holiday Home between 12:00 midnight and 8:00am.
 - Respect the amenities, the security of the property, and the neighbours.
 - Avoid any uncivilised or 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.
 - Avoid holding parties or similar activities at the Holiday Home.
 - Comply with vehicle parking rules and cause the minimum disturbance to others in respect of parking.
 - Dispose of garbage and recycling according to the normal practice at the Holiday Home 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 set by the Dubai Municipality, as well as any requirements relating to the disposal of garbage or waste minimisation.

- Notify the Licensee of any disputes or complaints as soon as possible.
- Conduct that violates these Rules may result in:
 - Holiday Home Permit termination.
 - Eviction.
 - Loss of security deposit paid or accommodation amount paid.
 - Payment of additional fees depending on damage to the Holiday Home or others.
- The Licensee must place the mentioned rules on a poster within the Holiday Home in a visible place.
- Guests and their visitors must observe the internal rules when at the Holiday Homes. Guests are responsible for ensuring their visitors and other Guests comply with these internal rules set by the Licensee. If the guests or their visitors fail to follow these terms and conditions, DET or the Licensee may take the necessary measures against the guests.

5.3 Security Deposit Terms and Conditions

- The Licensee can obtain a security deposit (or equivalent) from the Guest before the guest moves to the Holiday Home. This may be paid by credit card or mandate.
- 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.
- Where security deposits are applied, they should be managed, handled, and accounted for, and any remaining balance released or returned to the Guest as soon as possible following their departure.

5.4 Holiday Home Check In and Check Out

- 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.
- The Licensee must inform the guest of the terms and conditions, in addition to the internal rules that visitors must abide by.
- The building management may view the passport photos or ID of the Guests or take a copy only during the Guests' arrival and while they are completing check in.
- The Licensee must check in/check-out Guests on the Holiday Homes 2.0 system within a maximum of three (3) hours of entering the Holiday Home. The Licensee must also verify that the details entered are correct by checking the Guests and their documents.
- Guest check-ins and check-outs must be recorded on the Holiday Homes 2.0 system by the Licensee.
- 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 later.
- If the Guest arrives and discovers major faults that prevent them from staying at the Holiday Home, the Licensee must provide the Guest with an alternative unit of the same standard and size (or better). This is, for example, if there is a major fault with the air conditioning or a water leak, and similar situations. No additional fees shall be charged.
- Early check-in involves charging a guest for an additional night if they arrive before the standard check-in time. For example, if check-in is scheduled between 1:00 PM and 2:00 PM, and a guest checks in before 1:00 AM, the Holiday Home management may impose a full unit rate, and the Tourism Dirham fees shall be applicable. If a partial unit rate is applied, no Tourism Dirham fees will be charged.
- Late check-out involves charging a guest for an additional night if they leave after the standard check-in time. For example, if check-out is scheduled between 12:00 PM and 2:00 PM, and a guest checks out at 5:00 PM, the Holiday Home management may impose a full unit rate, and the Tourism Dirham fees shall be applicable. If a partial unit rate is applied, no Tourism Dirham fees will be charged.
- If a guest's stay is cancelled due to dissatisfaction or any other reason, No Tourism Dirham fee will be charged for the cancelled transactions.
- Partial check-out refers to checking-out a guest without closing the entire transaction. For instance, if there are three guests, you can check out one of them without checking out all the guests.

5.5 Rules for Building or Residential Complex Management

According to the relevant laws and regulations, property developers, co-owners, offices, and providers of management and leasing services must enable the Licensee to carry out the leasing out of holiday homes activity, in addition to guiding the management of buildings and affiliated residential compounds to follow the following rules:

- The building or residential complex management must allow the Licensee to easily access the Unit that is authorised by DET, in order to allow them to conduct the Activity without obstruction.
- The building or residential complex management must facilitate Guest entry to the Holiday Home that is authorised by DET, as well as providing them access without obstruction.
- Only when checking-in, the building or residential complex management may view the passports and ID cards of Guests and take copies of them upon their arrival at the building or residential complex reception desk for check-in.
- The building or residential complex management must inform DET as soon as possible of any complaints it has against the Licensee, Guest, or visitor in order for DET to take the necessary action in this regard.
- In the case of any complaints being submitted by the building or residential complex management against the Licensee, if it appears to DET that such complaint against the Licensee constitutes a breach of the relevant laws, regulations, or this Guide, DET may take the necessary actions against the Licensee, including the imposition of fines, the suspension of the activity, or the termination of the License or Permit.

5.6 Policy for Guests' Complaints Against Licensee

- Licence Holders must provide numbers/email addresses for complaints/emergencies/reports.
- Telephone numbers must be in operation and accessible 24/7.
- The Licensee must investigate the complaints submitted by the guests and take the necessary actions in this regard as quickly as possible.
- The Licensee must document all data and procedures related to the complaint, including:
 - Date and time complaint is received.
 - Information of individual submitting complaint and means of contact.
 - Complaint contents.



- Actions taken regarding the complaint, and the date and time that such actions were carried out.

5.7 Dealing with Disputes Arising Between the Licensee, Developers, or Guests

- Complaints, including full details concerning the dispute, and supporting documents should be submitted to the following email: disputes@dubaidet.ae.
- A meeting with the parties of the dispute will be set.
- The dispute will be decided on and settled in a peaceful manner, and the period for carrying out the resolution will be set. DET will take the necessary steps against any party violating the relevant laws.
- If required, more than one meeting may be coordinated to check documents, facts of the dispute, and review party claims and testimony.

Notes

- The relevant teams will seek to peacefully resolve the dispute.
- DET will not review disputes that do not come under its jurisdiction.
- 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.



5.8 Evicting Guests if Remaining in Holiday Home Beyond Allowed Period

- In these circumstances, the first stage is to file a complaint to the disputes office at DET, according to the procedures that are written above in the "Dealing With Disputes Arising Between the Licensee, Developers, or Guests" section.
- All documents relating to the bookings and the agreement between the two parties will be considered.
- DET will decide on the complaint and issue its decision after having received all documents and having listened to the statements by the complaint parties.

Notes

- The relevant teams will seek to peacefully resolve the dispute.
- DET will not review disputes that do not come under its jurisdiction.
- 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.
- If DET 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 DET.
- If DET decides that the Licensee has the right to evict the guest, a written eviction notice will be sent to the Guest.
- If either party fails to respond to DET's letters within a period exceeding five business days, DET shall decide on the complaint automatically.
- 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.



5.9 Tourism Dirham Fee Payment

- The Tourism Dirham fee is charged per room per night regardless of the number of Guests and is based on the following category classifications:
 - *Deluxe Holiday Home* = AED 15 per room per night
 - *Standard Holiday Home* = AED 10 per room per night.
- Tourism Dirham fees are to be charged as per the actual movement/physical stay of the guest.
- DET must receive Tourism Dirham fees no later than the 15th of the following month to avoid a late fee.
- Operators and individuals can pay Tourism Dirham fees through any of the following:
 - Online payment through the payment link provided on the system
 - Cash or cheque payment to be deposited at DET headquarters.
- Cash or cheque to be directly deposited into DET bank account. All deposits should be as per the following details:

Bank Name: Emirates NBD (any branch)

Account Name: DET-Tourism Dirham

IBAN No.: AE450260001012049366501

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.

- For a stay of longer than 30 consecutive nights, the Tourism Dirham will be calculated for the first 30 consecutive nights of the Check-In only.
- The Tourism Dirham shall be charged for each occupied unit per bedroom per night, according to the amount shown above. Each bedroom incurs a charge, irrespective of the actual number of guests occupying it.
- The formula for calculating the Tourism Dirham can be summarized as follows:
 - $\text{Tourism Dirham} = \text{number of nights} \times \text{number of bedrooms} \times \text{Tourism Dirham, as per the unit classification category.}$
- As the Tourism Dirham is calculated for physical occupancy, it will not be collected for no-shows, pre-bookings and planned bookings.
- A bedroom is defined as a room that includes a bed or more. The maids' room is considered as a bedroom.
- When a receipt, bill, invoice or other document is issued to the guest, the amount of the Tourism Dirham fee should be clearly shown on such document, as a separate item or charge. The label of such fee should be "Tourism Dirham". Failure to inform the guest of the Tourism Dirham as specified by DET, or failure to account for the Tourism Dirham in the invoices issued to the guest will result in a fine.
- Tourism Dirham is applicable to all guests' stays, even if their accommodation is free of charge as part of a promotional offer.
- Holiday Homes establishments must pay their Tourism Dirham dues on a monthly basis. Long stay contracts need to be cleared on a monthly basis as well.
- In the event that a company enters into a contract with a Holiday Homes operator to book a unit for a long period of time (e.g., a year), allowing different guests to use the unit in rotation without assigning it to one specific guest, payment of Tourism Dirham fees will be based on the main guest's actual check-in and check-out or partial check-out. This is regardless of the contract terms with any company. All guests physically occupying the Holiday Home will pay a maximum of 30 nights Tourism Dirham fees for a single check-in and check-out transaction.
- Activities and operations related to the generation of payment orders and payment of Tourism Dirham fees are carried out on the Holiday Homes 2.0 system.

5.9.1 Violations Related to Tourism Dirham

| Violation | Fine |
|--|--|
| Failure to pay the Tourism Dirham within the specified time limit. | Ten percent (10%) of the unpaid fee (provided that the fine will not be less than AED 1,000) |
| Failure to collect the Tourism Dirham from guests. | Ten percent (10% of the uncollected fee (provided that the fine will not be less than AED 1,000) |
| Failure to submit the final accounts and balance sheet audited by an auditor licensed to operate in the Emirate within the specified time limit. | AED 5,000 |
| Submitting final accounts of the Hotel Establishment audited by an unlicensed auditor. | AED 3,000 |
| Failure to include the Tourism Dirham collection date in the account books and record. | AED 5,000 |
| Failure to maintain accounting books and records in which the Tourism Dirham is recorded. | AED 5,000 |
| Failure to record the Tourism Dirham in all accounting documents, records, books and the financial systems used by Hotel Establishment. | AED 5,000 |
| Manipulating accounting data or providing inaccurate, incomplete, or false information, documents, records, or statements. | AED 15,000 |



| Violation | Fine |
|---|--|
| Obstructing or preventing the competent employees of the Department from performing the audits and inspections or from collecting the Tourism Dirham. | AED 5,000 |
| Performing any act with the intention to evade the payment of an outstanding Tourism Dirham. | AED 5,000 |
| Failure to inform the guest of the Tourism Dirham as specified by the Department, or failure to account for the Tourism Dirham in the invoices issued to the guest. | AED 1,000 |
| Failure to prepare a monthly report on room occupancy and collected Tourism Dirham, and submit it to the Department when the fee becomes due. | AED 3,000 |
| Delay in submitting the monthly report on room occupancy and collected Tourism Dirham. | AED 1,000 |
| Failure to comply with the amount of Tourism Dirham prescribed for the category of a hotel. | AED 5,000 (in addition to payment of the outstanding fees, if any) |
| Failure to comply with the prescribed Tourism Dirham according to the number of rooms. | AED 5,000 (in addition to payment of the outstanding fees, if any) |



| Violation | Fine |
|--|---|
| Collecting any amounts as Tourism Dirham in excess of the amounts stipulated by this resolution or breach of its provisions. | AED 5,000 (in addition to transfer of the fee wrongfully collected, if any) |

5.10 Conditions to Be Included in Holiday Home Lease Contracts and Guest Check In

- For contracts between the unit owner and licensed Holiday Home company, the following should be included:
 - Full names of contract parties.
 - Contract start and end date, provided that the contract does not exceed one year.
 - The Permit expiry date must 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 the Permit, maintenance, insurance, and other expenses.
 - Proof of the eligibility and authorisation of the property owner, 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 observed by the parties during the contract period.
 - Terms and conditions of contract termination by one of the parties.
 - The unit owner will not have the right to use the property for the duration of the contract unless stated in the contract and the limits of such use should be specified in detail.
 - Holiday Home companies do 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 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.
- 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.
- Contract start and end dates, provided that the contract does not exceed three months, subject to renewal.
- Breakdown of fees payable by the Guest.
- Licensees are not 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 are not entitled to a refund of Holiday Home lease fees in any case whatsoever.
- Guests must observe the dates of the contract. However, if the Guest wishes to extend this, they must inform the Licensee within a reasonable amount of time before the expiry of the contract, in accordance with the procedures set by the Licensee.
- Licensees must inform Guests and their visitors of all the terms and conditions of their stay, in addition to the internal rules and the rules of the property developers and building management companies, as well as any conditions mentioned in the relevant laws and this Guide.
- Check-in documents are to be signed/authenticated by both parties.

Notes

- The Holiday Home Guest check-in document constitutes a Holiday Home contract between the Licensee and the Guest.
- 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.

5.11 Violations Related to Holiday Homes Activity

| SN | Violation | Fine |
|-----|---|------------|
| 1. | Conducting the activity of leasing out holiday homes without a licence | AED 5,000 |
| 2. | Non-compliance with the licence terms and requirements | AED 500 |
| 3. | Relocating the establishment without notifying DET | AED 1,000 |
| 4. | Failure to renew a licence within the period prescribed by DET | AED 500 |
| 5. | Failure to maintain the name board of the establishment | AED 500 |
| 6. | Failure to display, in a prominent place in each holiday home, a notice board bearing the licensee's information in Arabic and English and the holiday home classification category | AED 300 |
| 7. | Providing false or incorrect information or documents to DET | AED 5,000 |
| 8. | Operating an establishment in respect of which a suspension decision is issued by DET | AED 20,000 |
| 9. | Failure to maintain a valid insurance policy throughout the term of the licence | AED 2,000 |
| 10. | Failure to respond to a complaint against the establishment, which is referred to the establishment by DET | AED 1,000 |
| 11. | Disparity between the name of the establishment on the name board and its name on the licence | AED 200 |



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| 12. | Failure to perform maintenance of the name board of the establishment, or occurrence of any damage to the name board | AED 200 |
| 13. | One or more typographical errors in the name of the establishment on the name board | AED 200 |
| 14. | Failure to provide DET with the required data, information, documents, or statistics within the prescribed period | AED 500 |
| 15. | Failure to maintain the paper and electronic records that contain all information of holiday homes, failure to keep these records for the period prescribed by DET, or failure to make them accessible to DET employees | AED 1,000 |
| 16. | Failure to provide guests with accurate and complete information about holiday homes and their classification categories | AED 1,000 |
| 17. | Failure to provide maintenance services for holiday homes on a regular basis | AED 2,000 |
| 18. | Charging guests additional costs in return for providing electricity and water services | AED 2,000 |
| 19. | The licensee acting as a commercial broker between guests and entities that are not licenced by DET to conduct the activity of leasing out holiday homes | AED 2,000 |
| 20. | Failure to notify DET of any variation of the licensee's Information | AED 500 |
| 21. | Obstructing the work of DET employees, or failure to cooperate with them | AED 10,000 |
| 22. | Leasing out holiday homes without obtaining the prior approval of DET | AED 2,000 |



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| 23. | Conducting the activity of leasing out holiday homes in holiday homes that are closed by order of DET | AED 3,000 |
| 24. | Non-compliance with the terms of the holiday home permit prescribed by DET | AED 500 |
| 25. | Failure to meet the primary classification criteria prescribed by DET | AED 500 |
| 26. | Failure to meet the secondary classification criteria prescribed by DET | AED 200 |
| 27. | Failure to lease out holiday homes as a whole, and instead leasing them out in part as separate rooms or bed spaces | AED 500 |

5.12 Grievances

- Any concerned party may appeal in writing to DET regarding decisions, actions, or measures taken against them in accordance with the provisions of the relevant laws, 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 shall be issued within 30 days of submission of the appeal, and it shall be final.
- Grievances shall be submitted via e-mail to cgc@dubaidet.ae, addressed to the *Grievance Committee* with the title and content of the grievance clearly stated, and with any available evidence attached.

Appendix 1

| Holiday Home Conditions, Specifications, Technical Equipment and Classification Criteria | | | | | | | | |
|--|------|--------------|--|-------|------------------|--------------------|----------------------|------------------------|
| | Type | Main/ Sub | Criteria | Farms | Deluxe Villas | Standard Villas | Deluxe Apartments | Standard Apartments |
| 1.1 | Unit | Main | Adequate floor and wall covering or finish | √ | - | √ | - | √ |
| 1.2 | Unit | Main | Wireless Internet service (Wi-Fi) | √ | √ | √ | √ | √ |
| 1.3 | Unit | Main | Cleaning tools and accessories (for unit, rooms, bathrooms, and kitchen) | √ | √ | √ | √ | √ |
| 1.4 | Unit | Main | Washing machine with dryer | √ | √ | √ | √ | √ |
| 1.5 | Unit | Sub | Curtains or blackout to completely darken the unit | √ | √ | √ | √ | √ |
| 1.6 | Unit | Sub | Waste basket in kitchen and rooms | √ | √ | √ | √ | √ |
| 1.7 | Unit | Sub | Wall decoration | - | √ | - | √ | - |
| 1.8 | Unit | Sub | Electric iron and ironing board | √ | √ | √ | √ | √ |

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| 1.9 | Unit | Sub | Clothes drying stand | √ | √ | √ | - | - |
| 1.10 | Unit | Sub | Provide a vacuum cleaner on request without any charges | √ | √ | √ | √ | √ |
| 1.11 | Unit | Sub | First aid kit for use in emergencies | √ | √ | √ | √ | √ |
| 1.12 | Unit | Sub | Peep-hole or intercom system on each unit/villa/farm door | √ | √ | √ | √ | √ |
| 1.13 | Unit | Sub | Emergency procedures in Arabic and English with contact details | √ | √ | √ | √ | √ |
| 1.14 | Unit | Sub | Provide emergency tools (fire extinguishers/fire blankets/gloves/torch) | √ | √ | √ | √ | √ |
| 1.15 | Unit | Sub | Emergency contact numbers for assistance and maintenance 24 hours in Arabic and English | √ | √ | √ | √ | √ |
| 1.16 | Unit | Sub | Visitor Guide including details of building services, important nearby public facilities, and a list of unit contents, in addition to DET contact numbers for complaints | √ | √ | √ | √ | √ |
| 1.17 | Unit | Sub | Qibla direction | √ | √ | √ | √ | √ |

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| 1.18 | Unit | Main | SIRA-approved smart lock connected to the Keyless system on the main door (point of ingress/egress) of the unit | √ | √ | √ | √ | √ |
| 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 | √ | √ | √ | √ | √ |
| 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 | √ | √ | √ | √ | √ |
| 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 | √ | - | √ | - | √ |



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| 3.3 | Bedroom | Main | <p>Beds with headboard and modern mattresses, sheets, pillows, and clean bedspreads of suitable sizes as a minimum:</p> <p>*Main bedroom:</p> <ul style="list-style-type: none"> - Bed length 200cm and width 180cm <p>* Studios and other bedrooms:</p> <ul style="list-style-type: none"> - Single beds length 200cm and width 120cm - Double beds are 200cm long and 150cm wide | - | √ | - | √ | - |
| 3.4 | Bedroom | Main | <p>Beds with headboard and modern mattresses, sheets, pillows, and clean bedspreads of suitable sizes as a minimum:</p> <p>*Main bedroom:</p> <ul style="list-style-type: none"> - Bed length 200cm and width 150cm <p>* Studios and other bedrooms:</p> <ul style="list-style-type: none"> - Single beds length 190cm and width 90cm - Double beds are 190cm long and | √ | - | √ | - | √ |

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|-----|---------|------|--|---|---|---|---|---|
| | | | 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) with drawers and shelves for cloths | √ | √ | √ | √ | √ |
| 3.8 | Bedroom | Main | Safe box inside the wardrobe or in a hidden place, per studio and main bedroom | √ | √ | √ | √ | √ |
| 3.9 | Bedroom | Sub | Two sets of bed sheets and pillow covers for every bed | √ | √ | √ | √ | √ |



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|------|-----------------------------|------|---|---|---|---|---|---|
| 3.10 | Bedroom | Sub | En-suite bathroom in master bedroom | - | √ | - | √ | - |
| 3.11 | 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 | Bathing and personal hygiene accessories (such as: soap, shampoo) | √ | √ | √ | √ | √ |
| 4.4 | Bathroom | Main | Glass door for shower or bath tub | - | √ | - | √ | - |
| 4.5 | Bathroom | Sub | Two sets of towels for each room | √ | √ | √ | √ | √ |
| 4.6 | Bathroom | Sub | WC spray washer or bidet | √ | √ | √ | √ | √ |
| 4.7 | Bathroom | Sub | Towel holder | √ | √ | √ | √ | √ |
| 4.8 | Bathroom | Sub | Bath mat | √ | √ | √ | √ | √ |
| 4.9 | Bathroom | Sub | Hooks | √ | √ | √ | √ | √ |
| 4.10 | Bathroom | Sub | Magnified shaving mirror with lighting | - | √ | - | √ | - |
| 4.12 | Bathroom | Sub | Hair dryer | - | √ | - | √ | - |
| 5.1 | Kitchen/Preparatory Kitchen | Main | Sink and draining board | √ | √ | √ | √ | √ |



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|-----|-----------------------------|------|---|---|---|---|---|---|
| 5.2 | Kitchen/Preparatory Kitchen | Main | Cooking device with oven (not required in preparatory kitchens if there is a kitchen that meets the specifications) | √ | √ | - | √ | - |
| 5.3 | Kitchen/Preparatory Kitchen | Main | Cooking device (not required in preparatory kitchens if there is a kitchen that meets the specifications) | - | - | √ | - | √ |
| 5.4 | Kitchen/Preparatory Kitchen | Main | Fridge with separate compartment for freezing (not required in preparatory kitchens if there is a kitchen that meets the specifications) | √ | √ | - | √ | - |
| 5.5 | Kitchen/Preparatory Kitchen | Main | Fridge (not required in preparatory kitchens if there is a kitchen that meets the specifications) | - | - | √ | - | √ |
| 5.6 | 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) | - | √ | - | √ | - |

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| 5.7 | Kitchen/Preparatory Kitchen | Main | Microwave | √ | √ | √ | √ | √ |
| 5.8 | Kitchen/Preparatory Kitchen | Sub | Cooking utensils and 2 tableware for each bedroom | √ | √ | √ | √ | √ |
| 5.9 | 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) with drawers and shelves for cloths | √ | √ | √ | √ | √ |
| 7.1 | Technical Specifications | Main | Suitable garden furniture and BBQ equipment | √ | √ | - | - | - |

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|-----|--------------------------|------|---|---|---|---|---|---|
| 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 | CCTV for all main entrances | √ | √ | √ | √ | √ |
| 7.6 | Technical Specifications | Main | Elevator serving from the ground floor if the building consists of three or more stories. | - | √ | √ | √ | √ |
| 7.7 | Technical Specifications | Main | A board must be installed, including the unit's address, Classification, Permit number, Licensee contact number, and DET number | √ | √ | √ | √ | √ |
| 7.8 | Technical Specifications | Main | Houses and villas that are part of closed communities must be consist of at least four houses or | - | √ | √ | - | - |

| | | | | | | | | |
|------|--------------------------|-----|--|---|---|---|---|---|
| | | | villas | | | | | |
| 7.9 | Technical Specifications | Sub | Suitable balcony furniture | - | √ | - | √ | - |
| 7.10 | 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.) | √ | √ | √ | √ | √ |
| 7.11 | Technical Specifications | Sub | Parking for at least one car | √ | √ | √ | √ | √ |
| 7.12 | Technical Specifications | Sub | incase of having a swimming pool and a gym the service has to be provided | √ | √ | √ | √ | √ |
| 7.13 | Technical Specifications | Sub | Highlight basic community rules that must be followed by Guests when present in the Holiday Home | √ | √ | √ | √ | √ |

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| 8.1 | Sustainability Specifications | Optional | Smart noise notification system | √ | √ | √ | √ | √ |
| 8.2 | Sustainability Specifications | Optional | DET encourages operators to use clean or efficient methods of transportation for Guests and employees, including public transport, fast transportation, cycling, or walking | √ | √ | √ | √ | √ |
| 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 | √ | √ | √ | √ | √ |

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| 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 | Main | Entrance smart locks | √ | √ | √ | √ | √ |
| 8.8 | Sustainability Specifications | Optional | Smart lighting and air conditioning systems | √ | √ | √ | √ | √ |