



Holiday Homes System User Guide



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Introduction

Welcome to the Holiday Homes System User Guide! In this guide, you'll get to know all the information and the steps that you need to follow to successfully deal and perform your tasks as an operator or individual on the Holiday Homes System. The steps that you will find in this guide are accompanied by screenshots to give you a better understanding of how to follow them.

This guide mainly contains one chapter that includes all the necessary information and steps that operators and individuals need to know to successfully perform their tasks.

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.

Target Audience

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



Document Conventions

In order to help you understand this guide thoroughly, the following table describes the different styles and conventions used throughout the guide.

Convention	Description	Example
Bold	<p>Represents:</p> <ul style="list-style-type: none"> Names of user interface elements such as names of buttons, dialog boxes, lists, menus, tabs, sections, etc. User input such as text the user types in a box. 	Select Continue Application .
<i>Italic</i>	<p>Represents:</p> <ul style="list-style-type: none"> emphasis on words used throughout the user guide. Emphasis on placeholders which are generic texts that the user replaces with real information. 	Enter your <i>username</i> and <i>password</i> .



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
Emirate	The Emirate of Dubai
DET	Department of Economy and Tourism
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.
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.



Term	Definition
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 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.
DEWA	Dubai Electricity and Water Authority
DLD	Dubai Land Department

Holiday Homes System

In this chapter, you will learn all you need to know about the Holiday Homes System, including how to register in the system, how to apply for and manage your holiday home permits, how to pay the required fees, and how to perform different operations such as guest check-ins and check-outs.

For more information, go to the following sections:

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

1 Registration in Holiday Homes System

All licensees—individuals, companies, or establishments, in addition to their workers, managers, or administrators—need to register in the Holiday Homes System to be able to perform the holiday home leasing out activity.

The system allows you to register as:

- Company or establishment
- Property owner

Required documents:

- *(For companies and establishments)* Details/copy of a valid Holiday Home company or establishment license
- *(For property owners)* Copy of Emirates ID of individual property owner

» To register in the Holiday Homes System

1. In the Login page of the [Holiday Homes System](#), select **Register**.

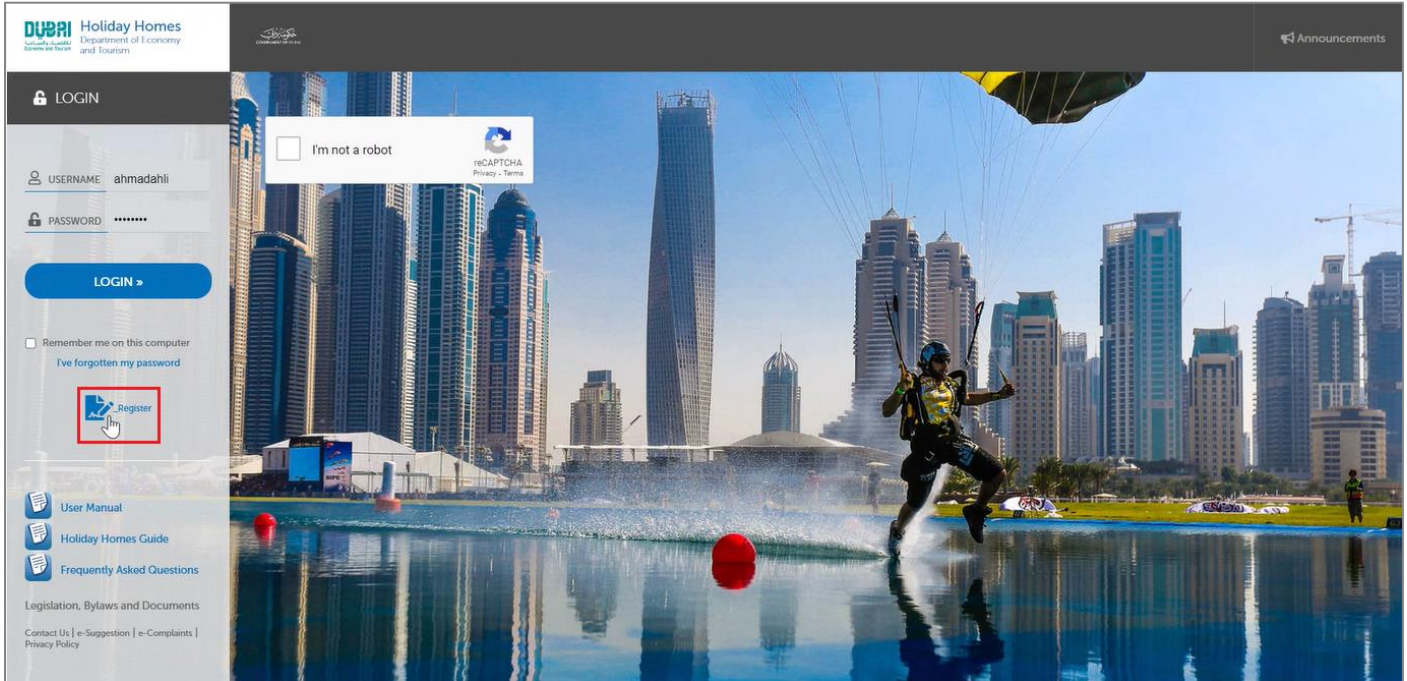
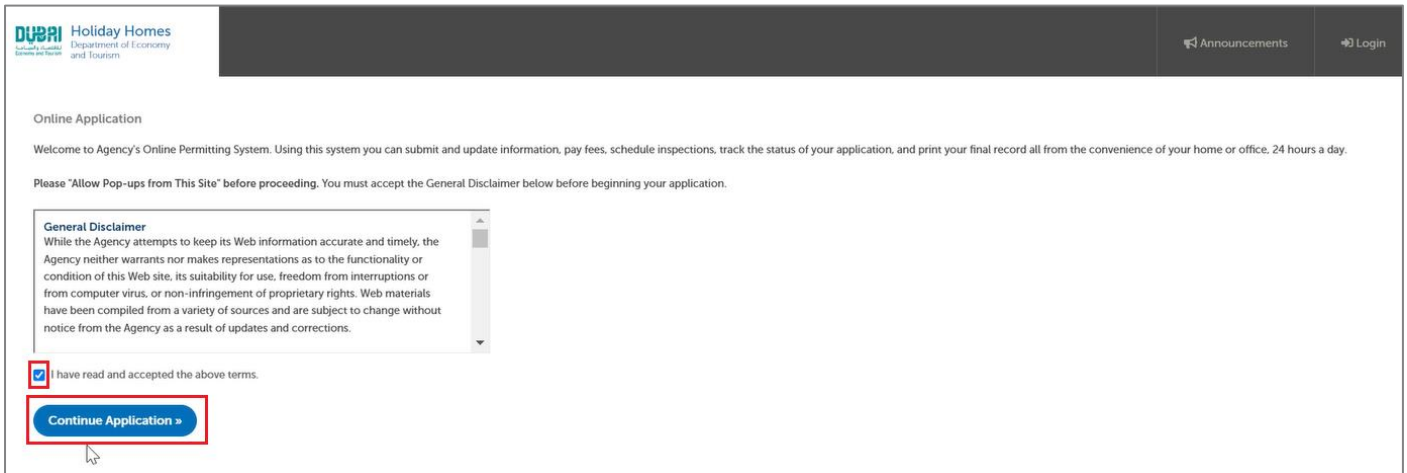


Figure 1: Access registration form

2. Accept the terms and conditions by selecting the checkbox, and then select **Continue Application**.



Holiday Homes
Department of Economy and Tourism

Announcements Login

Online Application

Welcome to Agency's Online Permitting System. Using this system you can submit and update information, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office. 24 hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

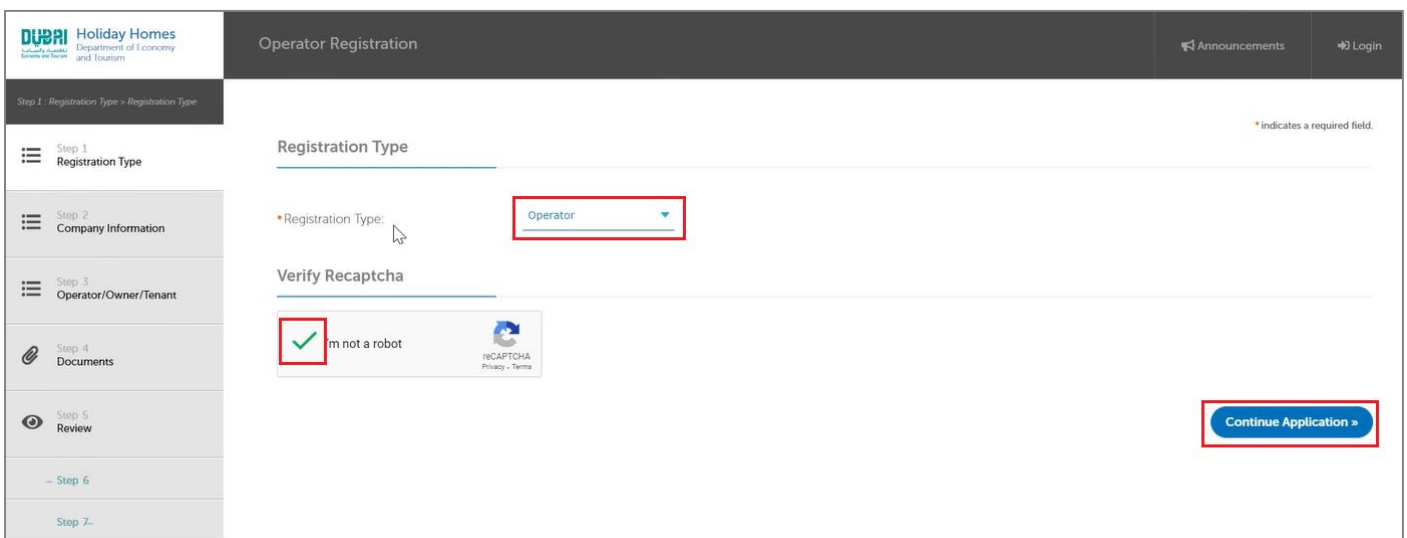
General Disclaimer
While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

I have read and accepted the above terms.

[Continue Application »](#)

Figure 2: Accept terms and condition (registration)

- In the **Registration Type** field, select **Operator** if you are registering as a company or establishment, or select **Home Owner** if you are registering as a property owner, verify that you are not a robot, and then select **Continue Application**.



Holiday Homes
Department of Economy and Tourism

Operator Registration

Announcements Login

Step 1: Registration Type > Registration Type

Step 1: Registration Type

Step 2: Company Information

Step 3: Operator/Owner/Tenant

Step 4: Documents

Step 5: Review

Step 6

Step 7

Registration Type

*Registration Type: [Operator](#)

Verify Recaptcha

I'm not a robot

RECAPTCHA
Privacy - Terms

[Continue Application »](#)

Figure 3: Select registration type (registration)

4. Complete all the mandatory fields that are marked with the red asterisk (*), and then select **Continue Application**.

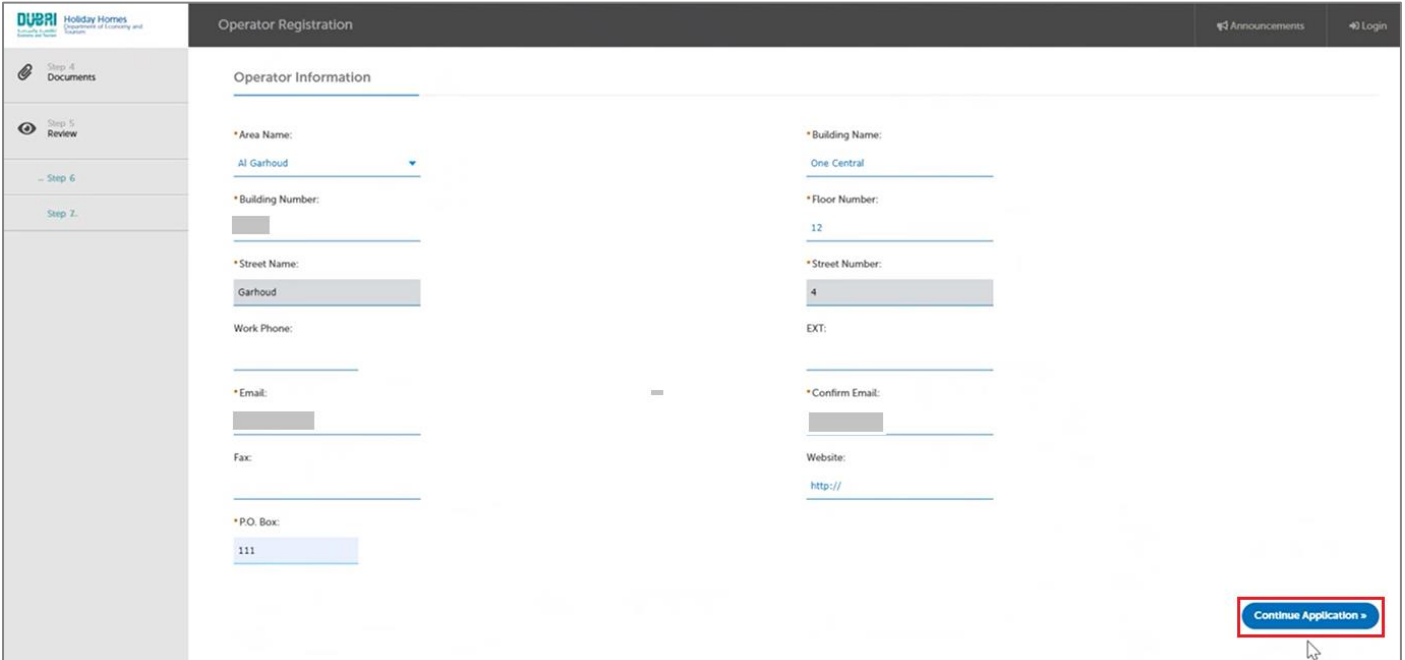


Figure 4: Fill in information (registration)

Notes

- Once you enter the license number in the **License Number** field, the remaining company information fields will be completed automatically.
- You can add licenses that are tied to the *Vacation Home Rental Activity* only.
- You need to manually complete all the mandatory fields in the **Operator Information** tab.

5. In the **Manager List** tab, select **Add New** to add one or more managers, and then select **Continue Application**.



Figure 5: Add manager (registration)

6. In the **Condition Document** tab, select **Add** to add the required document, and then select **Continue Application**.

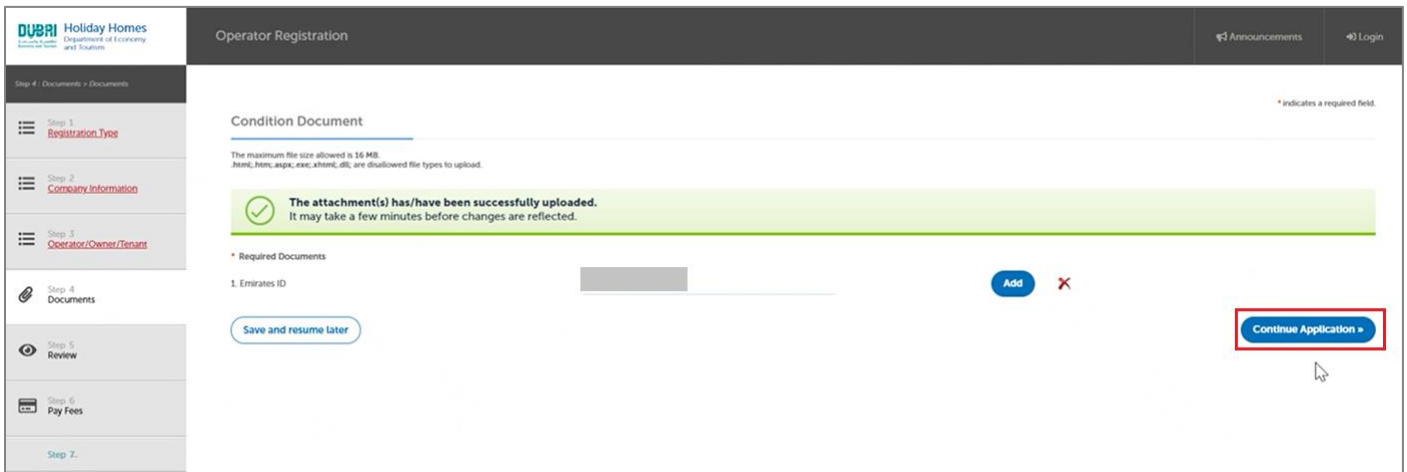


Figure 6: Uploading required document (registration)

7. Review all the added information, agree to the declaration by selecting the checkbox, and then select **Continue Application** to complete the registration process.



Notes

- After completing the registration process, an email containing the username and password will be submitted.
- If the application is rejected, an email notification with the reasons of rejection will be sent.
- If the application is approved, an email notification with a link to pay the registration fee will be sent. The application will be approved once the payment is made.
- The payment permission is valid for one month from the date of issue.
- Once the payment is made, the account will be activated on the Holiday Homes System.
- The manager's name entered in the application must match the manager's name on the trade license.
- First degree relatives (parents, children, spouse) of a property owner can register the property as a holiday home, but only in the owner's name and with proof of the first-degree relationship.
- Individual owners can apply for a permit only for the units they own. They cannot apply for a permit for these units as being owned by a company or establishment.
- For operators, a physical or virtual inspection may be required before the application is approved.

1.1 Register Managers and Administrators in Holiday Homes System

The Holiday Homes System allows you to register managers and administrators as being part of your company or establishment that is engaging in the activity of leasing out holiday homes.

- If a person is registered as a manager, they will have the following permissions:
 - Add another manager or administrator
 - Deactivate a manager/administrator account
 - Apply for a new permit
 - Amend number of rooms in a permit
 - Amend unit classification in a permit
 - Renew a permit
 - Cancel a permit
- If a person is registered as an administrator, they will have the following permissions:
 - Apply for a new permit
 - Amend number of rooms in a permit
 - Amend unit classification in a permit
 - Renew a permit
 - Cancel a permit

To be able to add a person as a manager or administrator, you need the following documents:

- Copy of Holiday Home company or establishment license (*Trade License*)
- Copy of manager or administrator's passport or Emirates ID
- Authorization letter

» To register managers and administrators in the Holiday Homes System

1. In your dashboard, in the **USERS** tab, select **Add Manager** to add a new manager, or select **Add Unit Administrator** to add a new administrator.

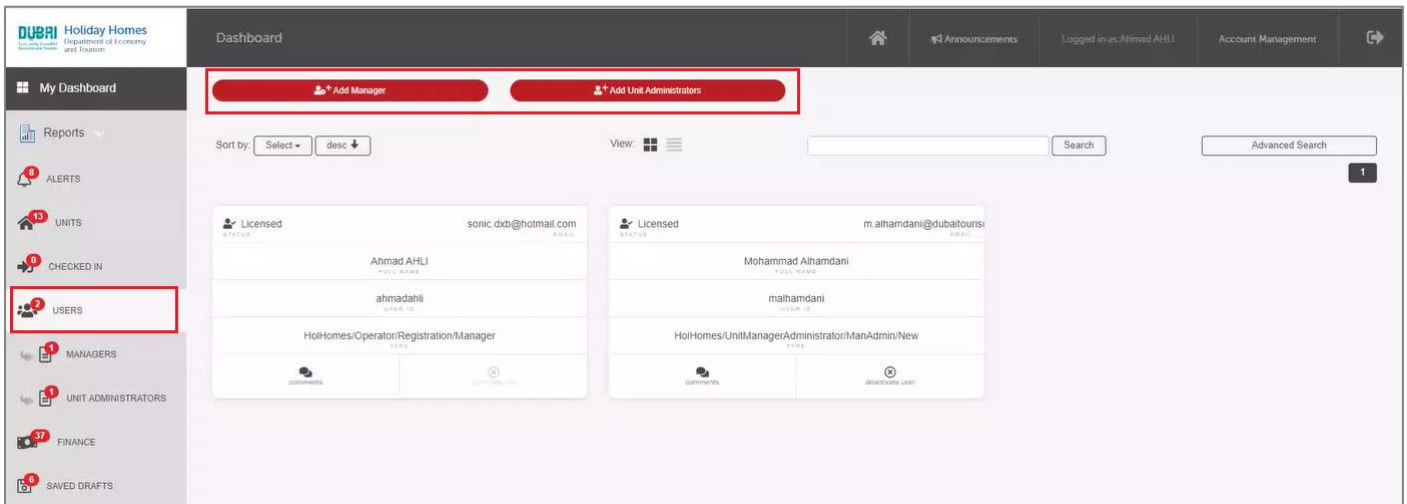


Figure 8: Access adding new manager/administrator form

2. In the form, under **Add Manager**, select **Add New** to add the manager details, and then under **Attachment**, select **Add** to add the required documents.

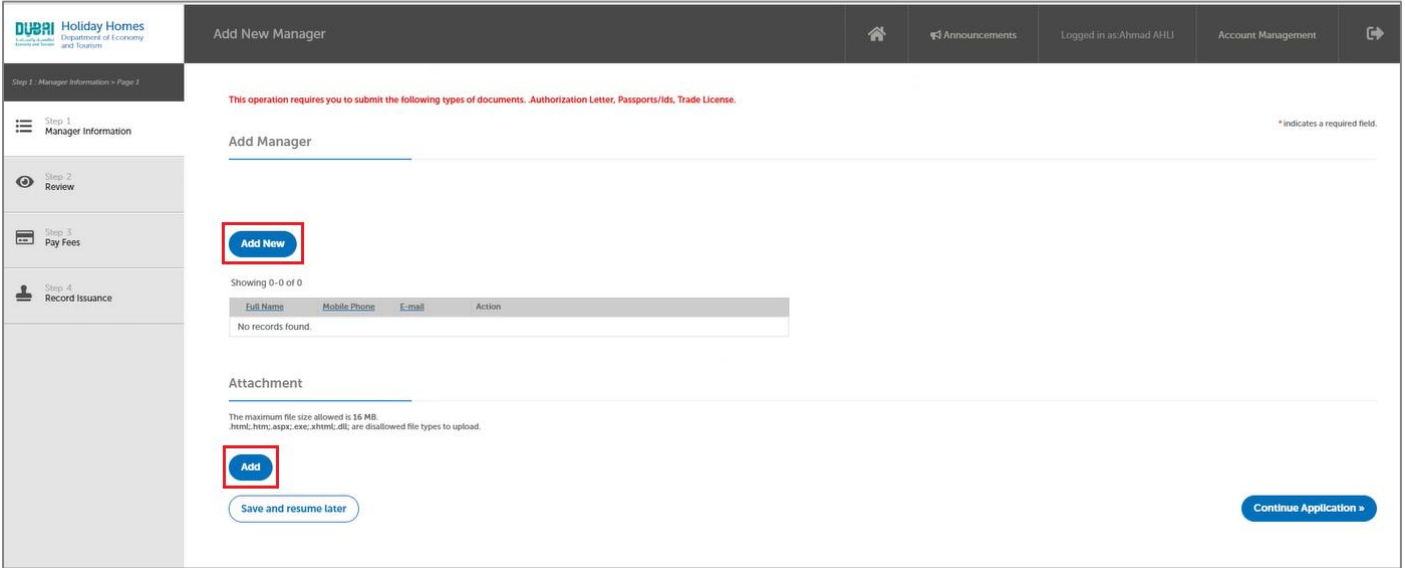


Figure 9: Add manager/administrator details and documents

Note

Add Manager section name changes to **Create New User** if you're adding an administrator.

- In the **Type** field above each added document, select the document type, and then select **Save** to save the added documents.



Step 1 - Manager Information - Page 1

Step 1
Manager Information

Step 2
Review

Step 3
Pay Fees

Step 4
Record Issuance

Add New Manager

This operation requires you to submit the following types of documents. Authorization Letter, Passports/ids, Trade License.

* indicates a required field.

Add Manager

Add New

✔ Contact added successfully.

Showing 1-1 of 1

Full Name	Mobile Phone	Email	Action
			Edit

Attachment

The maximum file size allowed is 16 MB.
.html, .htm, .aspx, .exe, .xhtml, .dll, are disallowed file types to upload.

*Type: Trade License

File: authorisation.pdf
100%

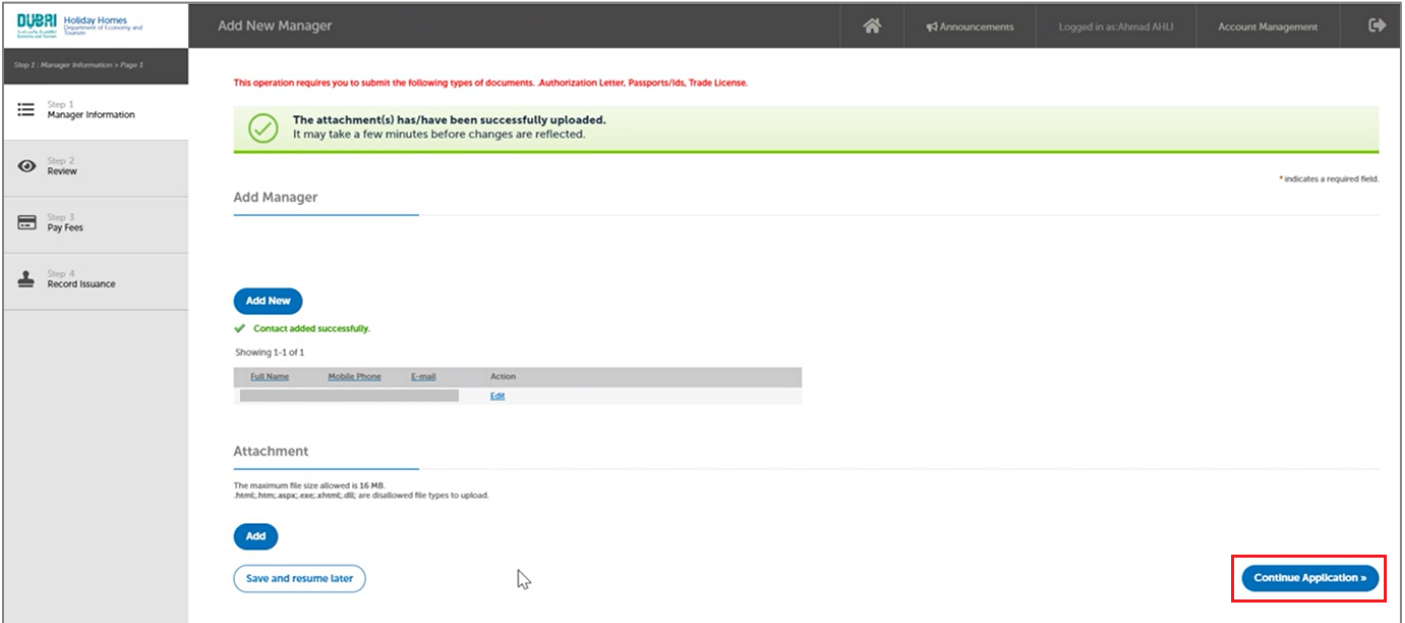
Save Add Remove All

Save and resume later

Continue Application >

Figure 10: Save added documents (add manager/administrator)

4. Select **Continue Application** to move to the next step.



Add New Manager

This operation requires you to submit the following types of documents. Authorization Letter, Passports/Id's, Trade License.

The attachment(s) has/have been successfully uploaded. It may take a few minutes before changes are reflected.

Add Manager

Add New

✔ Contact added successfully.

Showing 1-1 of 1

Full Name	Mobile Phone	E-mail	Action
			Edit

Attachment

The maximum file size allowed is 16 MB.
.html;.htm;.asp;.aspx;.exe;.ahmt;.dll; are disallowed file types to upload.

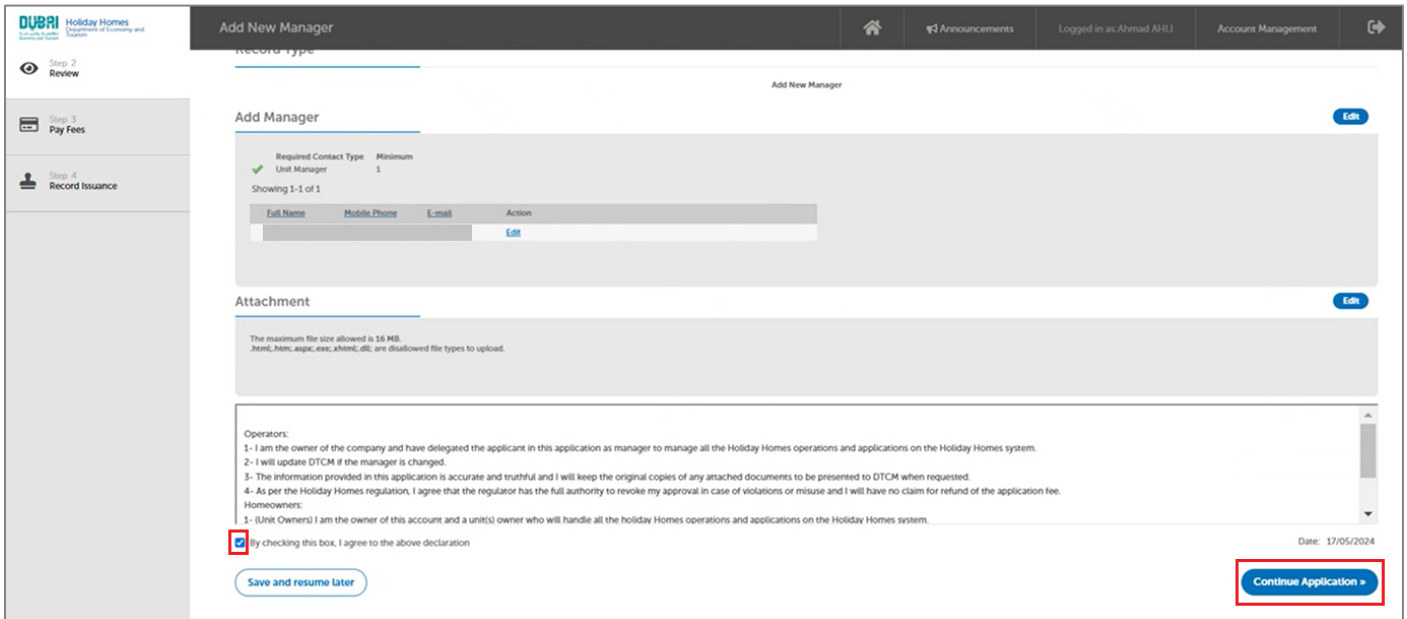
Add

Save and resume later

Continue Application

Figure 11: Move to review step after adding manager/administrator

- Review all the added information, agree to the declaration by selecting the checkbox, and then select **Continue Application** to submit the application.



Add New Manager

Record type

Unit Manager

Full Name	Mobile Phone	E-mail	Action
			Edit

Attachment

The maximum file size allowed is 16 MB.
.htm, .html, .asp, .exe, .xhtml, .dll; are disallowed file types to upload.

Operators:

- 1- I am the owner of the company and have delegated the applicant in this application as manager to manage all the Holiday Homes operations and applications on the Holiday Homes system.
- 2- I will update DTCM if the manager is changed.
- 3- The information provided in this application is accurate and truthful and I will keep the original copies of any attached documents to be presented to DTCM when requested.
- 4- As per the Holiday Homes regulator, I agree that the regulator has the full authority to revoke my approval in case of violations or misuse and I will have no claim for refund of the application fee.

Homeowners:

- 1- (Unit Owners) I am the owner of this account and a unit(s) owner who will handle all the holiday Homes operations and applications on the Holiday Homes system.

By checking this box, I agree to the above declaration

Date: 17/05/2024

[Save and resume later](#) [Continue Application >](#)

Figure 12: Complete adding a new manager/administrator

Notes

- Once the application is submitted, the added manager/administrator receives an email notification containing the username and password.
- Once the application is submitted, it will be reviewed by the concerned officer at DET.
- Once the application is approved by DET, the added manager/administrator account will be activated.

2 Activity Licensing

For information about the conditions and procedures for the licensing of Holiday Homes Activity, refer to the “*Leasing Out Holiday Homes User Guide*” document.

3 Holiday Home Permits

After your account has been successfully created and activated, you can apply for a new permit, amend available permits, renew permits, or cancel permits.

To discover more, go to the following sections:

- [Apply for New Permit](#)
- [Amend Issued Permits](#)
- [Renew Permits](#)
- [Cancel Permits](#)
- [Common Permit Features](#)

3.1 Apply for New Permit

A Permit must be issued from DET for each Holiday Home. After you register your account, you can apply for a new permit via the Holiday Homes System.

Required documents:

- *For individual owners:*
 - Copy of passport or Emirates ID.
- *If the property owner is a company:*
 - The owner or one of the company's partners' passport or Emirates ID copy should be included, alongside license documents or the company's articles of association.



- Proof of authorisation to use the unit, which includes:
 - Copy of property Title Deed
 - Authorisation from the owner, using the approved form from DET.

Note

if the property owner is a company, an authorised signatory can sign the form on the condition that proof of his authorisation is also submitted.

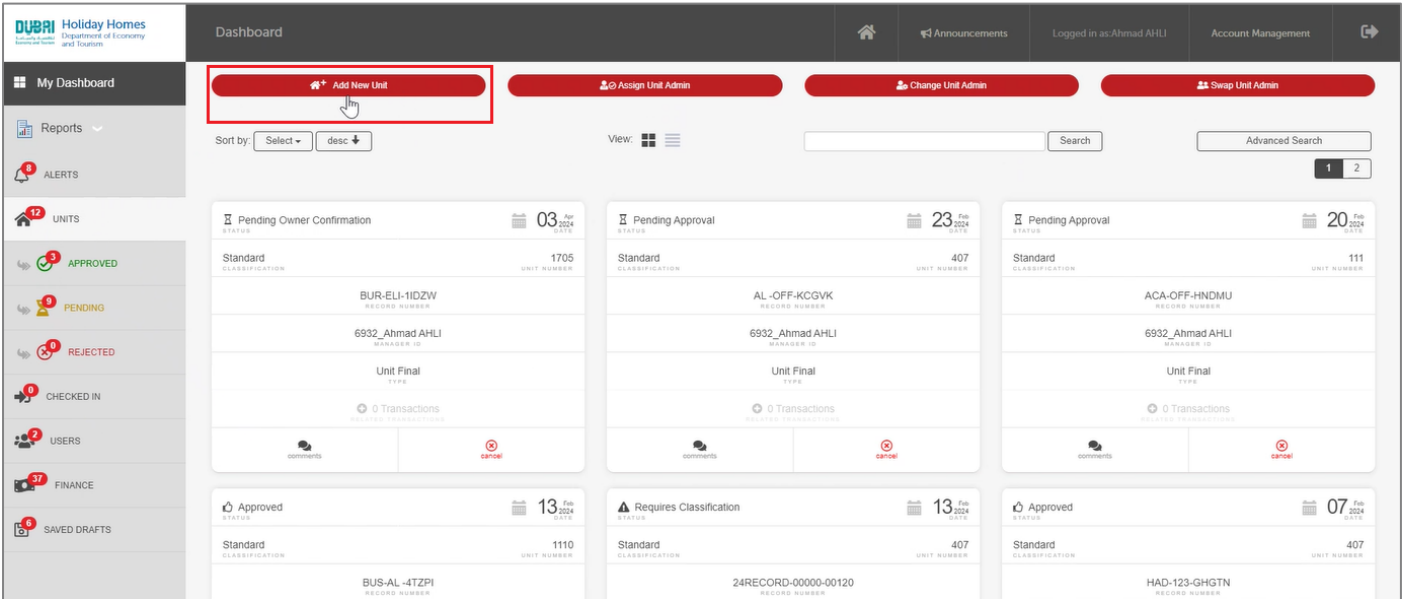
- A DEWA bill that is at least three months old as of the date of the application, and in the name of the owner or the licensee of the unit.

Note

To discover the technical requirements, conditions, and classification details, refer to “*Leasing Out Holiday Homes User Guide*” document.

» To apply for a permit

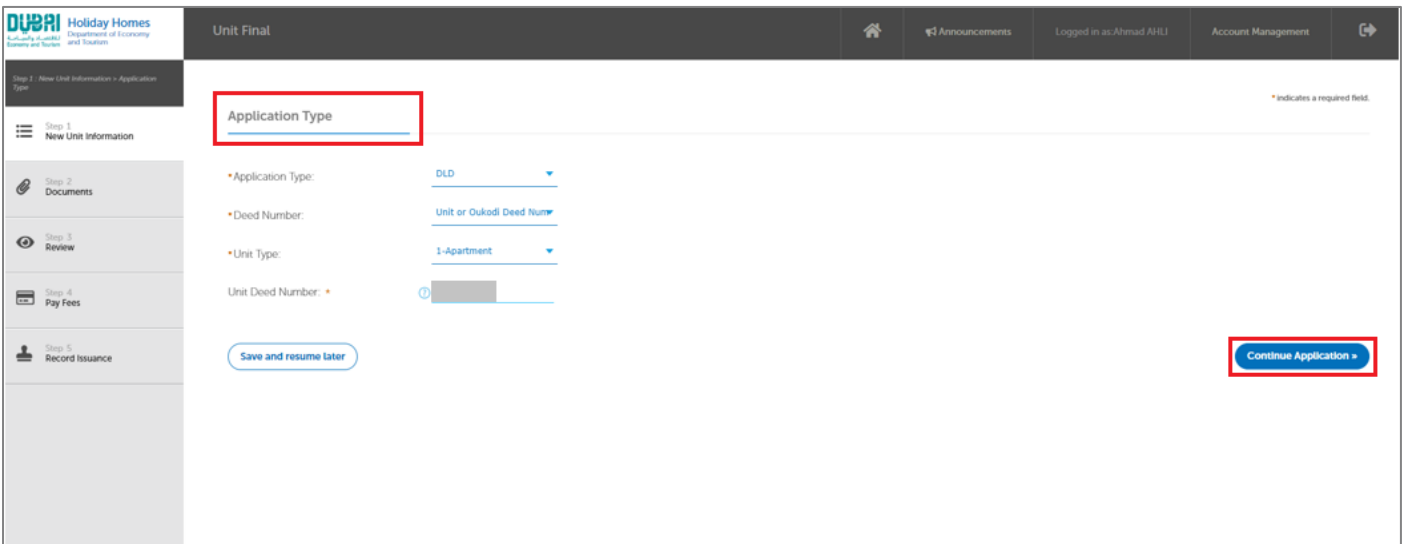
1. Sign in to the [Holiday Homes System](#) using your credentials.
2. In your dashboard, in the **UNITS** section, select **Add New Unit**.



The screenshot shows the 'Holiday Homes' dashboard. At the top, there are navigation buttons: 'Add New Unit' (highlighted with a red box), 'Assign Unit Admin', 'Change Unit Admin', and 'Swap Unit Admin'. Below these are search and sorting options. The main area displays a grid of unit status cards, including 'Pending Owner Confirmation', 'Pending Approval', and 'Approved' units, each with details like classification, unit number, and record number.

Figure 13: Access adding new unit form

- In the **Application Type** tab, complete all the mandatory fields that are marked with the red asterisk (*), and then select **Continue Application**.



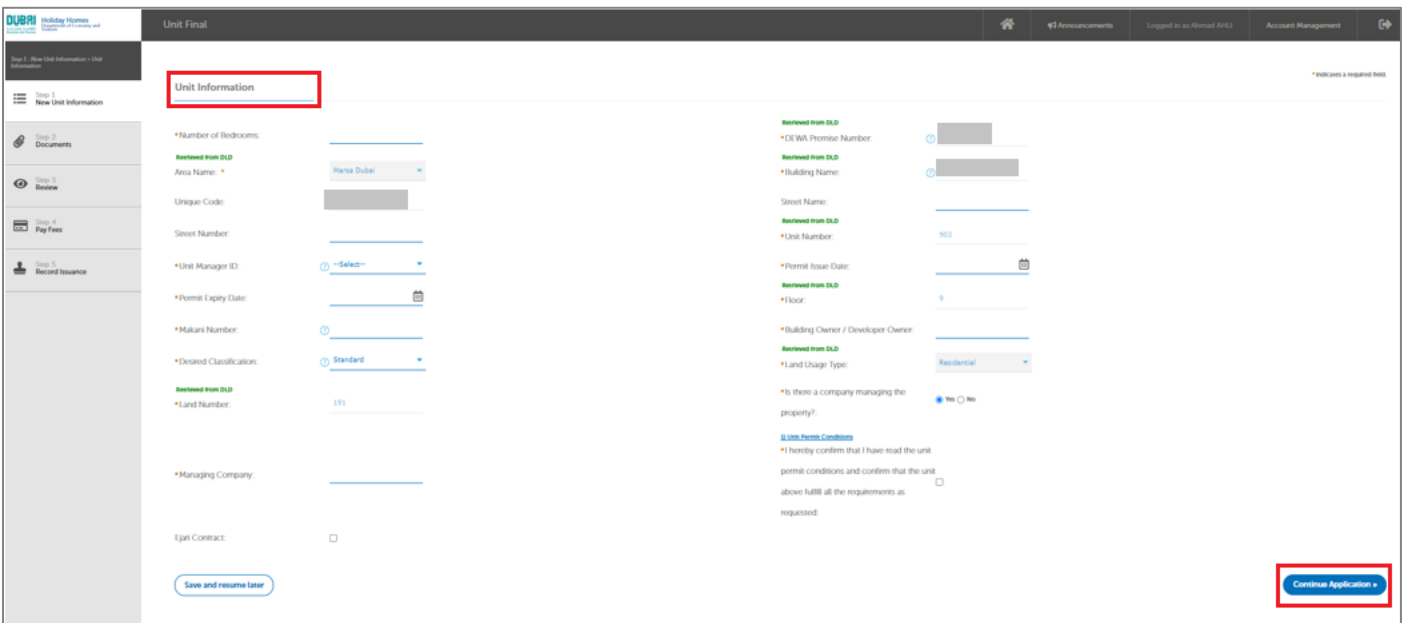
The screenshot shows the 'Unit Final' application form. The 'Application Type' tab is selected and highlighted with a red box. The form contains several fields with red asterisks indicating they are mandatory: 'Application Type' (set to DLD), 'Deed Number' (set to Unit or Oukodi Deed Num), 'Unit Type' (set to 1-Apartment), and 'Unit Deed Number'. At the bottom right, the 'Continue Application' button is highlighted with a red box. A 'Save and resume later' button is also visible.

Figure 14: Complete Application Type tab (Apply for New Permit)

Note

If you select **DLD** in the **Application Type** field and fill in the **Deed Number**, **Unit Type**, and **Unit Deed Number** fields, most of the fields in the following step will be completed automatically. You will only need to complete the remaining fields.

- In the **Unit Information** tab, complete all the mandatory fields that are marked with the red asterisk (*), and then select **Continue Application**.



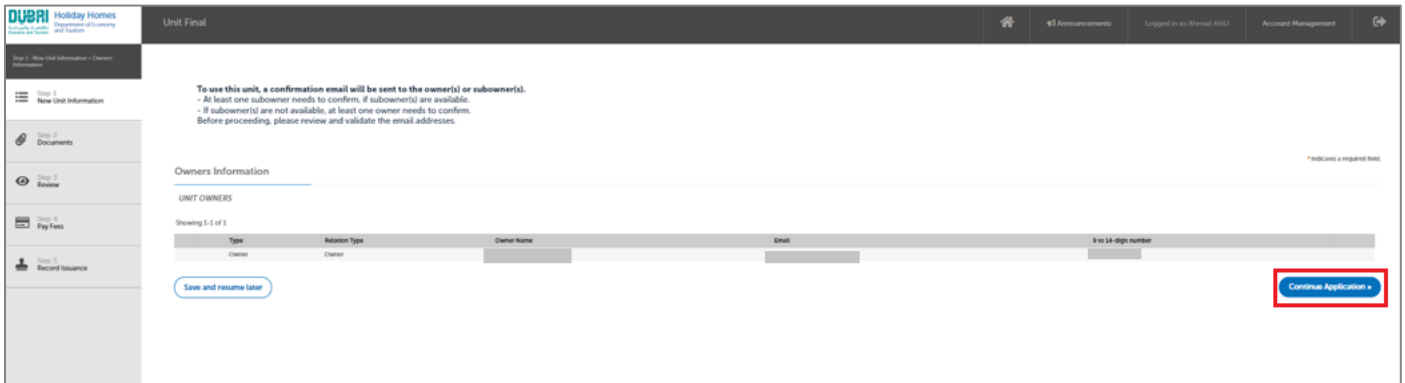
The screenshot shows the 'Unit Final' application form. The 'Unit Information' tab is selected. The form includes the following fields:

- *Number of Bedrooms: []
- Retrieved from DLD: []
- *Area Name: [Mina Dubai]
- Unique Code: []
- Street Number: []
- *Unit Manager ID: [--Select--]
- *Premise Expiry Date: []
- *Makani Number: []
- *Desired Classification: [Standard]
- Retrieved from DLD: []
- *Land Number: [391]
- *Managing Company: []
- Ejari Contract: []
- Retrieved from DLD: []
- *DEWA Premise Number: []
- Retrieved from DLD: []
- *Building Name: []
- Street Name: []
- Retrieved from DLD: []
- *Unit Number: [903]
- *Permit Issue Date: []
- Retrieved from DLD: []
- *Floor: [9]
- *Building Owner / Developer Owner: []
- Retrieved from DLD: []
- *Land Usage Type: [Residential]
- *Is there a company managing the property?: [Yes] [No]
- [Link Permit Conditions](#)
- *I hereby confirm that I have read the unit permit conditions and confirm that the unit above fulfill all the requirements as requested: []

The 'Continue Application' button is highlighted with a red box at the bottom right.

Figure 15: Fill in unit information (Apply for New Permit)

- Review and validate the information of the unit owner(s), and then select **Continue Application**.



Unit Final

To use this unit, a confirmation email will be sent to the owner(s) or subowner(s).
 - At least one subowner needs to confirm, if subowner(s) are available.
 - If subowner(s) are not available, at least one owner needs to confirm.
 Before proceeding, please review and validate the email addresses.

Owners Information *Indicates a required field.

UNIT OWNERS

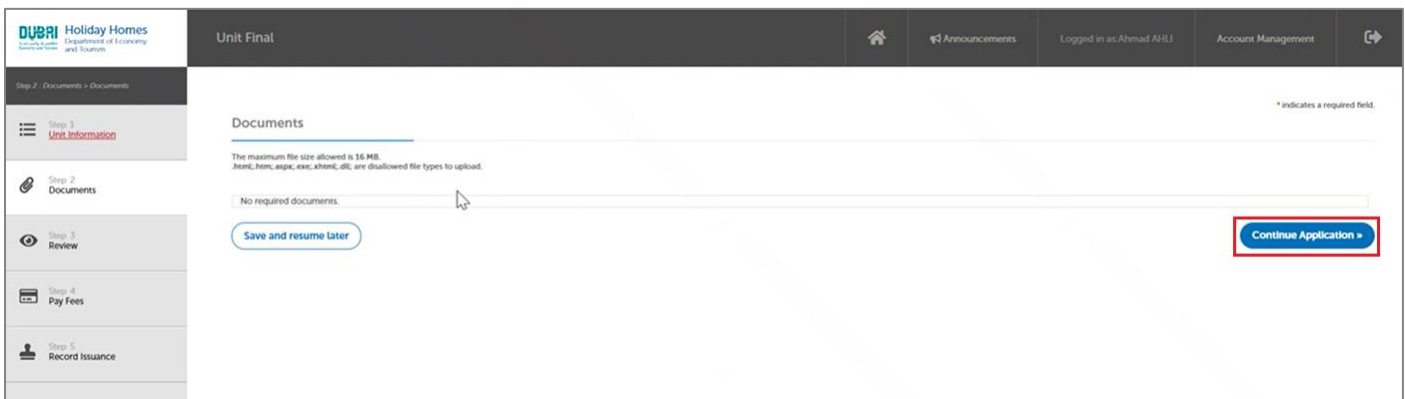
Showing 1 - 1 of 1

Type	Relation Type	Owner Name	Email	9 to 14-digits number
Owner	Owner			

[Save and resume later](#) [Continue Application >](#)

Figure 16: Review unit owner information (Apply for New Permit)

6. In the **Documents** tab, upload the documents (*if required*), and then select **Continue Application**.



Unit Final

Documents *Indicates a required field.

The maximum file size allowed is 16 MB.
 .html, .htm, .asp, .exe, .xhtml, .dfl are disallowed file types to upload.

No required documents.

[Save and resume later](#) [Continue Application >](#)

Figure 17: Add required documents (Apply for New Permit)

7. Review all the added information, agree to the declaration by selecting the checkbox, and then select **Continue Application** to submit the application.



Unit Final

Number of Bedrooms: 1
 Area Name DLD: Palm Jumeirah
 Unique Code: [Redacted]
 Street Number: [Redacted]
 Unit Manager ID: [Redacted]
 Permit Expiry Date: 01/10/2024
 Makani Number: 12345 12345
 Building Owner / Developer Owner: Emaar
 Owner Email: [Redacted]
 Land Usage Type: Residential
 Is there a company managing the property?: Yes
 I hereby confirm that I have read the unit permit conditions and confirm that the unit above fulfill all the requirements as requested: Yes

DEWA Premise Number: 381020240
 Building Name: [Redacted]
 Street Name: [Redacted]
 Unit Number: 604
 Permit Issue Date: 01/05/2024
 Floor: 6
 Unit Owner Name: [Redacted]
 Owner Phone Number: [Redacted]
 Desired Classification: Standard
 Land Number: 1115
 Managing Company: RRR
 Ejari Contract: No

Documents

The maximum file size allowed is 16 MB.
 .htm, .htm, .asp, .exe, .shock, .dll, are disallowed file types to upload.

1- The information provided in this application is accurate and truthful and I will keep the original copies of any attached documents to be presented to DTCM when requested.
 2- I declare that I am duly allowed to use my unit as a Holiday home and by doing so, I am not breaching any terms of contract to which I may be subject
 3- I will not enter into tenancy contracts on this unit because the purpose of use for this permit is Holiday Homes rental.
 4- This is a residential unit.
 5- As per the Holiday Homes regulation, I agree that the regulator has the full authority to revoke my approval in case of violations or misuse and I will have no claim for refund of the application fee.

By checking this box, I agree to the above declaration

Date: 15/05/2024

Buttons: Save and resume later, Continue Application

Figure 18: Submit permit application

Notes

- If **DLD** is selected in the **Application Type** field, the property owner will receive an email notification to approve the permit application once it is submitted.
- The application will be submitted to the DET’s back office for review.
- Once the application is approved, you will need to complete the unit classification. For more information, see the “[Completing unit classification](#)” section.
- The required fees change based on the number of bedrooms chosen for the unit:
 - If the unit you’re requesting a permit for consists of one bedroom or is a studio, you will be required to pay AED 370.
 - For each additional bedroom added, you will be required to pay AED 300. For example, if your unit consists of three bedrooms, you will be required to pay AED 970.
 - Regardless of the number of bedrooms you choose, the maximum amount that you may be asked to pay cannot exceed AED 1270.

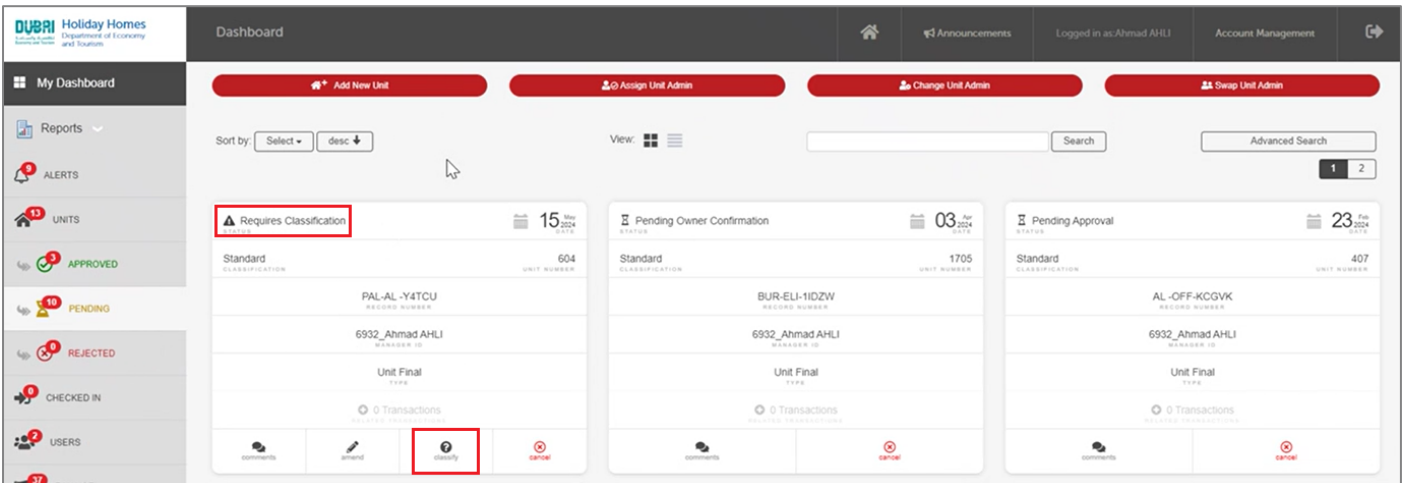
- Permit duration does not affect the bedroom fees.

3.1.1 Completing Unit Classification

Once your permit application is approved, you will need to complete the classification of the unit according to the classification type you have chosen while applying for the permit.

» To classify the unit

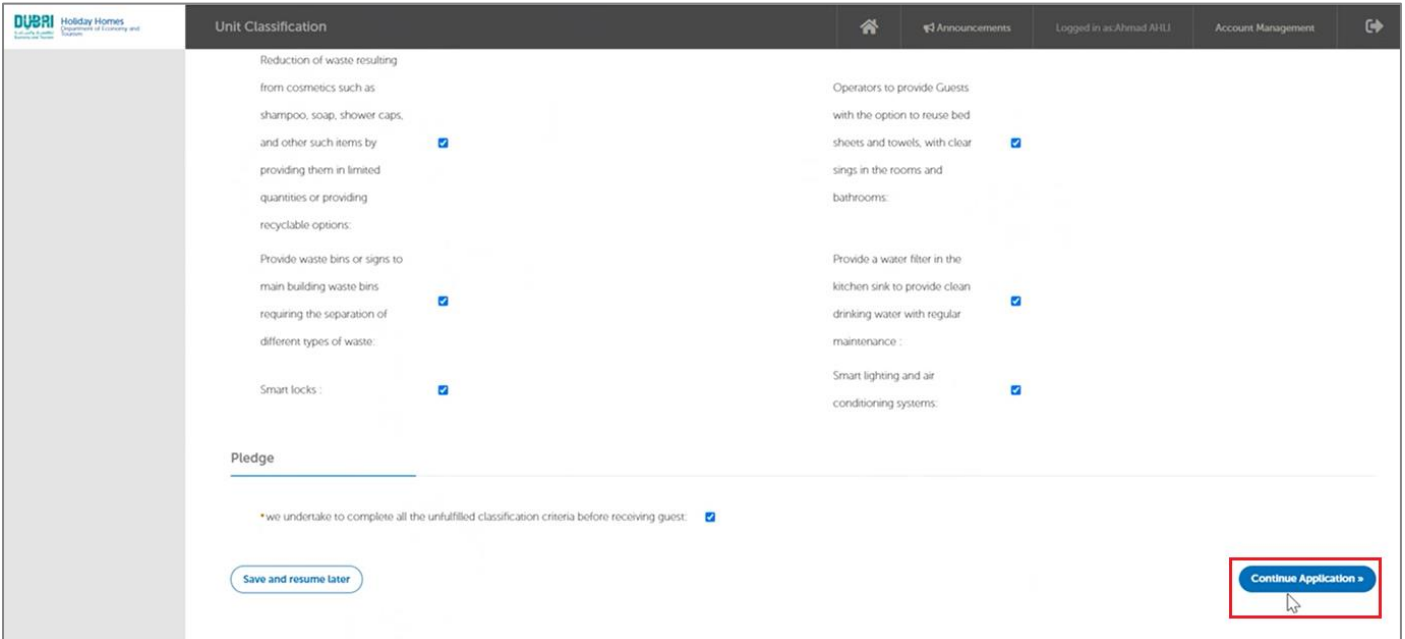
1. In your dashboard, in the **PENDING** tab, under **UNITS**, select **Classify** in the application card with the status **Requires Classification**.



The screenshot shows the 'Holiday Homes' dashboard with a sidebar on the left containing navigation options like 'Reports', 'ALERTS', 'UNITS', 'APPROVED', 'PENDING', 'REJECTED', 'CHECKED IN', 'USERS', and 'FINANCE'. The main area displays three unit cards: 'Requires Classification' (15 units), 'Pending Owner Confirmation' (03 units), and 'Pending Approval' (23 units). The 'Requires Classification' card is highlighted with a red box, and its 'Classify' button is also highlighted with a red box. The card lists unit details such as 'Standard' classification, 'PAL-AL-Y4TCU' record number, and '604' unit number.

Figure 19: Access unit classification form

2. Select the checkbox next to each item in the classification form, and then select the checkbox next to the pledge that all the unfulfilled criteria will be completed before receiving guests.
3. Select **Continue Application** to go to the next step.



Unit Classification

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:

Provide waste bins or signs to main building waste bins requiring the separation of different types of waste:

Smart locks:

Operators to provide Guests with the option to reuse bed sheets and towels, with clear signs in the rooms and bathrooms:

Provide a water filter in the kitchen sink to provide clean drinking water with regular maintenance:

Smart lighting and air conditioning systems:

Pledge

*we undertake to complete all the unfulfilled classification criteria before receiving guest:

[Save and resume later](#) [Continue Application >](#)

Figure 20: Checking that unit contains all classification items

4. Review the classification, and then select **Continue Application** to finish classifying your unit.

Unit Classification

CCTV for all main entrances: Yes
A board must be installed, including the unit's address, Classification, Permit number, Licensee contact number, and DET number: Yes

Elevator serving from the ground floor if the building consists of three or more stories.: Yes

TECHNICAL-SPECS-SECONDARY

TECHNICAL-SPECS-SECONDARY
If there is a swimming pool, there must be warnings/signs and adequate safety equipment (floats, life rings, first aid kits, etc.): Yes
Incense of having a swimming pool and a gym the service has to be provided: Yes

Parking for at least one car: Yes
Highlight basic community rules that must be followed by Guests when present in the Holiday Home : Yes

SUSTAINABILITY-SPECIFICATIONS

SUSTAINABILITY-SPECIFICATIONS
Smart noise notification system: Yes
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: Yes
Provide waste bins or signs to main building waste bins requiring the separation of different types of waste: Yes
Smart locks : Yes

DTCM encourages operators to use clean or efficient methods of transportation for Guests and employees, including public transport, fast transportation, cycling, or walking: Yes
Operators to provide Guests with the option to reuse bed sheets and towels, with clear signs in the rooms and bathrooms: Yes
Provide a water filter in the kitchen sink to provide clean drinking water with regular maintenance : Yes
Smart lighting and air conditioning systems: Yes

Pledge

PLEDGE
we undertake to complete all the unfulfilled classification criteria before receiving guest: Yes

Save and resume later

Continue Application →

Figure 21: Completing unit classification

Notes

- After classifying the unit, you will need to pay the fees online to receive your electronic permit, which must be printed and placed in a visible place in the Holiday Home.
- After paying the fees online, your application will be automatically approved and moved to the **APPROVED** section in the **UNITS** tab.

3.2 Amend Issued Permits

The Holiday Homes System provides you with the ability to request amendments on issued permits if you want to change the number of bedrooms chosen for the unit or change the unit classification or both.

» To amend issued permits

1. In your dashboard, in the **UNITS** tab, on the card of the unit whose permit you want to amend, select **amend**.

The screenshot displays the 'Dashboard' of the Holiday Homes System. It features a grid of unit cards, each representing a different unit with its status, classification, record number, and unit number. The units shown are:

- Unit 111:** Pending Approval, Standard Classification, Record Number: ACA-OFF-HNDMU, Unit Number: 111. Status: 20 Jun 2024.
- Unit 1110:** Approved, Standard Classification, Record Number: BUS-AL-4TZPI, Unit Number: 1110. Status: 13 Jun 2024.
- Unit 407:** Requires Classification, Standard Classification, Record Number: 24RECORD-0000-00120, Unit Number: 407. Status: 13 Jun 2024.
- Unit 407:** Approved, Standard Classification, Record Number: HAD-123-GHGTN, Unit Number: 407. Status: 07 Jun 2024.
- Unit 214:** Pending Approval, Standard Classification, Record Number: AL-PUL-94BJJ, Unit Number: 214. Status: 07 Jun 2024.
- Unit 407:** Requires Classification, Standard Classification, Record Number: 24RECORD-0000-00064, Unit Number: 407. Status: 26 Jun 2024.

Each unit card includes a 'TRANSACTIONS' section and a set of action buttons: 'COPY PERMIT', 'COMMENTS', 'AMEND', and 'CANCEL UNIT'. The 'AMEND' button for Unit 407 (Approved) is highlighted with a red box, indicating the correct action to take for amending a permit.

Figure 22: Access unit amendment form

2. In the unit amendment form, do the following:
 - If you want to change the number of bedrooms, in the **Number of Bedrooms** field, select the *desired number of bedrooms*.
 - If you want to change the unit classification, in the **Desired Classification** field, select your *desired classification*.

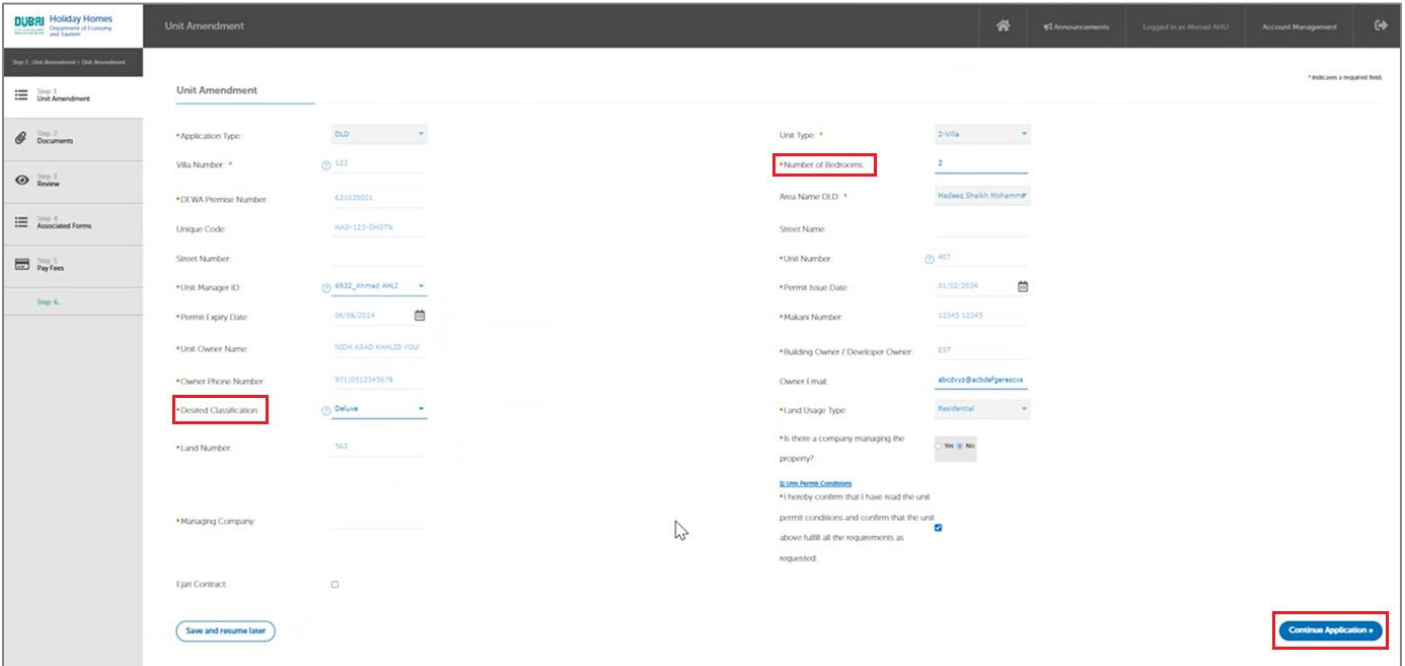
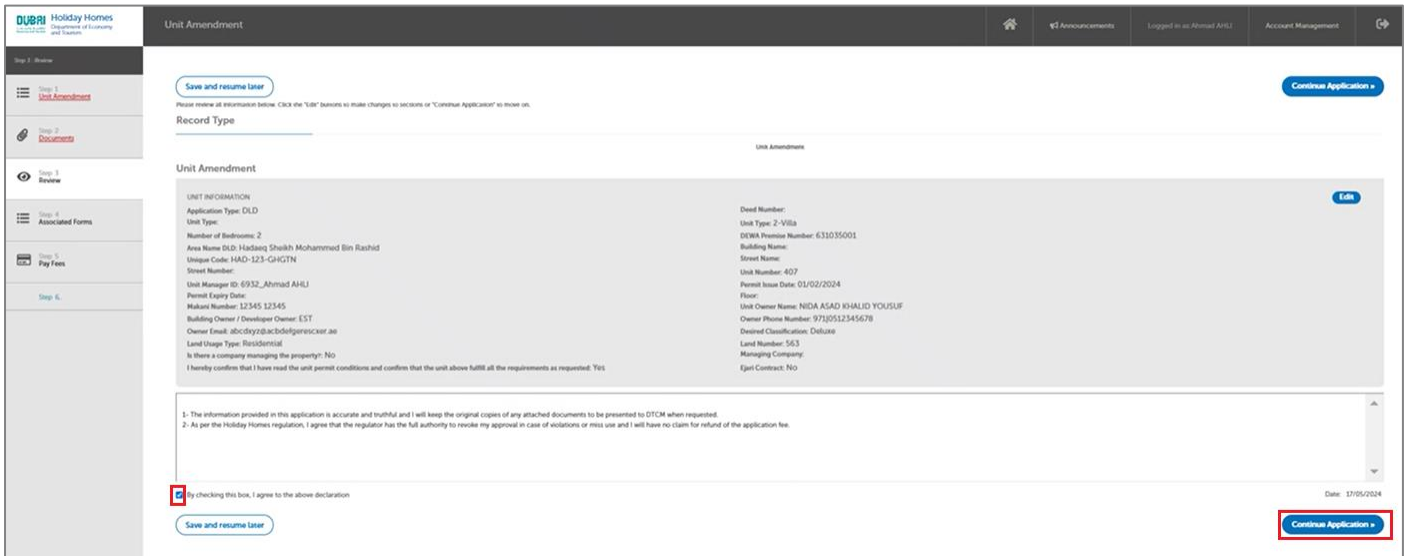


Figure 23: Change number of bedrooms or classification

3. Select **Continue Application** to move to the next step.
4. Review all the added information, agree to the declaration by selecting the checkbox, and then select **Continue Application** to submit the application.



Unit Amendment

Save and resume later Continue Application

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type: Unit Amendment

UNIT INFORMATION	
Application Type: DLD	Deed Number:
Unit Type:	Unit Type: 2-Villa
Number of Bedrooms: 2	DDBA Number: 6330355001
Area Name: HAD-123-GHGTN	Building Name:
Unique Code: HAD-123-GHGTN	Street Name:
Street Number:	Unit Number: 407
Unit Manager ID: 6932_Ahmad AHLI	Permit Issue Date: 01/02/2024
Permit Expiry Date:	Floor:
Hakani Number: 12345 12345	Unit Owner Name: NIDA ASAD KHALID YOUSUF
Building Owner / Developer: Owner: EST	Owner Phone Number: 9750512345678
Owner Email: abc@xyz.com	Desired Classification: Deluxe
Land Usage Type: Residential	Land Number: 563
Is there a company managing the property?: No	Managing Company:
I hereby confirm that I have read the unit permit conditions and confirm that the unit above fulfills all the requirements as requested: Yes	Ejari Contract: NO

1- The information provided in this application is accurate and truthful and I will keep the original copies of any attached documents to be presented to DTCM when requested.
2- As per the Holiday Homes regulations, I agree that the regulator has the full authority to revoke my approval in case of violations or miss use and I will have no claim for refund of the application fee.

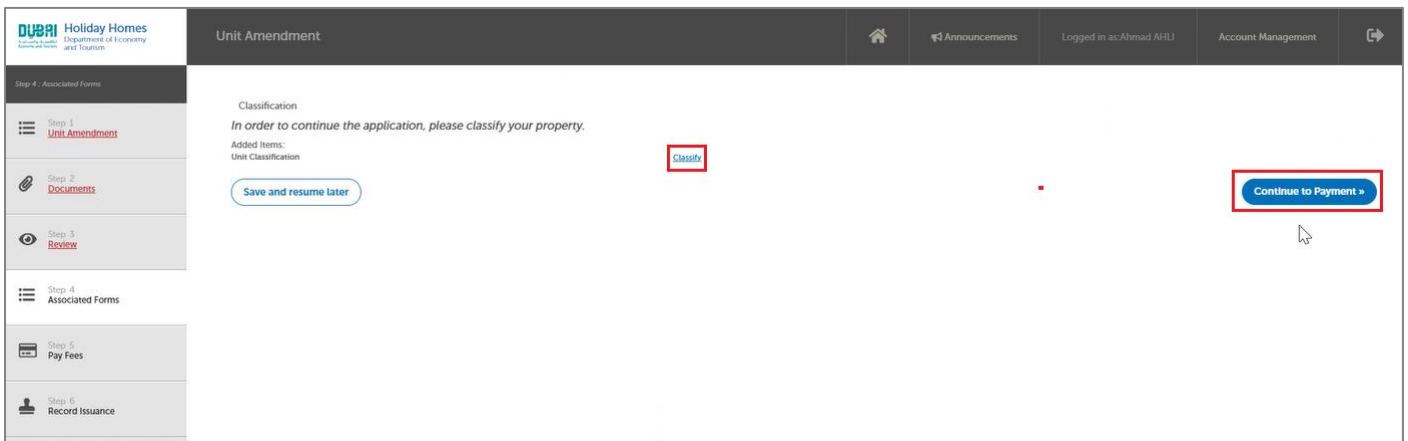
By checking this box, I agree to the above declaration

Save and resume later Continue Application

Date: 17/05/2024

Figure 24: Review unit amendment information

5. Select **Continue to Payment** to move to the next step.



Unit Amendment

Classification

In order to continue the application, please classify your property.

Added Items:
Unit Classification

Classify Continue to Payment

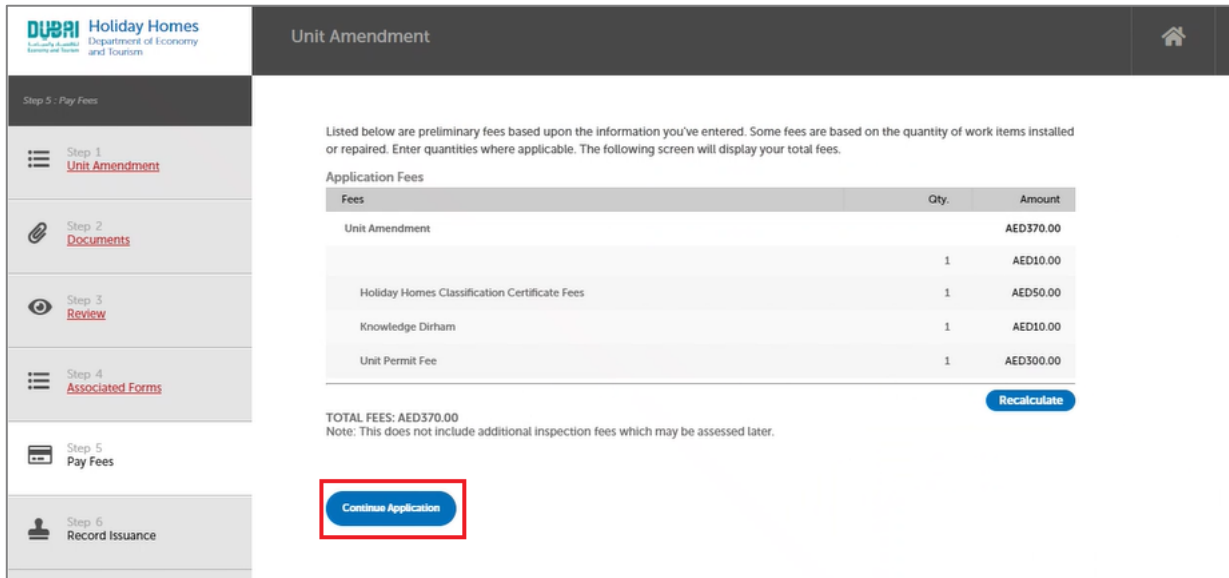
Save and resume later

Figure 25: Move to the payment review step (amend permits)

Note

If you change the unit classification, you will not be able to proceed to the payment review step without reclassifying the unit. Select the **Classify** button to reclassify your unit.

6. Review all the required fees, and then select **Continue Application** to complete the application.



The screenshot shows the 'Unit Amendment' screen in the Dubai Holiday Homes system. The left sidebar contains a navigation menu with six steps: Step 1 Unit Amendment, Step 2 Documents, Step 3 Review, Step 4 Associated Forms, Step 5 Pay Fees, and Step 6 Record Issuance. The main content area displays a table of 'Application Fees' with columns for Fees, Qty, and Amount. The fees listed are Unit Amendment (AED370.00), Holiday Homes Classification Certificate Fees (AED50.00), Knowledge Dirham (AED10.00), and Unit Permit Fee (AED300.00). A 'Recalculate' button is located below the table. At the bottom, a 'Continue Application' button is highlighted with a red box. A note at the bottom states: 'TOTAL FEES: AED370.00. Note: This does not include additional inspection fees which may be assessed later.'

Fees	Qty.	Amount
Unit Amendment		AED370.00
	1	AED10.00
Holiday Homes Classification Certificate Fees	1	AED50.00
Knowledge Dirham	1	AED10.00
Unit Permit Fee	1	AED300.00

TOTAL FEES: AED370.00
Note: This does not include additional inspection fees which may be assessed later.

Figure 26: Review unit amendment fees

Notes

- You will be charged AED 300 for each additional bedroom you add to the permit, in addition to AED 70 amendment fees.
- If you decrease the number of bedrooms, you will be charged AED 70 amendment fees, but you will neither be charged nor refunded for the number of bedrooms in the unit.
- If you change the unit classification only, you will be charged AED 70 amendment fees.
- Once you complete the application, you will need to pay the fees in order for the amendments to take effect. For more information, check out the "[Application Fees Payment](#)" section.

3.3 Renew Permits

If your permit is about to expire, you can easily renew it for another selected duration.

» To renew a permit

1. In your dashboard, in the **UNITS** tab, on the permit card with the **About To Expire** status, select **renew** to open the renewal form.

The screenshot shows the 'Holiday Homes' dashboard with the 'UNITS' tab selected. The dashboard displays a grid of permit cards. The card for unit 111, with status 'About To Expire', is highlighted with a red border. The 'renew' button on this card is also highlighted with a red border. Other cards include 'Pending Cancellation', 'About To Expire', 'Pending Inspection', 'Pending Approval', and 'Requires Classification'. The left sidebar shows navigation options like 'My Dashboard', 'Reports', 'ALERTS', 'UNITS', 'APPROVED', 'PENDING', 'REJECTED', 'CHECKED IN', 'USERS', 'FINANCE', and 'SAVED DRAFTS'.

Figure 27: Access permit renewal form

2. In the form, enter the new dates in the **Permit Issue Date** and **Permit Expiry Date** fields.
3. Continue the application steps as if you are applying for a new permit.



Notes

- The **renew** button appears only 30 days prior to the permit's expiry date.
- Failure to renew the permit within this 30-day period will result in its expiry, after which it cannot be renewed.

3.4 Cancel Permits

The Holiday Homes System allows you to cancel your permit if it is still pending and even after it is approved and issued.

To cancel a permit, follow the relevant steps depending on whether it is still pending or it is approved:

- [Cancel a pending permit](#)
- [Cancel an approved permit](#)

Cancel a pending permit

1. In your dashboard, in the **UNITS** tab, on the pending permit card, select **cancel**.

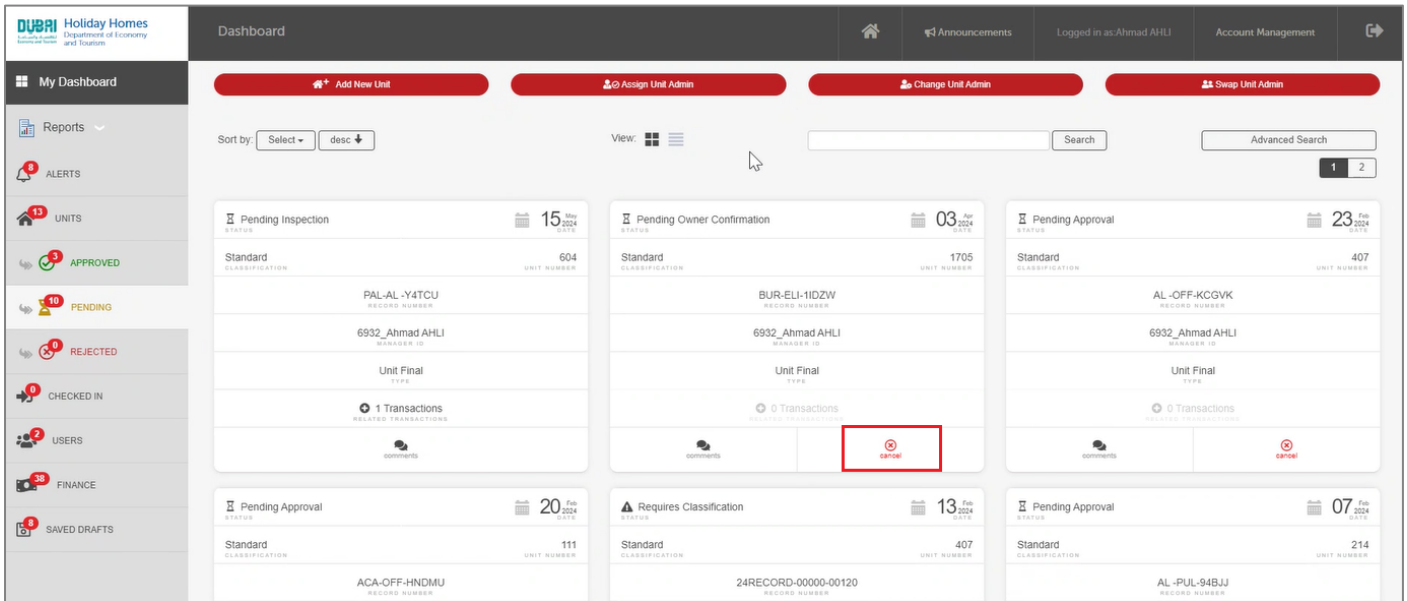


Figure 28: Cancel pending permit

2. In the confirmation message that appears, enter your comments, and then select **OK** to confirm cancelling your permit application.

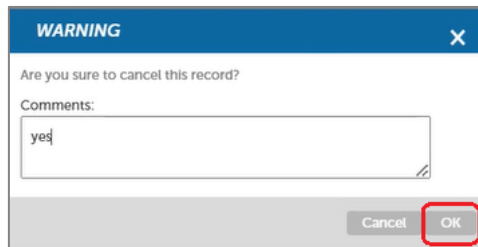


Figure 29: Confirm cancelling pending permit

Cancel an issued permit

1. In your dashboard, in the **UNITS** tab, on the card of the approved permit that you want to cancel, select **cancel unit**.

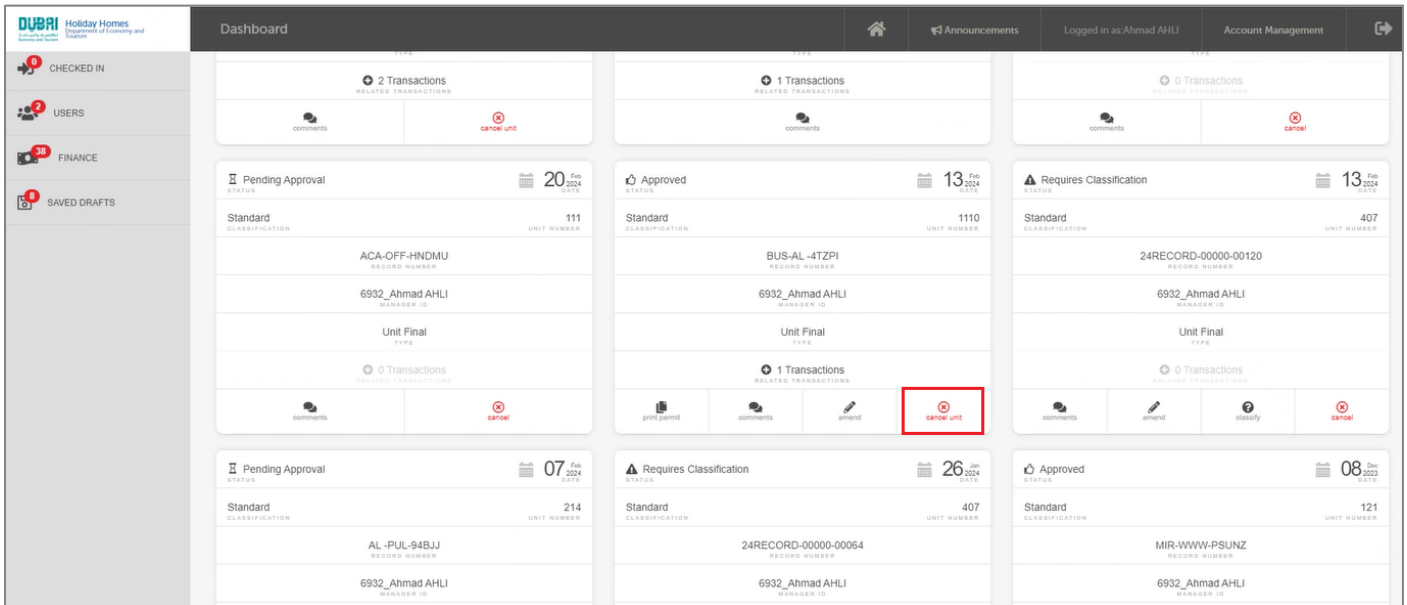


Figure 30: Access permit cancellation form (approved permit)

- In the cancellation form, in the **Cancellation Reason** field, choose the reason for cancelling the permit, and then select **Continue Application**.

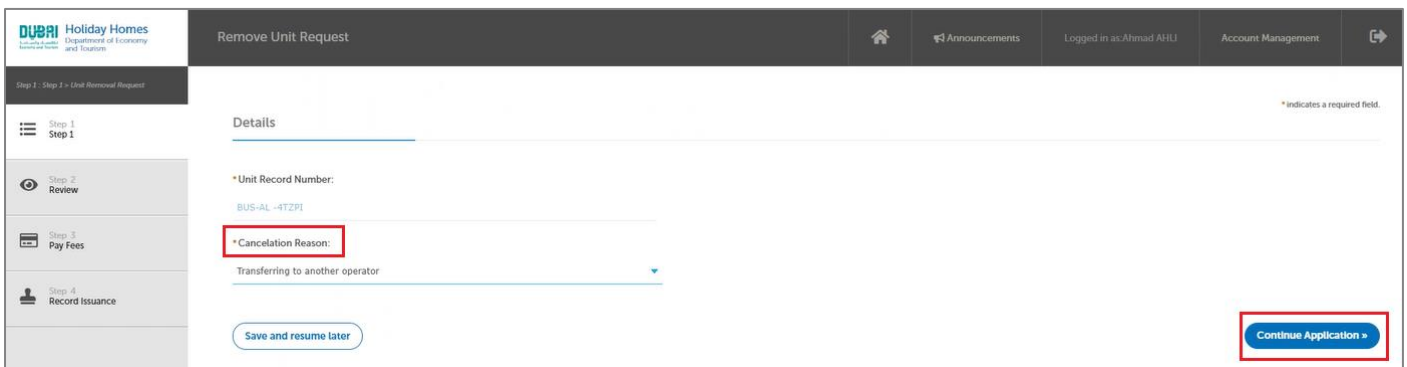


Figure 31: Add cancellation reason to cancel approved permit

- Review the application, agree to the declaration by selecting the checkbox, and then select **Continue Application**.

Figure 32: Review cancellation request (cancel approved permit)

- Review the required cancellation fees, and then select **Continue Application** to submit the cancellation request.

Fees	Qty.	Amount
Cancellation Fee	1	AED50.00
Innovation Dirham	1	AED10.00
Knowledge Dirham	1	AED10.00

TOTAL FEES: AED70.00
Note: This does not include additional inspection fees which may be assessed later.

Figure 33: Review permit cancellation fees

Notes

- For approved permits, the cancellation fees are AED 70.
- Your approved permit will be cancelled once you pay the required fees ([See also Application Fees Payment](#)).

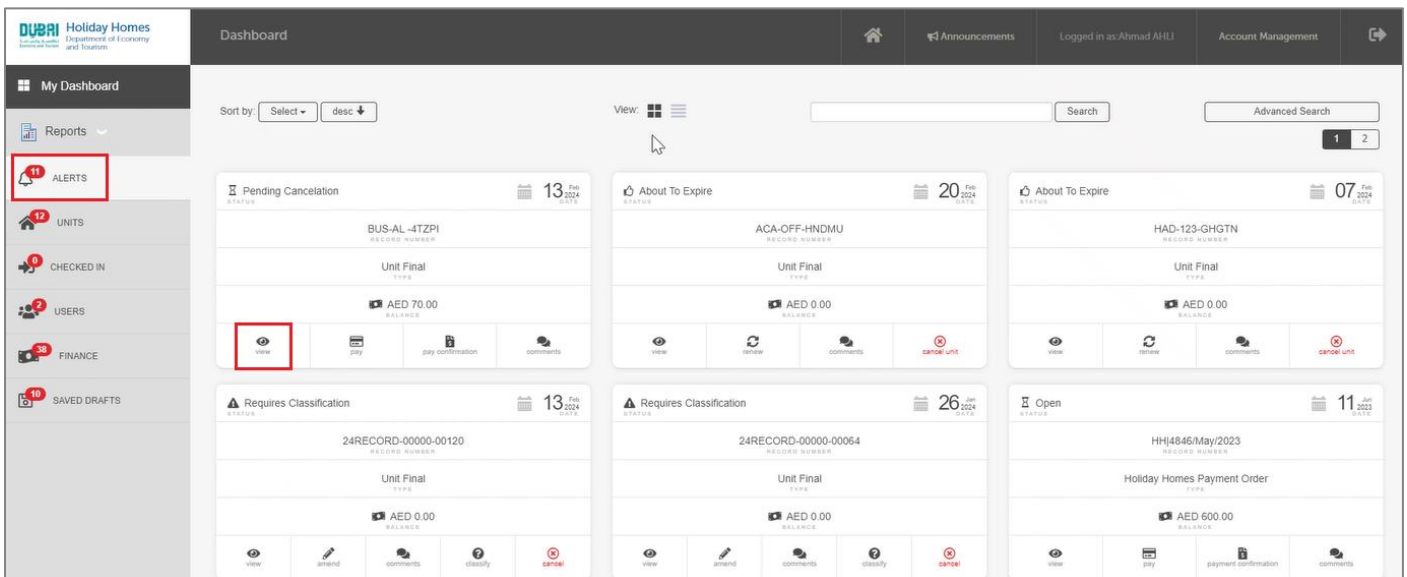
3.5 Common Permit Features

The Holiday Homes System provides you with other useful features such as viewing your permit application details, viewing comments and application updates, and printing issued permits.

- [View permit application details](#)
- [View comments and application updates](#)
- [Print an issued permit](#)

View permit application details

- In your dashboard, in the **ALERTS** tab, on the card of the application that you want to view its details, select **view** to display the application details.

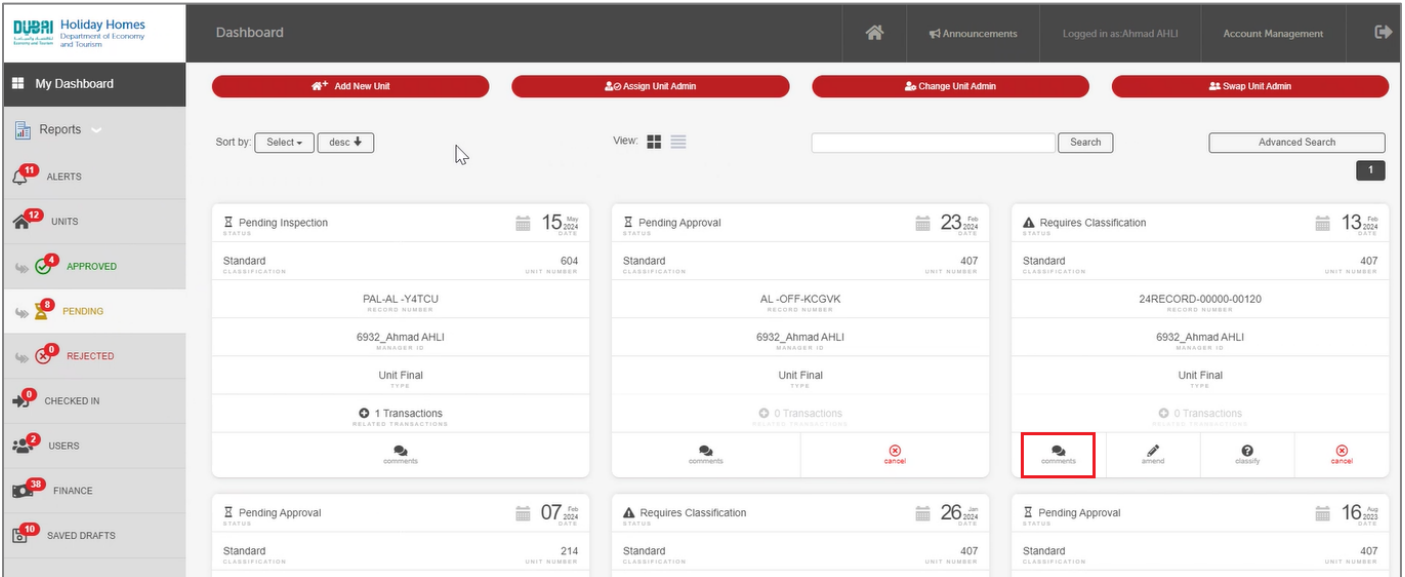


The screenshot shows the 'My Dashboard' interface. The left sidebar has 'ALERTS' highlighted with a red box. The main area displays a grid of application cards. The first card, 'Pending Cancellation' (BUS-AL-4TZPI), has its 'view' button highlighted with a red box. Other cards include 'About To Expire' and 'Requires Classification' applications.

Figure 34: Display application details

View comments and application updates

- In your dashboard, on the card of the application that you want to display its comments and updates, select **comments** to display the comments and updates.

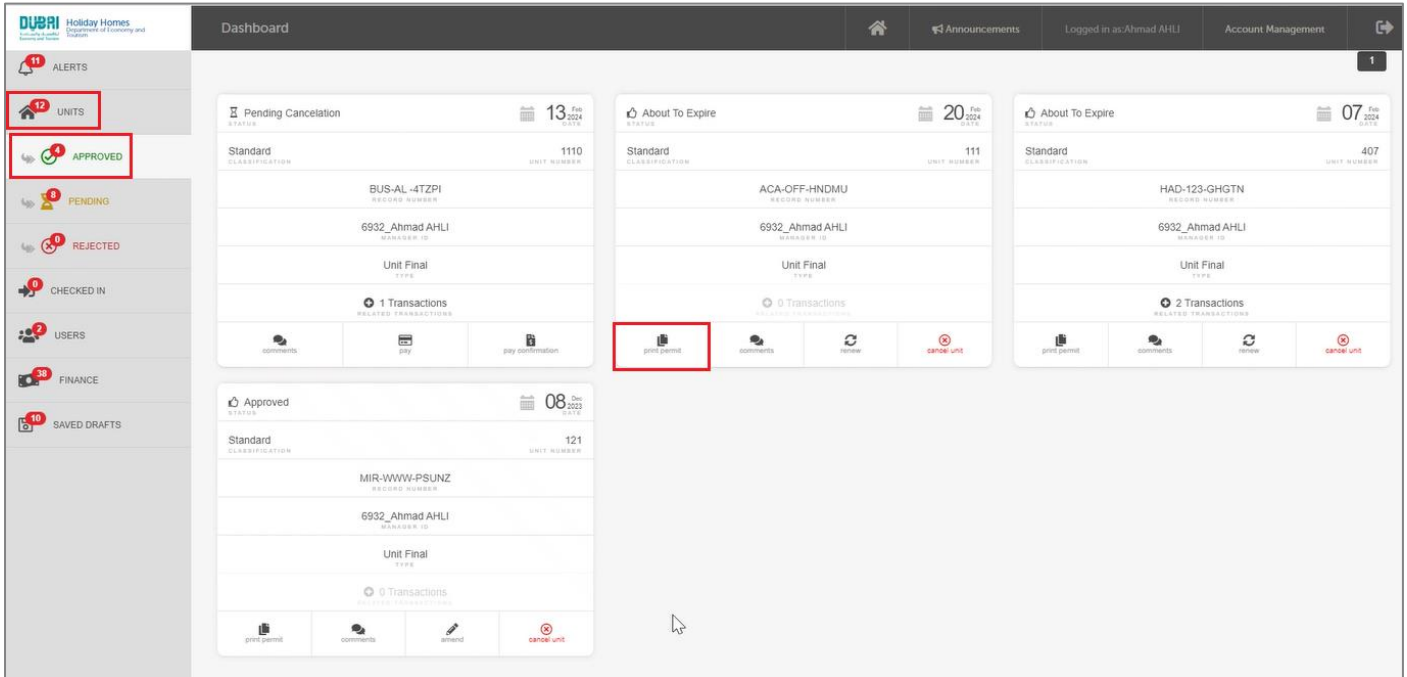


The screenshot displays a dashboard for 'Holiday Homes' with a sidebar on the left containing navigation options like 'My Dashboard', 'Reports', 'ALERTS', 'UNITS', 'APPROVED', 'PENDING', 'REJECTED', 'CHECKED IN', 'USERS', 'FINANCE', and 'SAVED DRAFTS'. The main area shows a grid of unit status cards. Each card includes a status (e.g., 'Pending Inspection', 'Pending Approval', 'Requires Classification'), a date, and a unit number. Below the card details, there are sections for 'Transactions' and 'comments'. In the 'Requires Classification' card, the 'comments' button is highlighted with a red box.

Figure 35: Display application comments and updates

Print an issued permit

- In your dashboard, in the **UNITS** tab, in the **APPROVED** section, on the card of the approved permit that you want to print, select **print permit** to print the permit.



The screenshot shows the 'Dashboard' of the Holiday Homes System. On the left is a navigation menu with categories: ALERTS (11), UNITS (12), APPROVED (4), PENDING (8), REJECTED (0), CHECKED IN (0), USERS (2), FINANCE (38), and SAVED DRAFTS (10). The main area displays three cards for units with various statuses: 'Pending Cancelation' (13 units), 'About To Expire' (20 units), and 'Approved' (08 units). Each card lists unit details like classification, record number, manager ID, and unit final type. Below each card are transaction counts and action buttons. In the 'About To Expire' card (unit 111), the 'print permit' button is highlighted with a red box.

Figure 36: Print approved permit



4 Application Fees Payment

For many applications, you are required to pay the application fees in order for your application to be approved.

You can pay the fees through the following:

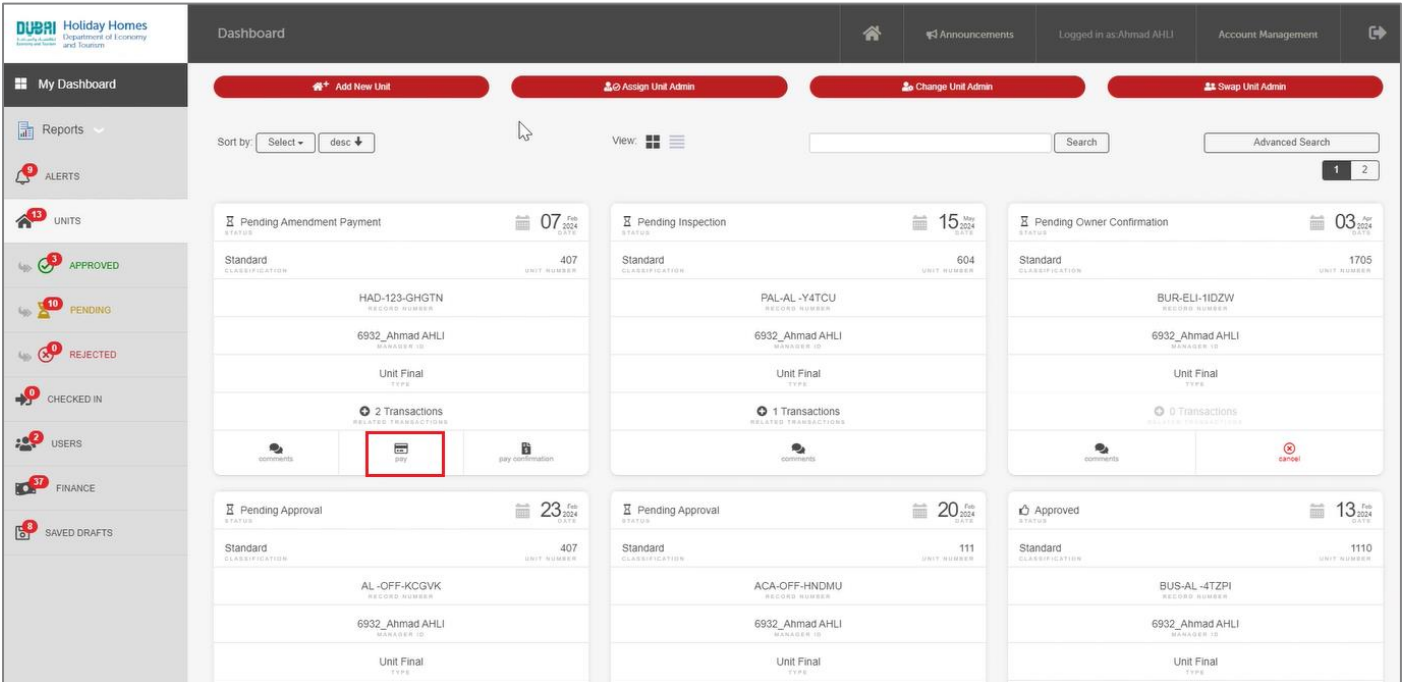
- [Online](#)
- [Bank transfer / Cash Deposit / Cheque Deposit](#)

Tips

- It is recommended to pay any required fees online to avoid delays to your application.
- If you decide to pay the fees through Bank transfer / Cash Deposit / Cheque Deposit, your payment will need to be reviewed and confirmed by the finance team before approving your application.

Pay fees online

1. In your dashboard, in the application card where payment is required, select **pay** to pay the fees online.



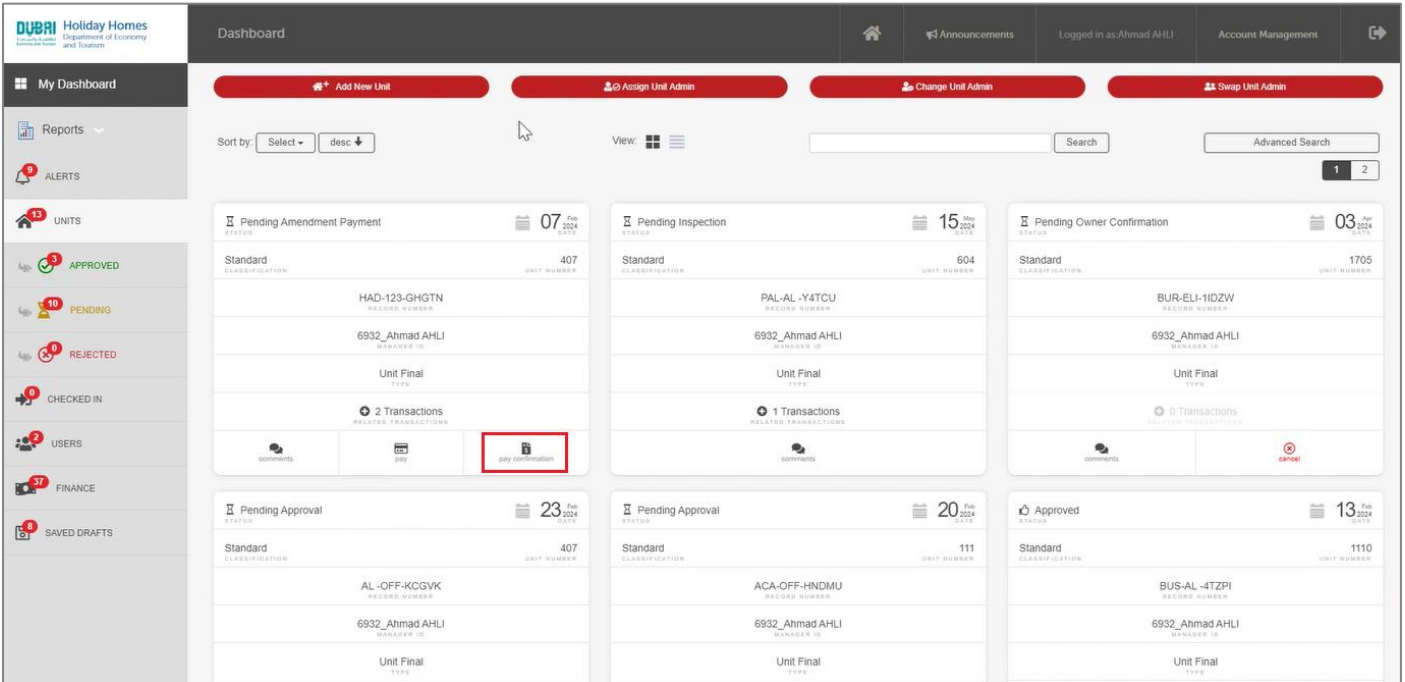
The screenshot shows the 'Holiday Homes' dashboard for a user logged in as 'Ahmad AHLI'. The dashboard is organized into a grid of unit status cards. The top navigation bar includes 'Dashboard', 'Announcements', 'Account Management', and user information. Below the navigation, there are four main action buttons: 'Add New Unit', 'Assign Unit Admin', 'Change Unit Admin', and 'Swap Unit Admin'. The main content area displays a list of units with their status, classification, record number, manager ID, and unit type. A red box highlights the 'pay' button in the 'Pending Amendment Payment' card for unit 407. Other cards include 'Pending Inspection', 'Pending Owner Confirmation', 'Pending Approval', and 'Approved' units.

Figure 37: Access online payment page

2. You will be transferred to the payment page, and all you need to do is follow some simple steps to complete the payment.

Confirm payment after paying fees through Bank Transfer / Cash Deposit / Cheque Deposit

1. In your dashboard, in the application card where payment is required, select **pay confirmation**.



The screenshot shows the 'Dashboard' of the Dubai Holiday Homes system. The interface includes a sidebar with navigation options like 'My Dashboard', 'Reports', 'ALERTS', 'UNITS', 'APPROVED', 'PENDING', 'REJECTED', 'CHECKED IN', 'USERS', 'FINANCE', and 'SAVED DRAFTS'. The main area displays several application cards. The first card, 'Pending Amendment Payment', has a 'pay confirmation' button highlighted with a red box. Other cards include 'Pending Inspection', 'Pending Owner Confirmation', 'Pending Approval', and 'Approved'. Each card shows details like classification, record number, manager ID, unit final type, and transaction status.

Figure 38: Access payment confirmation form

2. In the payment confirmation form, complete all the required fields, select **Add** to upload a copy of the Reference Document, and then select **Continue Application**.



Holiday Homes Classification Confirmation

Kindly pay through the bank and upload the payment receipt into your account to confirm the payment.

* indicates a required field.

Payment Confirmation Info

- * Record Id: 24CAP-00000-00803
- * Payment Amount: 370.00
- * Payment Type: Bank Transfer
- * Payment Reference Number: 111

Upload Payment Receipt

The maximum file size allowed is 16 MB.
.html, .htm, .asp, .exe, .chtml, .dls are disallowed file types to upload.

The attachment(s) has/have been successfully uploaded.
It may take a few minutes before changes are reflected.

* Required Documents

1. Copy of Reference Document authorisation.pdf Add

[Save and resume later](#) Continue Application >

Figure 39: Complete payment confirmation fields

- Review all the added information, and then select **Continue Application** to complete confirming your payment.

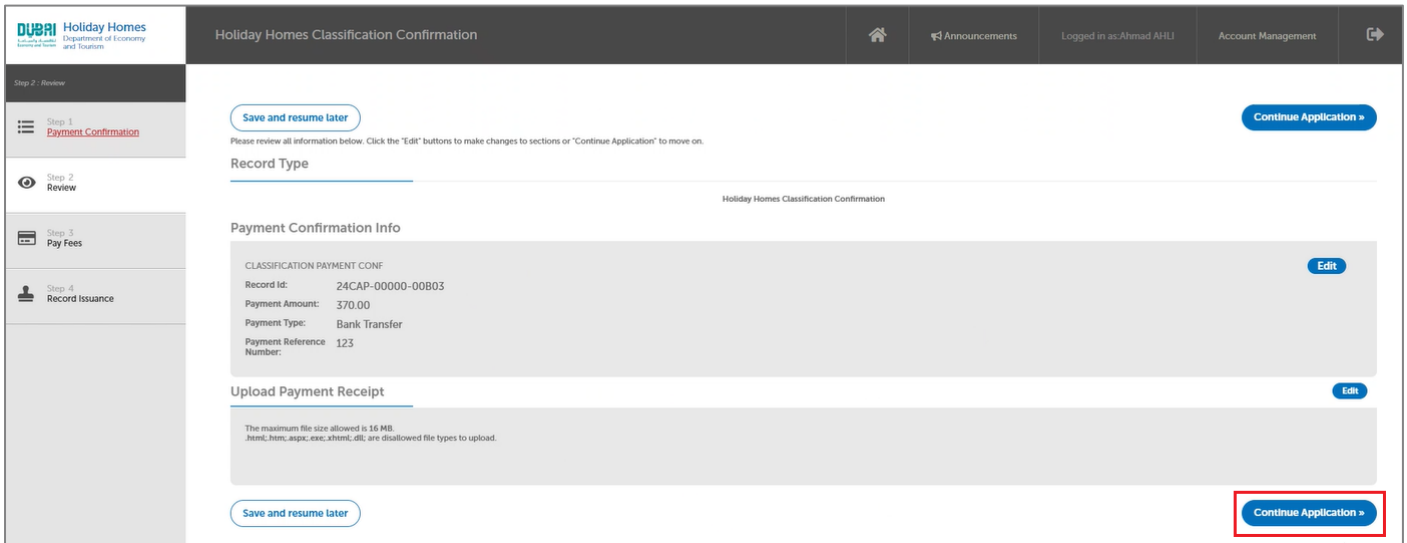


Figure 40: Complete confirming payment

5 Holiday Home Activity Operations

Once the Holiday Homes are operational and being leased to guests, operators and individuals need to check guests in and out, along with performing other required tasks on the *Holiday Homes 2.0* system.

To discover more, go to the following sections:

- [Check In Guests](#)
- [Add Backdated Check-In](#)
- [Change Guest Unit](#)
- [Edit Check-In](#)
- [Check Out Guests](#)
- [Generate Payment Order](#)
- [Pay Tourism Dirham Fees](#)



Note

For information about the conditions and procedures that are related to the Holiday Home Activity operations, refer to the “*Leasing Out Holiday Homes User Guide*” document.

5.1 Check In Guests

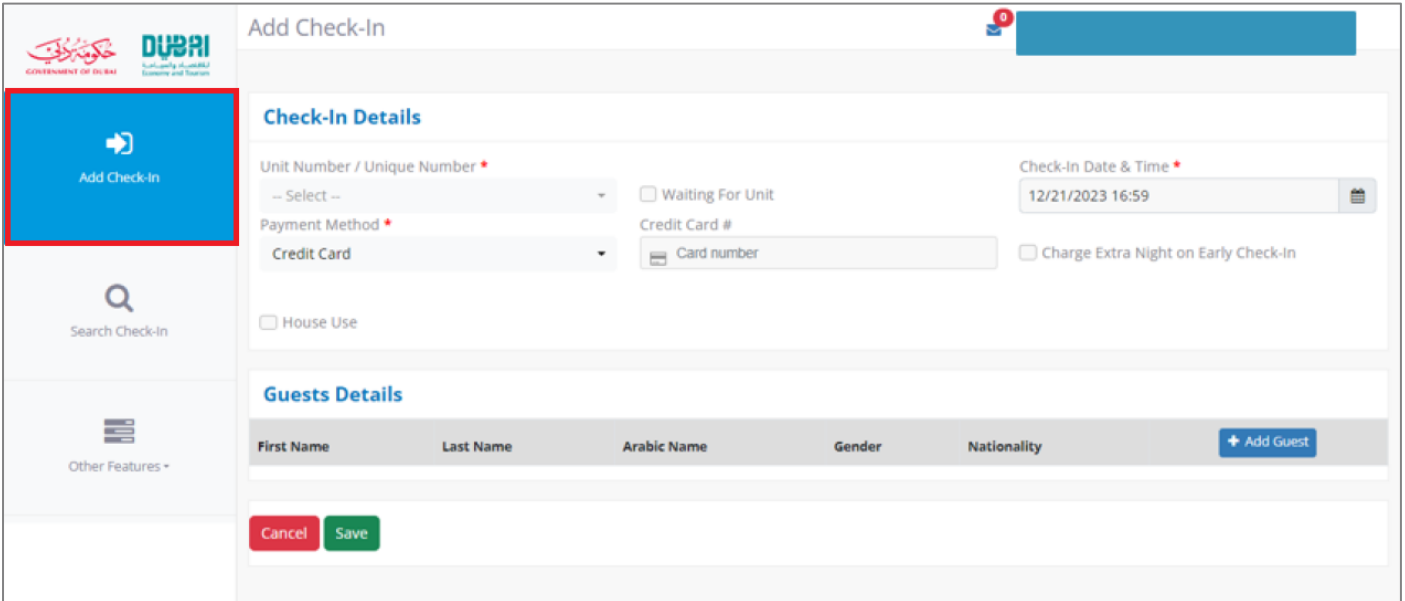
Operators and individuals can add a new check-in in the *Holiday Home 2.0* system to check in guests to the holiday home.

Note

Operations related to guest check-ins, check-outs, payment of Tourism Dirham fees, and QR codes are conducted on a separate system for Holiday Homes called Holiday Homes 2.0. You can access the Holiday Homes 2.0 system by selecting [this URL](#).

» To add a new check-in

1. In the **Holiday Home 2.0** system, select **Add Check-In**.



Add Check-In

Check-In Details

Unit Number / Unique Number *
-- Select --

Payment Method *
Credit Card

Credit Card #
Card number

Check-In Date & Time *
12/21/2023 16:59

Waiting For Unit

Charge Extra Night on Early Check-in

House Use

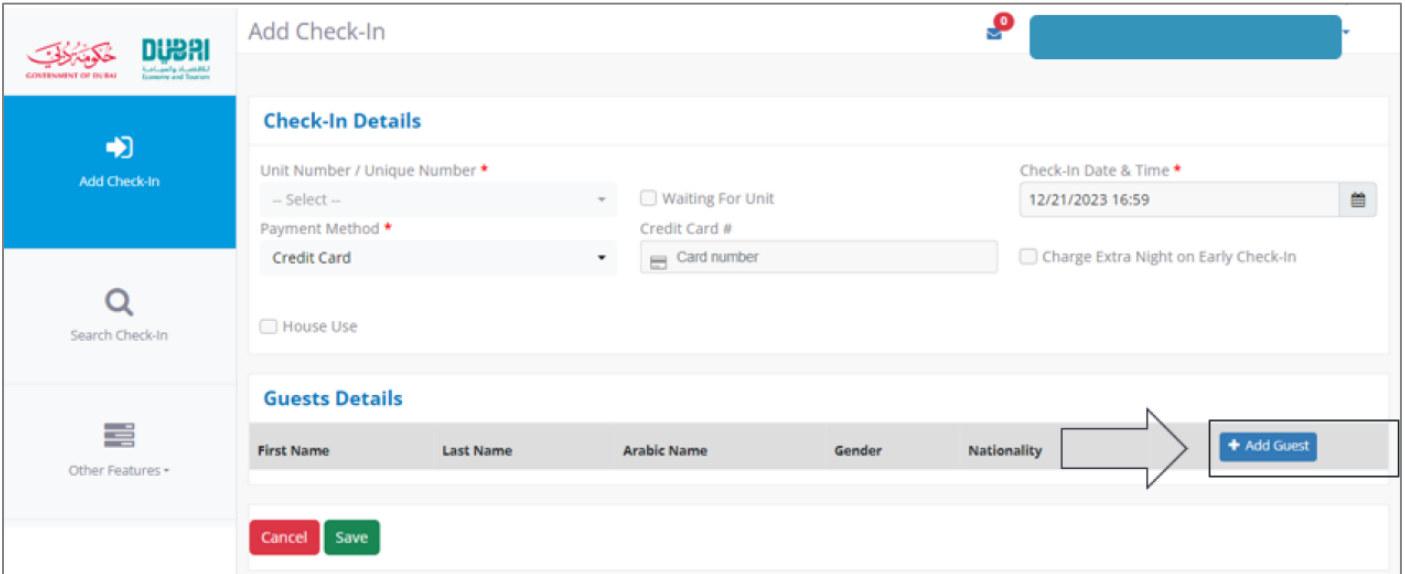
Guests Details

First Name	Last Name	Arabic Name	Gender	Nationality	+ Add Guest

Cancel Save

Figure 41: Access adding check-in form

2. Fill in all the required fields.
3. Select **Add Guest**.



Add Check-In

Check-In Details

Unit Number / Unique Number *
-- Select --

Payment Method *
Credit Card

Waiting For Unit

Credit Card #
Card number

Check-In Date & Time *
12/21/2023 16:59

Charge Extra Night on Early Check-In

House Use

Guests Details

First Name	Last Name	Arabic Name	Gender	Nationality	
					+ Add Guest

Cancel Save

Figure 42: Access adding guest form (Add check-in)

4. Complete all the required fields.

Add Guest

Check-In Date & Time *

First Name * Last Name * Arabic Name Nationality *
-- Select --

Gender * Birth Date * Place of Birth * Phone in UAE *
-- Select -- 12/21/2023

Email Residence Country/Phone * Visit Purpose *
-- Select -- -- Select -- Main Guest

Requires Accessibility

Attachment Details

Document Type * Document Number * Issue Country * Issue Date *
-- Select -- -- Select -- -- Select -- 12/21/2023

Figure 43: Fill in Guest details (Add check-in)

5. Select **Save** to complete checking in the guest.

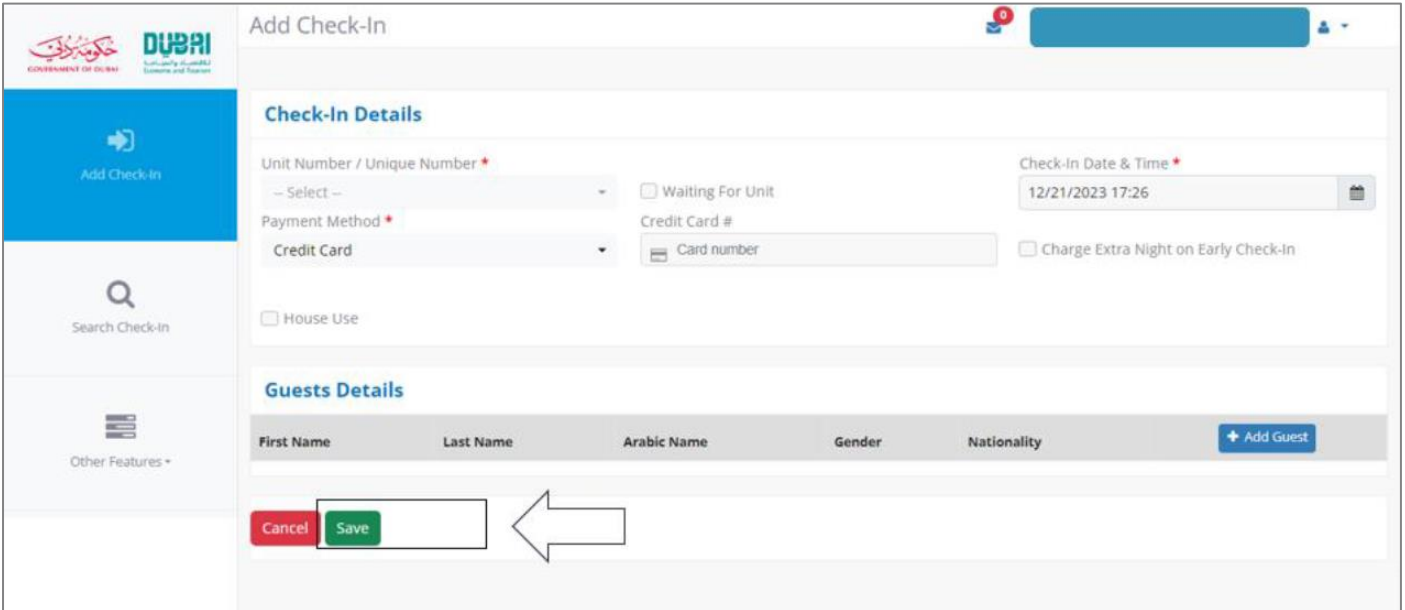


Figure 44: Check in guests

5.2 Add Backdated Check In

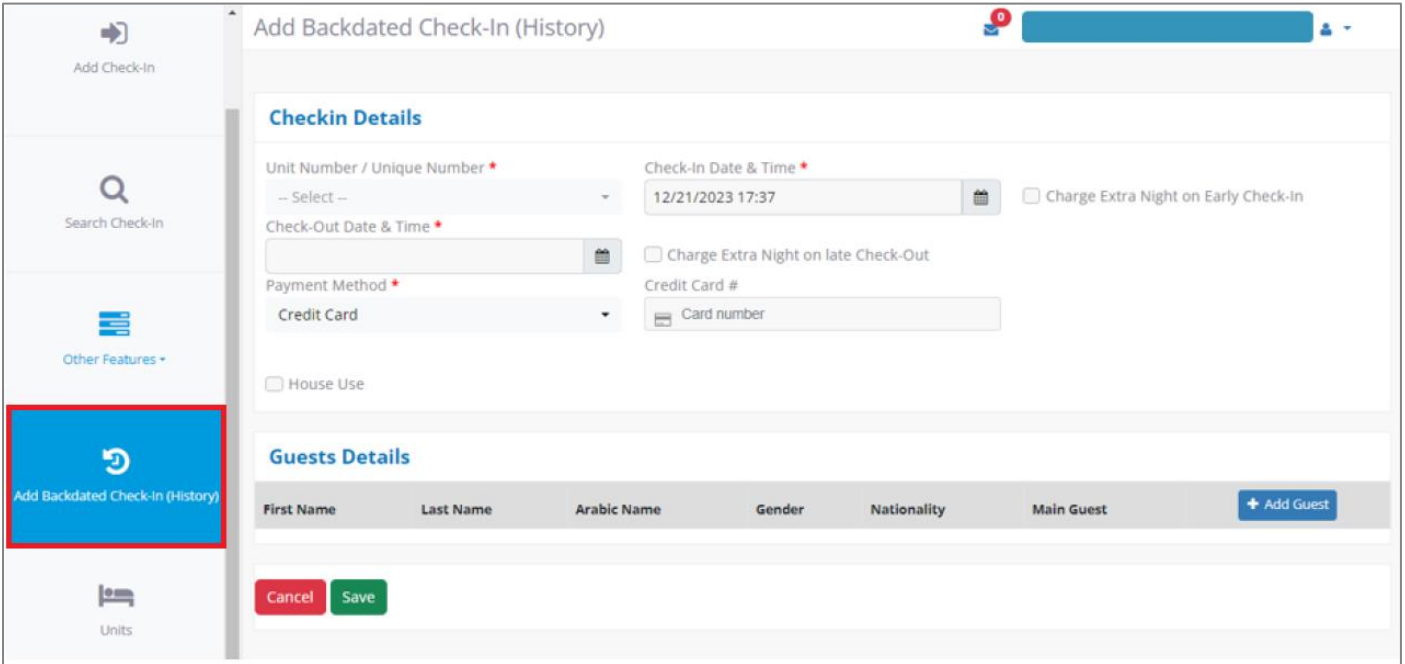
Operators and individuals can add a backdated check-in if they are recording the check-in on the *Holiday Home 2.0* system after the actual check-in date has passed.

Note

Operations related to guest check-ins, check-outs, payment of Tourism Dirham fees, and QR codes are conducted on a separate system for Holiday Homes called Holiday Homes 2.0. You can access the Holiday Homes 2.0 system by selecting [this URL](#).

» To add a backdated check-in

1. In the **Holiday Home 2.0** system, select **Add Backdated Check-In (History)**.



Add Backdated Check-In (History)

Checkin Details

Unit Number / Unique Number *
-- Select --

Check-In Date & Time *
12/21/2023 17:37

Charge Extra Night on Early Check-In

Check-Out Date & Time *
[Calendar Icon]

Charge Extra Night on late Check-Out

Payment Method *
Credit Card

Credit Card #
[Card number]

House Use

Guests Details

First Name	Last Name	Arabic Name	Gender	Nationality	Main Guest	+ Add Guest

Cancel Save

Figure 45: Access adding a backdated check-in form

2. Fill in all check-in details.
3. Select **Save** to complete adding the backdated check-in.

5.3 Change Guest Unit

The *Holiday Home 2.0* system allows holiday homes operators and individuals to change the unit that was chosen for the guest.

Note

Operations related to guest check-ins, check-outs, payment of Tourism Dirham fees, and QR codes are conducted on a separate system for Holiday Homes called Holiday Homes 2.0. You can access the Holiday Homes 2.0 system by selecting [this URL](#).

» To change the unit

1. In the **Holiday Home 2.0** system, select **Search Check-In**.

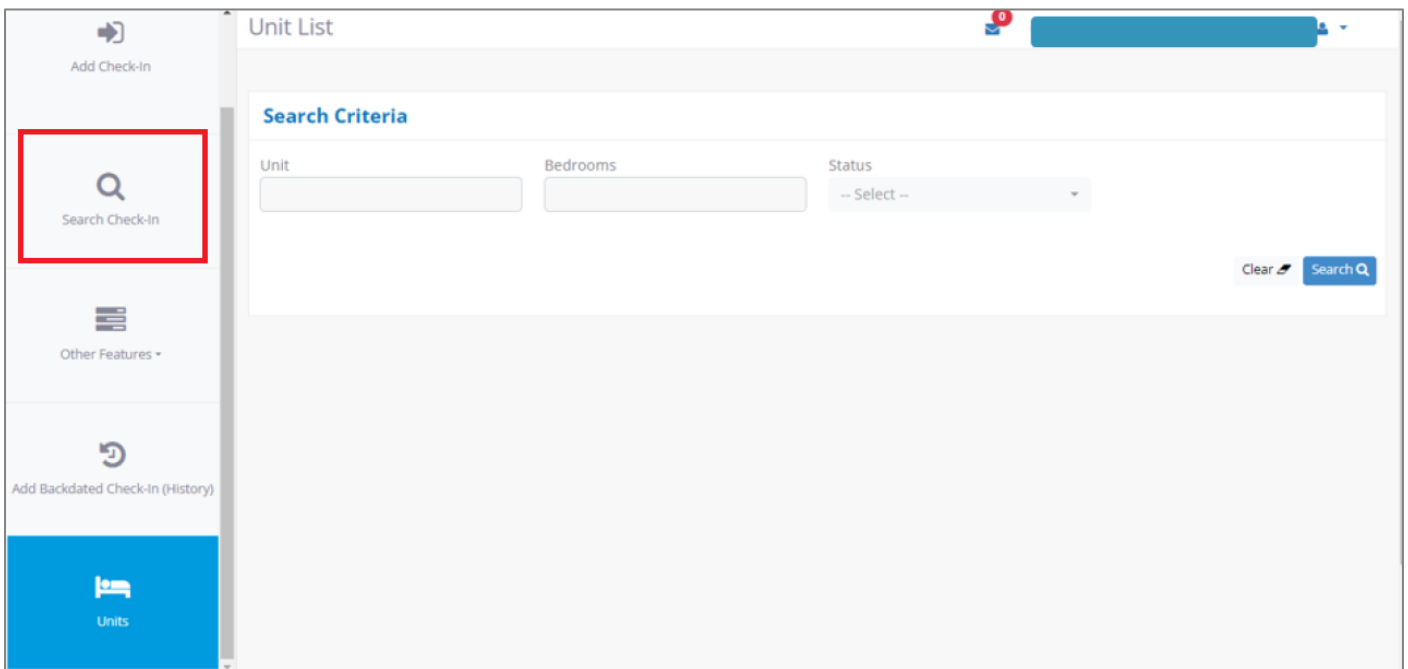


Figure 46: Access searching check-in page (change unit)

2. Enter the search criteria.

3. Select your preferred *transaction ID*.

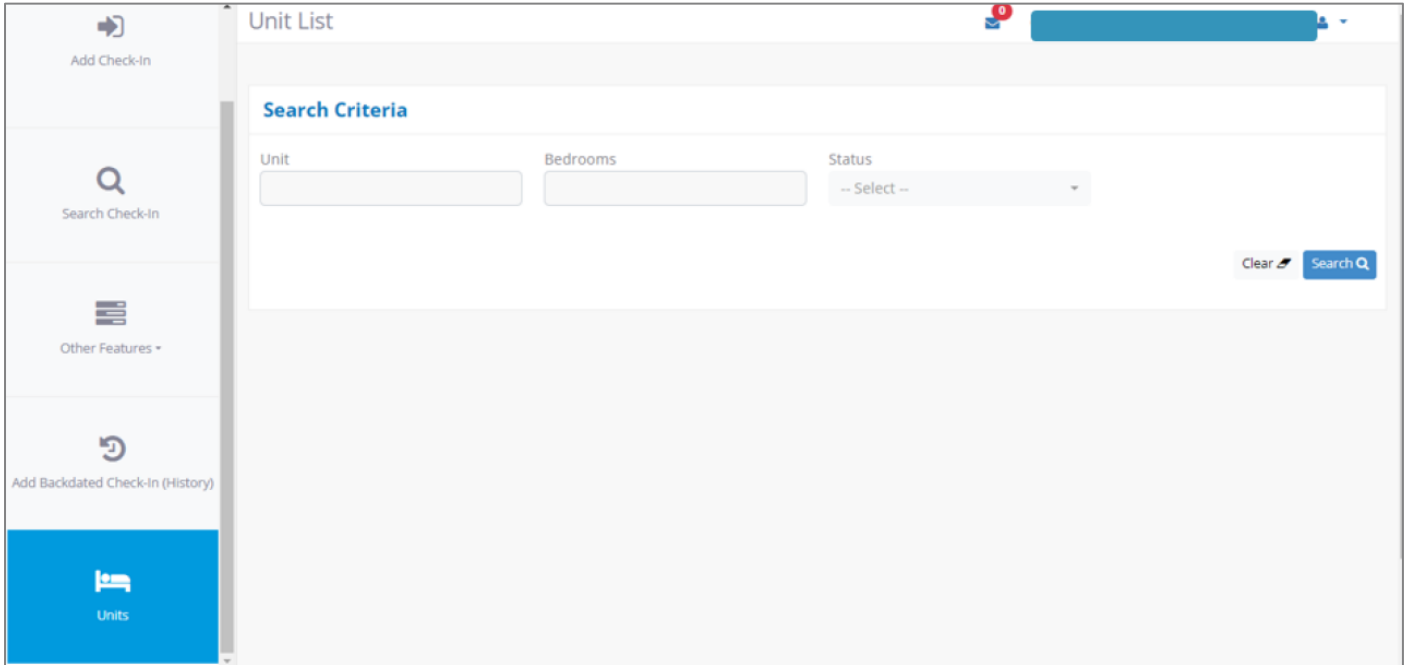
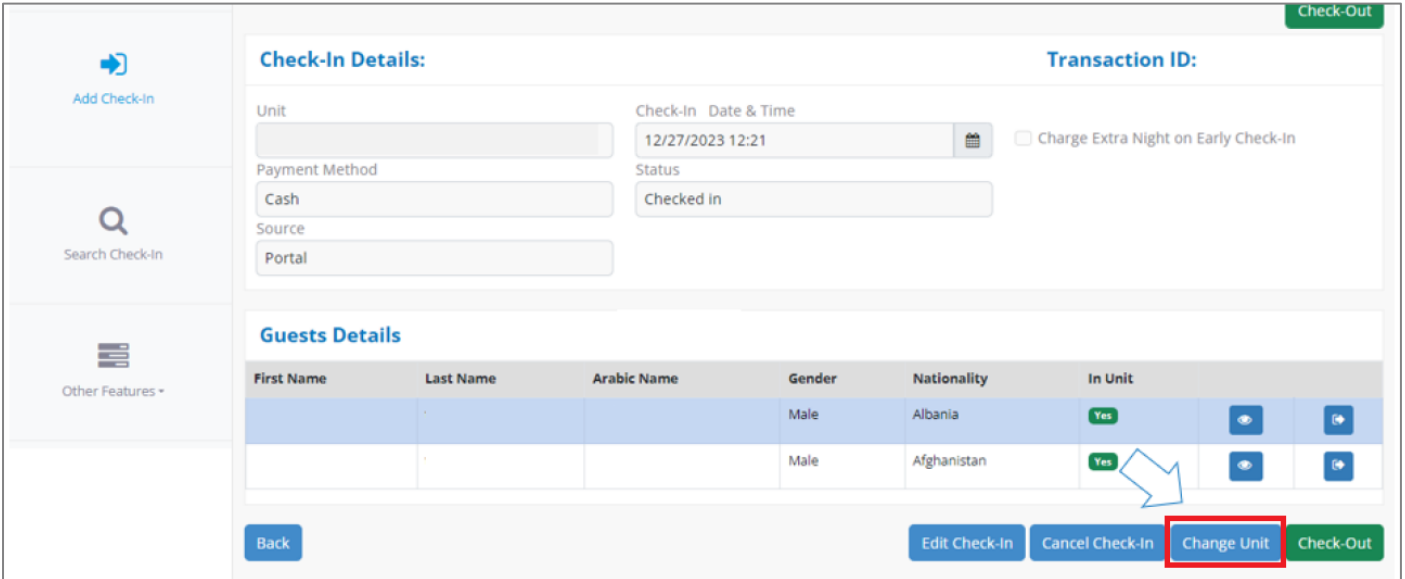


Figure 47: Selecting preferred transaction (change unit)

4. Select **Change Unit**.



Check-In Details: Transaction ID:

Unit: [] Check-In Date & Time: 12/27/2023 12:21 Charge Extra Night on Early Check-In

Payment Method: Cash Status: Checked In

Source: Portal

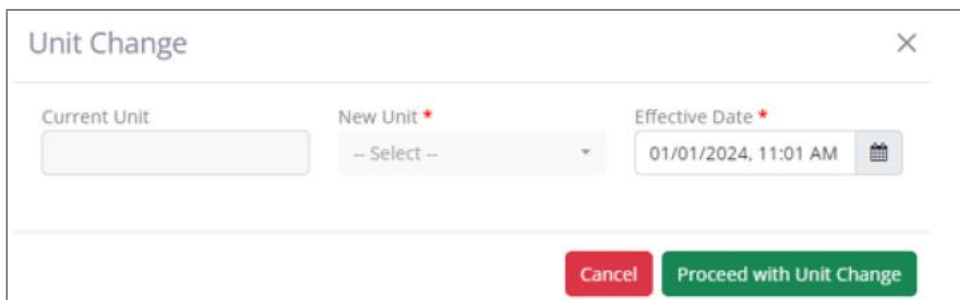
Guests Details

First Name	Last Name	Arabic Name	Gender	Nationality	In Unit
			Male	Albania	Yes
			Male	Afghanistan	Yes

Buttons: Back, Edit Check-In, Cancel Check-In, **Change Unit**, Check-Out

Figure 48: Access changing unit form

5. Select the new unit and effective date.



Unit Change

Current Unit: [] New Unit*: -- Select -- Effective Date*: 01/01/2024, 11:01 AM

Buttons: Cancel, Proceed with Unit Change

Figure 49: Fill in new unit details (Change unit)

6. Select **Proceed with Unit Change** to complete changing the unit.

5.4 Edit Check In

The *Holiday Homes 2.0* system provides operators and individuals with the ability to edit their added check-in records.

Note

Operations related to guest check-ins, check-outs, payment of Tourism Dirham fees, and QR codes are conducted on a separate system for Holiday Homes called Holiday Homes 2.0. You can access the Holiday Homes 2.0 system by selecting [this URL](#).

» To edit a check-in record

1. Select **Search Check-In**.

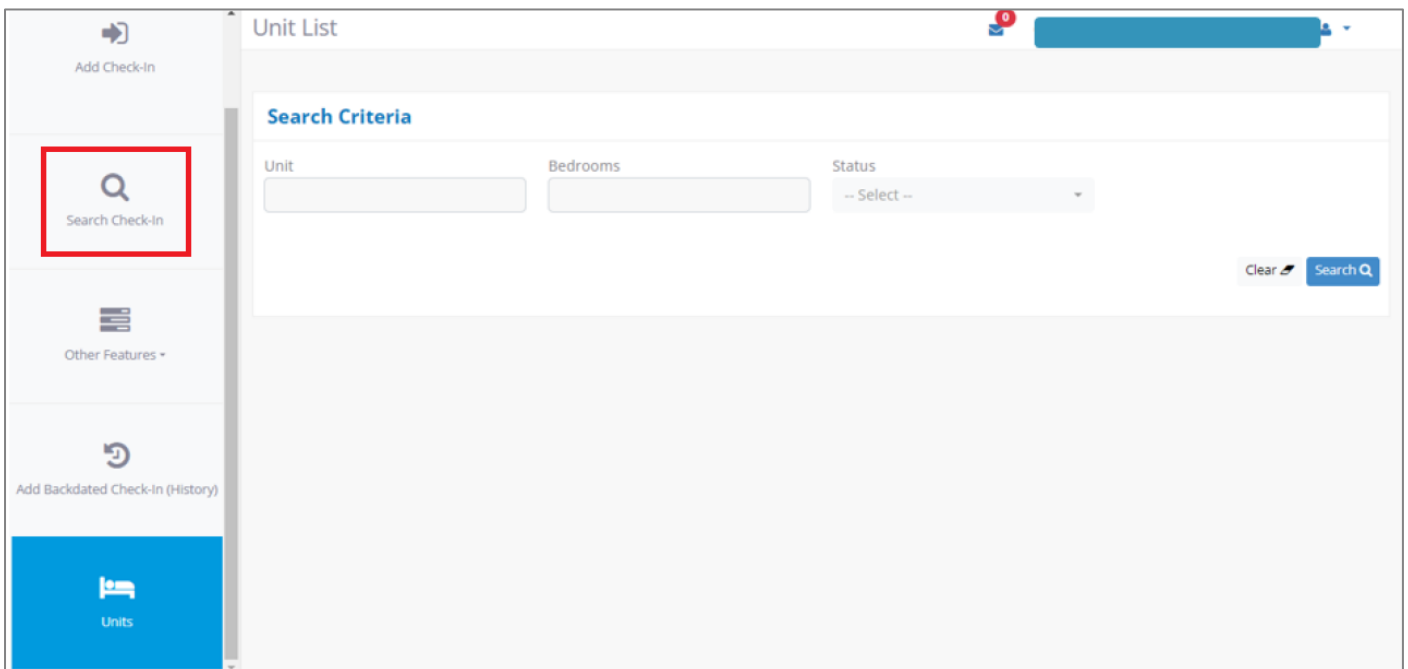
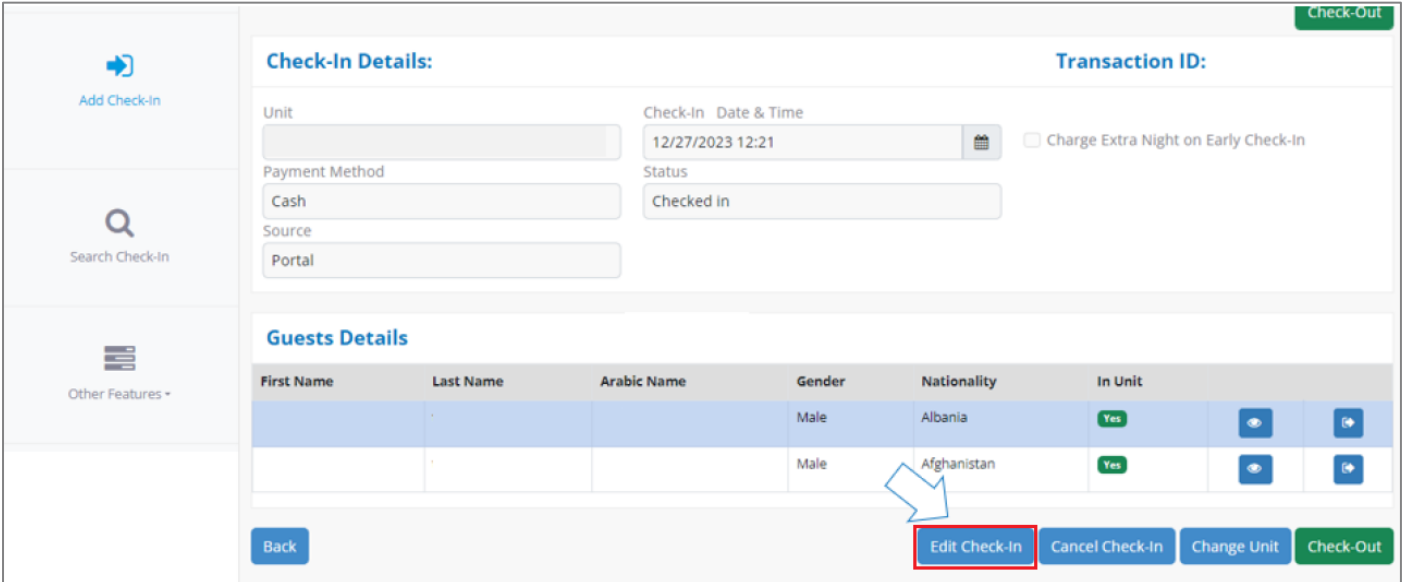


Figure 50: Access search check-in page (edit check-in)

2. Complete required search criteria.


3. Select your preferred *transaction ID*.
4. Select **Edit Check-In**.



The screenshot displays a web interface for managing check-ins. On the left is a sidebar with 'Add Check-In', 'Search Check-In', and 'Other Features'. The main area is divided into 'Check-In Details' and 'Guests Details'. The 'Check-In Details' section includes fields for Unit, Check-In Date & Time (12/27/2023 12:21), Payment Method (Cash), Source (Portal), and Status (Checked in). A checkbox for 'Charge Extra Night on Early Check-In' is also present. The 'Guests Details' section contains a table with columns for First Name, Last Name, Arabic Name, Gender, Nationality, and In Unit. Two guests are listed: one from Albania and one from Afghanistan, both with 'Yes' in the 'In Unit' column. At the bottom, there are buttons for 'Back', 'Edit Check-In' (highlighted with a red box and a blue arrow), 'Cancel Check-In', 'Change Unit', and 'Check-Out'.

Figure 51: Access editing check-in form

5. Edit check-in details as you see fit.



Edit Check-In

0

Check-In Details

Unit *

Check-In Date & Time *

Payment Method *

Cash

Transaction ID:

Charge Extra Night on Early Check-In

Status

Checked In

Guests Details

First Name	Last Name	Arabic Name	Gender	Nationality	
			Male	Albania	+ Add Guest Edit
			Male	Afghanistan	Edit

Cancel
Save

Figure 52: Edit check-in

Add Guest

Check-In Date & Time *

First Name *

Last Name *

Arabic Name

Nationality *

Gender *

Birth Date *

Place of Birth *

Phone In UAE *

Email

Residence Country/Phone *

Visit Purpose *

Main Guest

Requires Accessibility

Figure 53: Edit guest details (edit check-in)

6. Select **Save** to complete updating the check-in record.

5.5 Check Out Guests

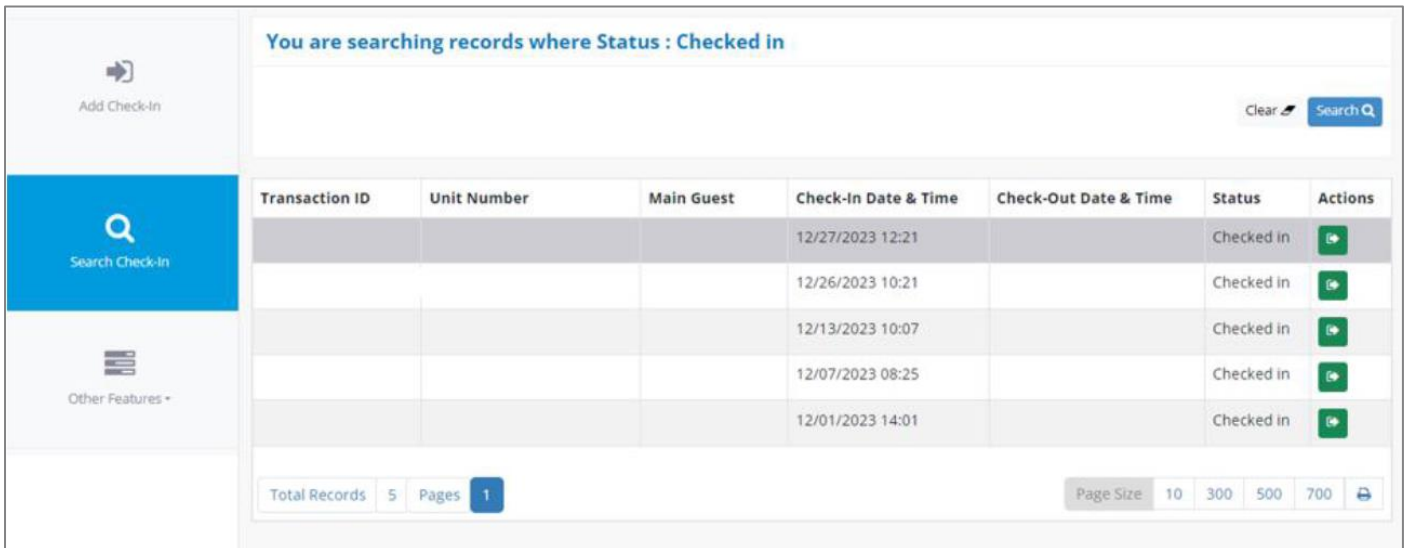
The *Holiday Home 2.0* system allows operators and individuals to check out guests from the holiday home.






Note

Operations related to guest check-ins, check-outs, payment of Tourism Dirham fees, and QR codes are conducted on a separate system for Holiday Homes called Holiday Homes 2.0. You can access the Holiday Homes 2.0 system by selecting [this URL](#).

» To check out guests


1. In the **Holiday Homes 2.0** system, select **Search Check-In**.
2. Search for your preferred check-in record.



You are searching records where Status : Checked in						
Transaction ID	Unit Number	Main Guest	Check-In Date & Time	Check-Out Date & Time	Status	Actions
			12/27/2023 12:21		Checked in	
			12/26/2023 10:21		Checked in	
			12/13/2023 10:07		Checked in	
			12/07/2023 08:25		Checked in	
			12/01/2023 14:01		Checked in	






Total Records 5 Pages 1 Page Size 10 300 500 700

Figure 54: Search for check-in record (check out guests)

3. Next to your preferred check-in record, under **Actions**, select the check-out icon () to check out guests from the holiday home.

You are searching records where Status : Checked in

Clear Search

Transaction ID	Unit Number	Main Guest	Check-in Date & Time	Check-Out Date & Time	Status	Actions
			12/27/2023 12:21		Checked in	
			12/26/2023 10:21		Checked in	
			12/13/2023 10:07		Checked in	
			12/07/2023 08:25		Checked in	
			12/01/2023 14:01		Checked in	

Total Records 5 Pages 1 Page Size 10 300 500 700

Figure 55: Check out guests

You can also select the *transaction ID* and then select the **Check Out** button to check out guests.

5.6 Generate Payment Order

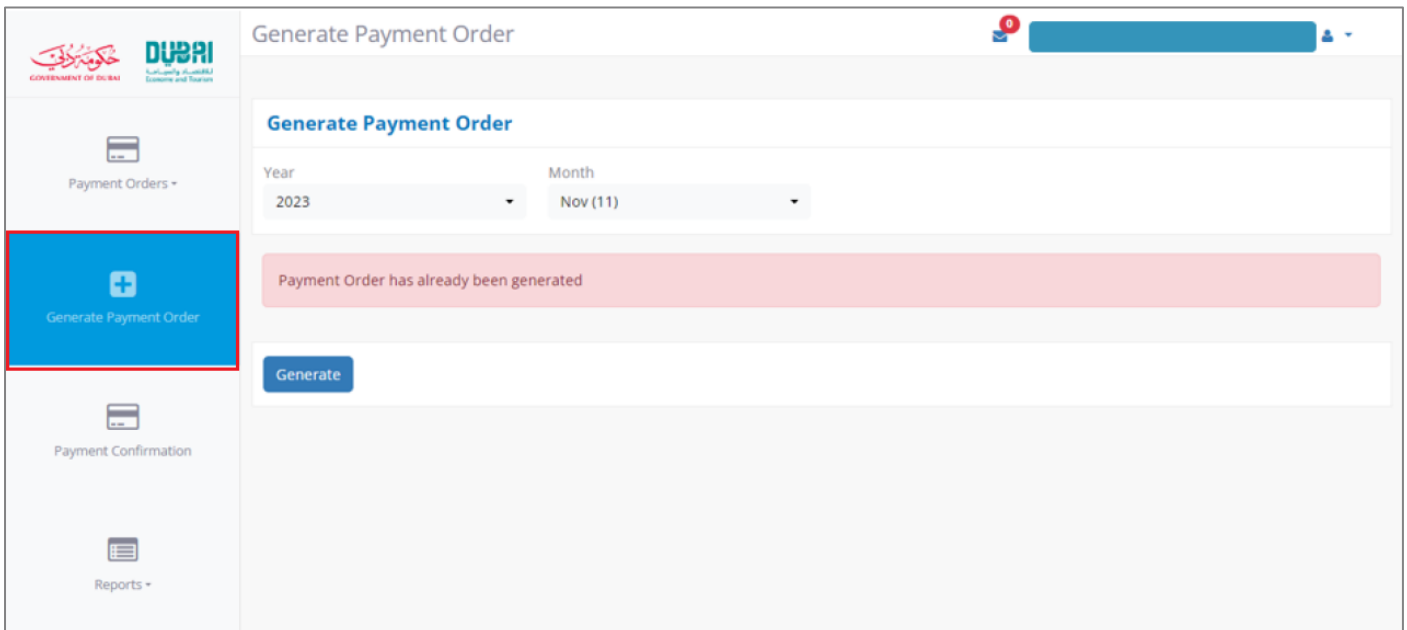
The *Holiday Homes 2.0* system automatically generates payment orders on the 11th of each month. However, you can manually generate a payment order for a specific date before the 11th of the designated payment order month.

Note

Operations related to guest check-ins, check-outs, payment of Tourism Dirham fees, and QR codes are conducted on a separate system for Holiday Homes called Holiday Homes 2.0. You can access the Holiday Homes 2.0 system by selecting [this URL](#).

» To manually generate a payment order

1. In the **Holiday Homes 2.0** system, select **Generate Payment Order**.



The screenshot displays the 'Generate Payment Order' interface. On the left sidebar, the 'Generate Payment Order' option is highlighted with a blue background and a red border. The main content area features a header with the title 'Generate Payment Order' and a user profile icon. Below the header, there are two dropdown menus: 'Year' set to '2023' and 'Month' set to 'Nov (11)'. A prominent red error message states 'Payment Order has already been generated'. At the bottom of the form, there is a blue 'Generate' button.

Figure 56: Access generating payment order form

2. In the **Year** and **Month** fields, select your preferred year and month respectively.
3. Select **Generate** to generate the payment order.

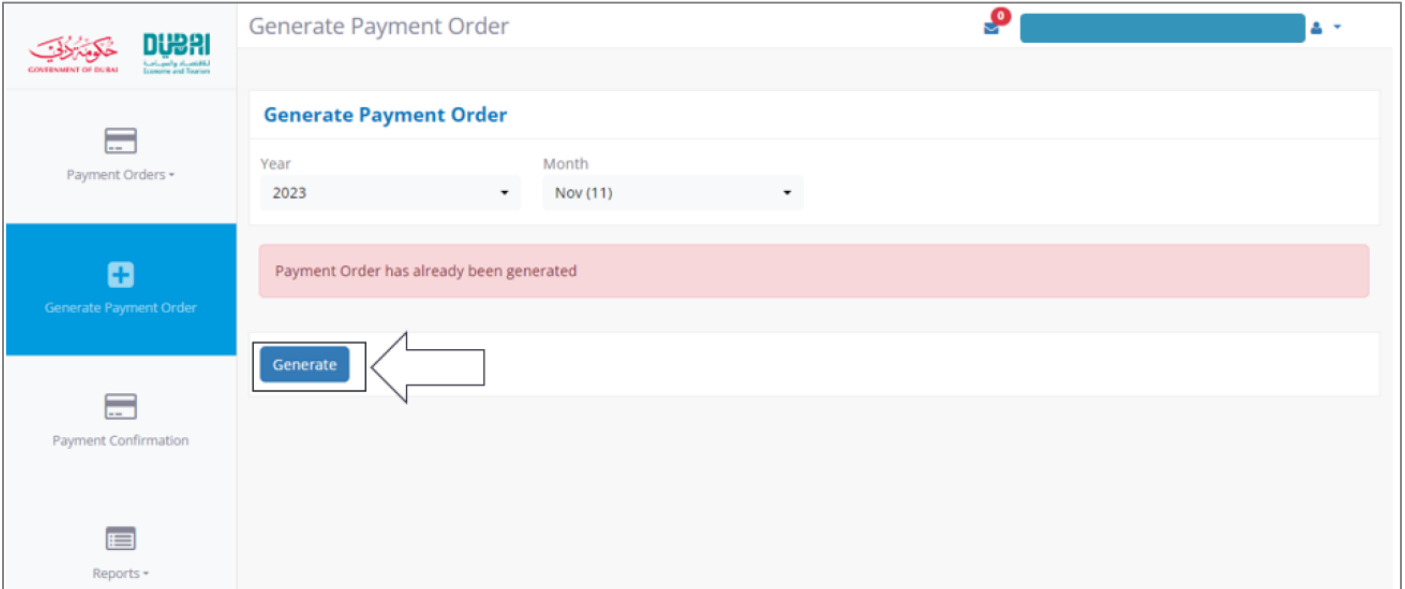


Figure 57: Generate payment order

5.7 Pay Tourism Dirham Fees

The *Holiday Homes 2.0* system provides operators and individuals with the ability to pay the required Tourism Dirham fees that are related to a specific payment order.

Note

Operations related to guest check-ins, check-outs, payment of Tourism Dirham fees, and QR codes are conducted on a separate system for Holiday Homes called Holiday Homes 2.0. You can access the Holiday Homes 2.0 system by selecting [this URL](#).

» To pay Tourism Dirham fees

1. In the **Holiday Homes 2.0** system, select **Payments**.

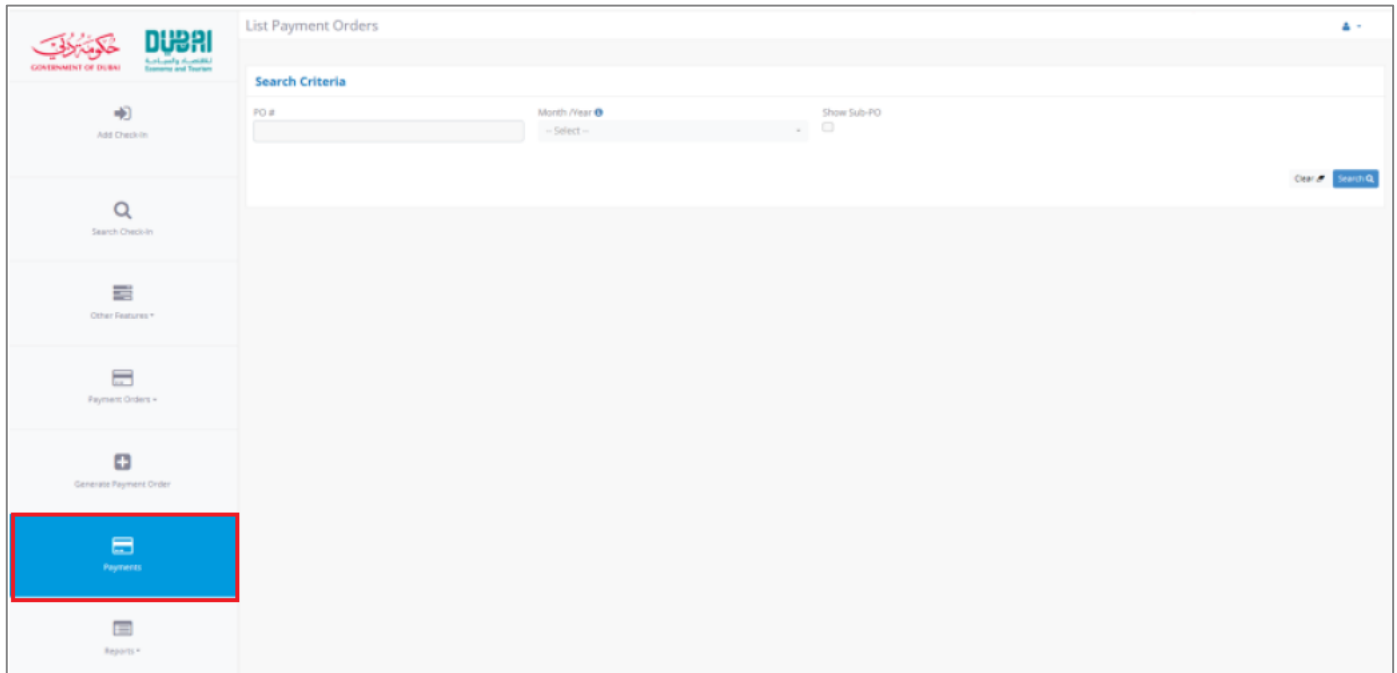


Figure 58: Access Payments form (Pay Tourism Dirham fees)

2. In the search box, complete the required fields, and then select **Search**.

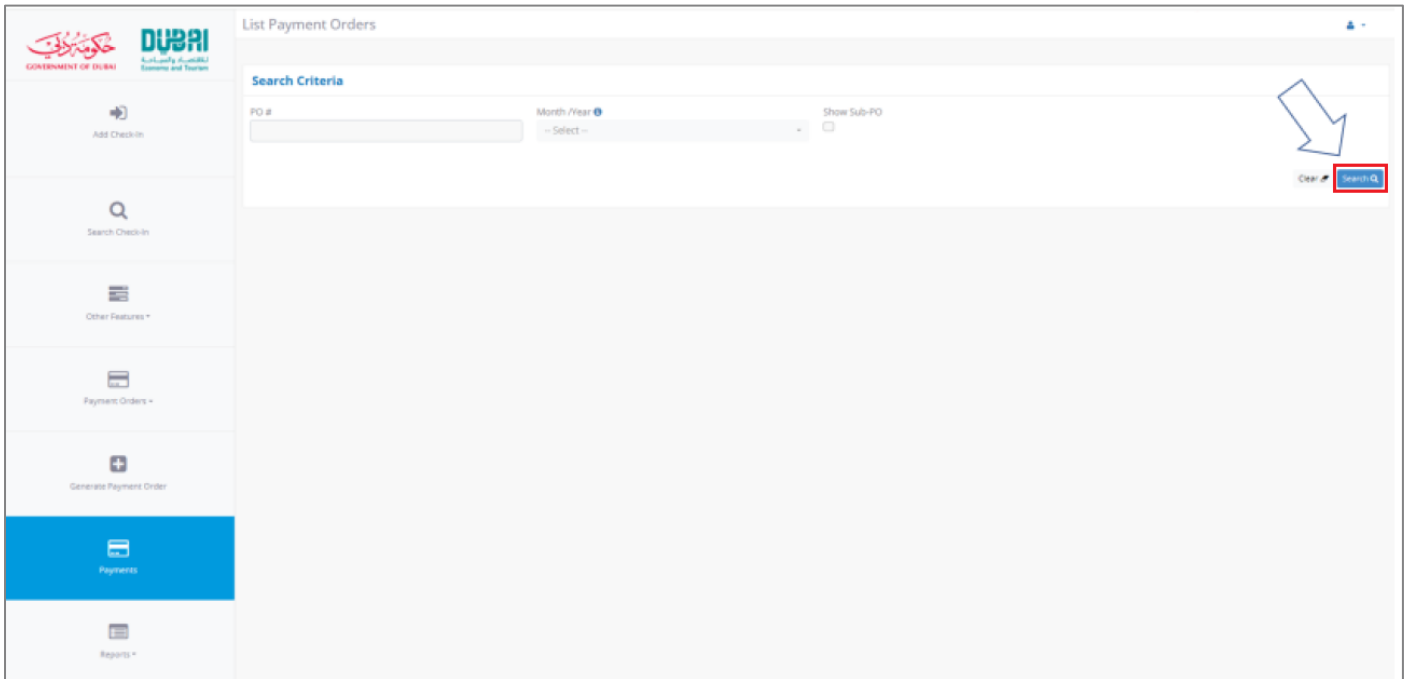
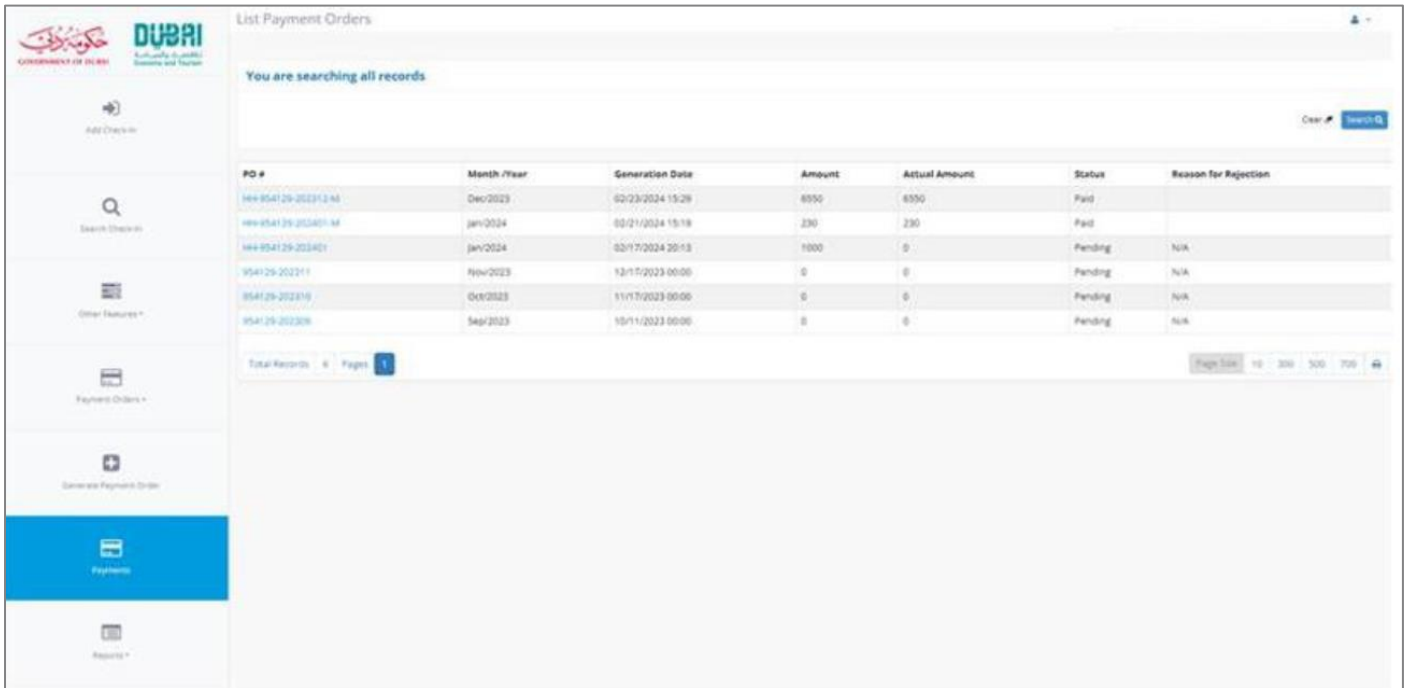


Figure 59: Search for payment order

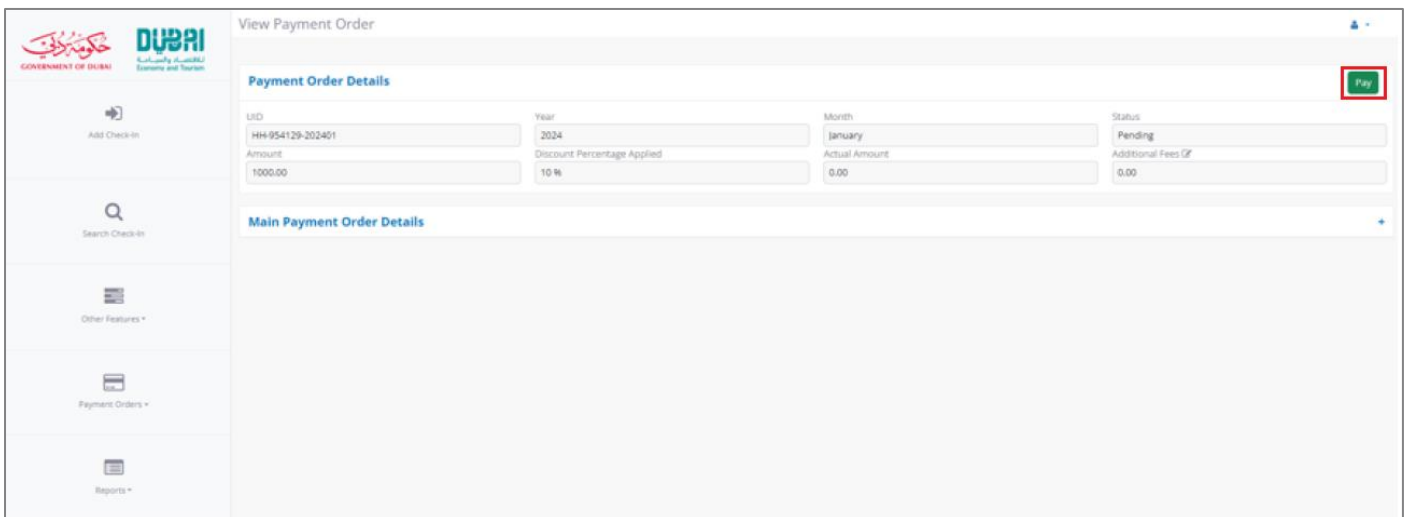
3. In the list of payment orders that appears, select the ID of your desired payment order to open its details page.



PO #	Month /Year	Generation Date	Amount	Actual Amount	Status	Reason for Rejection
HH-954129-20231245	Dec/2023	02/23/2024 15:29	4550	4550	Paid	
HH-954129-202401-42	Jan/2024	02/21/2024 15:18	230	230	Paid	
HH-954129-2024021	Jan/2024	02/17/2024 20:18	1000	0	Pending	N/A
954129-202311	Nov/2023	12/17/2023 00:00	0	0	Pending	N/A
954129-202310	Oct/2023	11/17/2023 00:00	0	0	Pending	N/A
954129-202309	Sep/2023	10/11/2023 00:00	0	0	Pending	N/A

Figure 60: List of payment orders

4. In the payment order details page, select **Pay**.



Payment Order Details

UID: HH-954129-202401 Year: 2024 Month: January Status: Pending

Amount: 1000.00 Discount Percentage Applied: 10 % Actual Amount: 0.00 Additional Fees GF: 0.00

Main Payment Order Details

Figure 61: Access reviewing payment details form

Tip

You can also add any additional fees to the payment order (*See also [Adding Additional Fees to Payment Order](#)*).

5. In the form, select **Proceed** to be directed to the Payment Center system for payment.

The screenshot shows a web interface for viewing a payment order. A modal window titled 'Online Payment' is open, allowing the user to add an additional fee. The 'Original Amount' is set to 1000.00 and the 'Additional Fee' is 0.00. The total amount to pay is 1000. The 'Proceed' button is highlighted with a red box, indicating the next step in the process.

Figure 62: Access Payment Center to pay Tourism Dirham



Dashboard | Profile | Logout

PO Details

PO# Establishment Name
License

Transactions

Drag a column header and drop it here to group by that column

Transaction #	Description	Transaction Type	Service Type	Amount	Account Code
HH-954129-202401		Invoice	Tourism Dirham	1000	
Grand Total				1000	

Payment Details

Select payment method Bank Transfer Pay Online

Payer name

Payer Mob#

Figure 63: Pay Tourism Dirham via Payment Center

5.7.1 Adding Additional Fees to Payment Order

Before making the payment, you can add any additional fees to be included and paid along with the payment order.

Note

Operations related to guest check-ins, check-outs, payment of Tourism Dirham fees, and QR codes are conducted on a separate system for Holiday Homes called Holiday Homes 2.0. You can access the Holiday Homes 2.0 system by selecting [this URL](#).

» To add additional fees to the payment order

1. In the payment order details page, in the **Additional Fees** field, enter the amount that you want to add to the payment order.

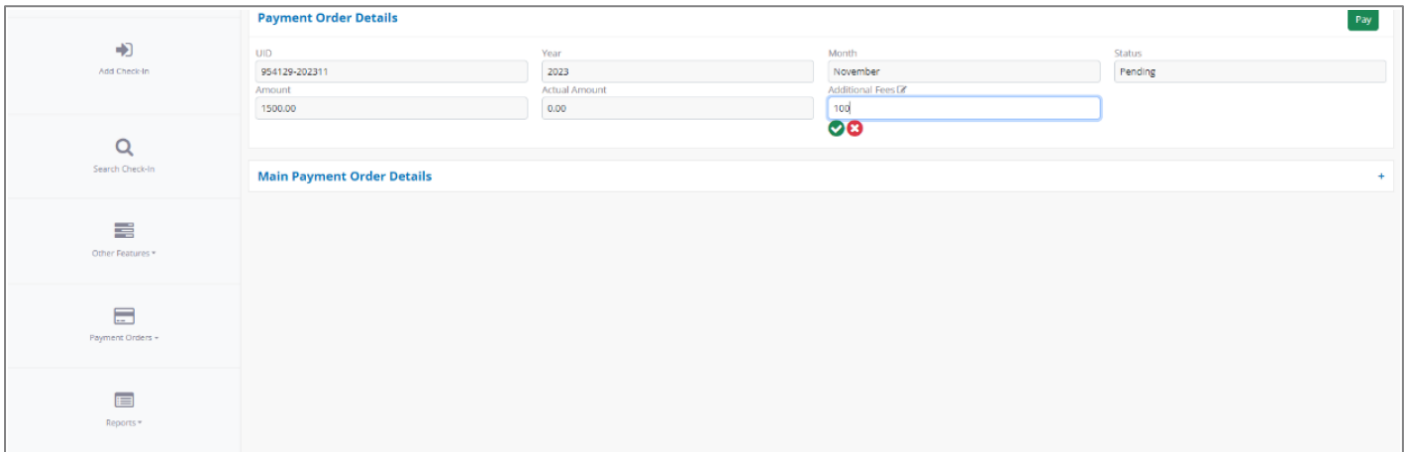


Figure 64: Add additional fees to the payment order

2. Select the green check mark below the **Additional Fees** field to confirm adding the additional fees to the payment order.

Add Check In

Search Check In

Other Features *

Payment Orders *

Reports *

Payment Order Details Pay

UID 954129-202311	Year 2023	Month November	Status Pending
Amount 1500.00	Actual Amount 0.00	Additional Fees GF 0.00	

Main Payment Order Details +

Sub Payment Orders

UID	Amount	Month	Year	Generation Date	Status	Actions
HH-954129-202311-123409106-5	100.00	11	2023	2/28/2024 12:34:09 PM	Pending	✖

Figure 65: Review additional fees

Note

Added additional fees can be deleted before making the payment.

5.8 Download and Print Holiday Home Unit QR Code

Operators and individuals need to download and print the QR code for each licensed holiday home unit, then place it beneath the DEWA premise plaque on the exterior side of the unit door.

Note

Operations related to guest check-ins, check-outs, payment of Tourism Dirham fees, and QR codes are conducted on a separate system for Holiday Homes called Holiday Homes 2.0. You can access the Holiday Homes 2.0 system by selecting [this URL](#).

You can download and print the QR codes for holiday home units through any of the following methods:

- [Download and print the QR code for a specific unit](#)
- [Download and print the QR codes for all units at the same time](#)

Download and print the QR code for a specific unit

1. In the **Holiday Home 2.0** system, select **Other Features**, and then select **Units**.

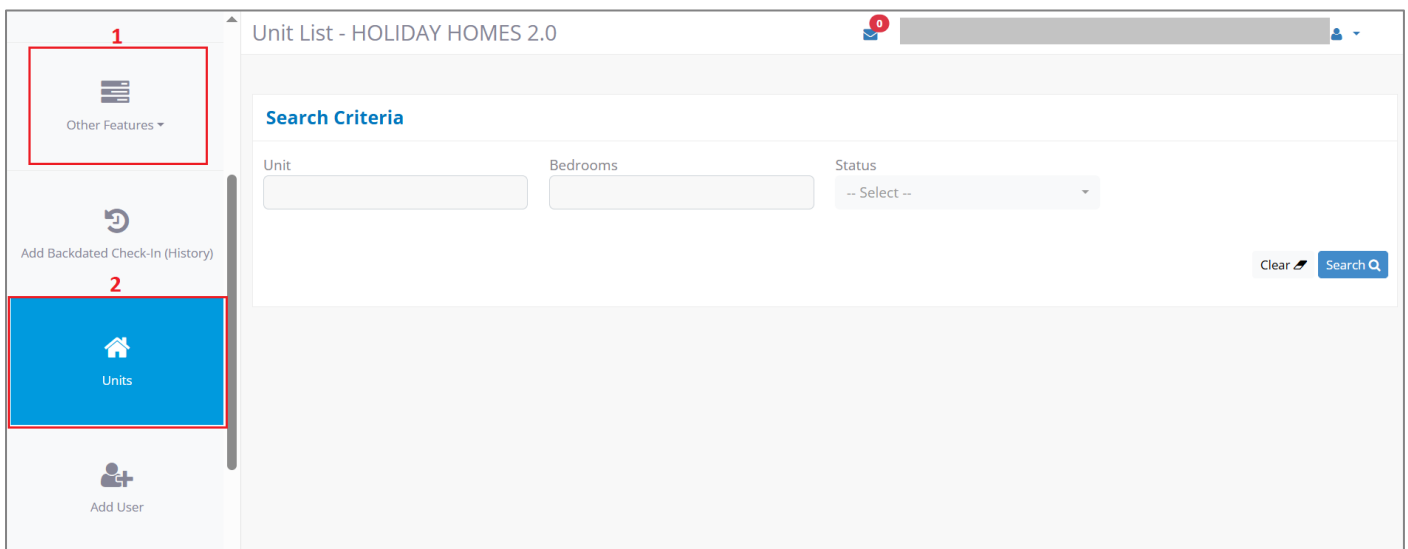


Figure 66: Access Units section (Download and print QR code)


2. In the **Units** section, use any search criteria to find your desired unit, and then select **Search**.

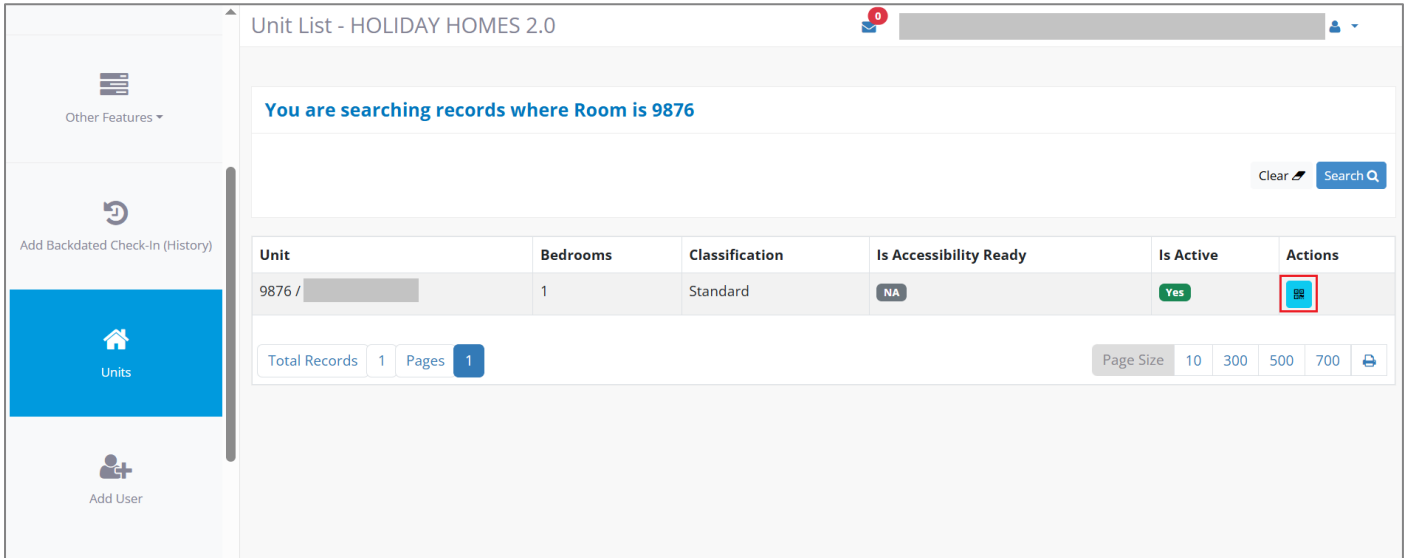
The screenshot shows a web application interface for 'Unit List - HOLIDAY HOMES 2.0'. On the left is a sidebar with navigation options: 'Other Features', 'Add Backdated Check-In (History)', 'Units' (highlighted in blue), and 'Add User'. The main content area has a 'Search Criteria' section with three input fields: 'Unit' (containing '9876'), 'Bedrooms', and 'Status' (a dropdown menu with '-- Select --'). To the right of these fields are 'Clear' and 'Search' buttons. The 'Search' button is highlighted with a red box.

Figure 67: Search for unit (Download and print QR code)


Tip

You can simply select the **Search** button without using any search criteria to display all the units.

3. Next to your desired unit, under the **Actions** column, select the QR code icon () to display the unit QR code.



The screenshot displays the 'Unit List - HOLIDAY HOMES 2.0' interface. A search filter is applied for 'Room is 9876'. The table below shows a single unit record with a QR code icon highlighted in the Actions column.

Unit	Bedrooms	Classification	Is Accessibility Ready	Is Active	Actions
9876 / [REDACTED]	1	Standard	NA	Yes	

Additional interface elements include a search bar with 'Clear' and 'Search' buttons, a pagination bar showing 'Total Records 1' and 'Pages 1', and a 'Page Size' selector with options 10, 300, 500, 700, and a print icon.

Figure 68: Display unit QR code

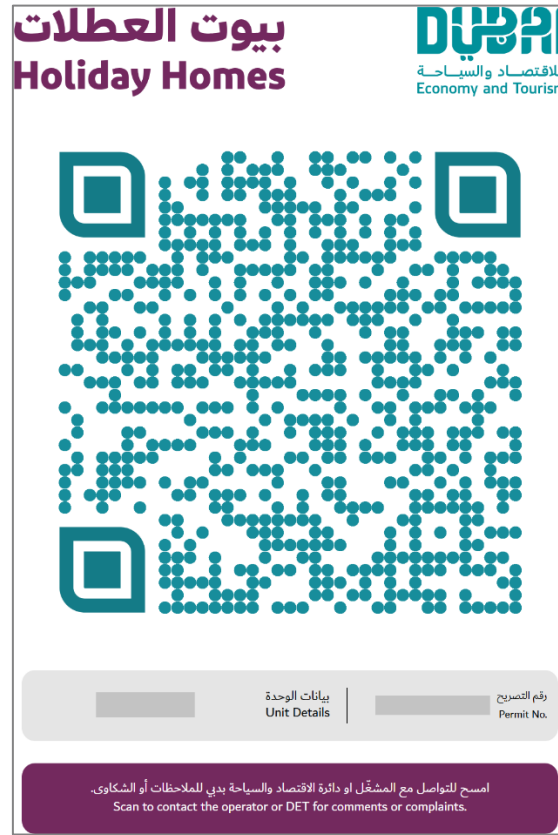


Figure 69: Holiday Home unit QR code

4. Download and print the QR code using any of the standard options available on the operating system of your device.

Download and print the QR codes for all units at the same time

1. In the **Holiday Home 2.0** system, select **Reports > QR Codes Report**.

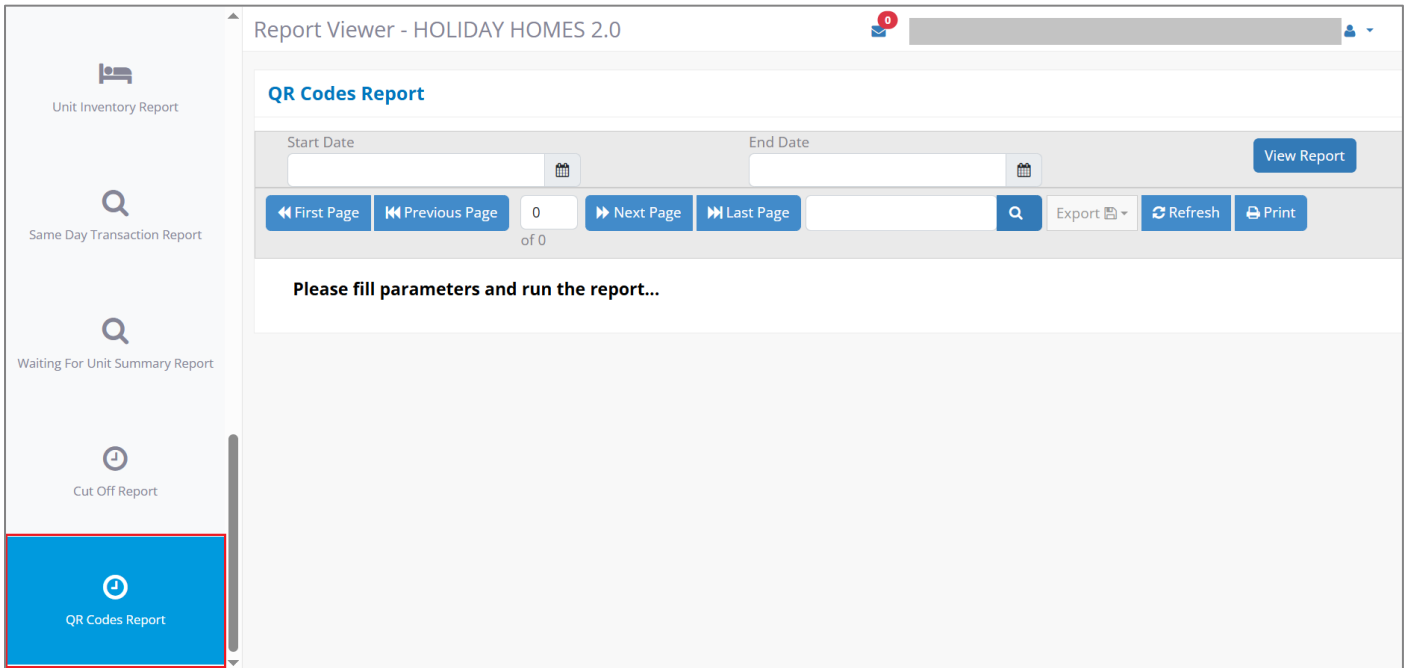
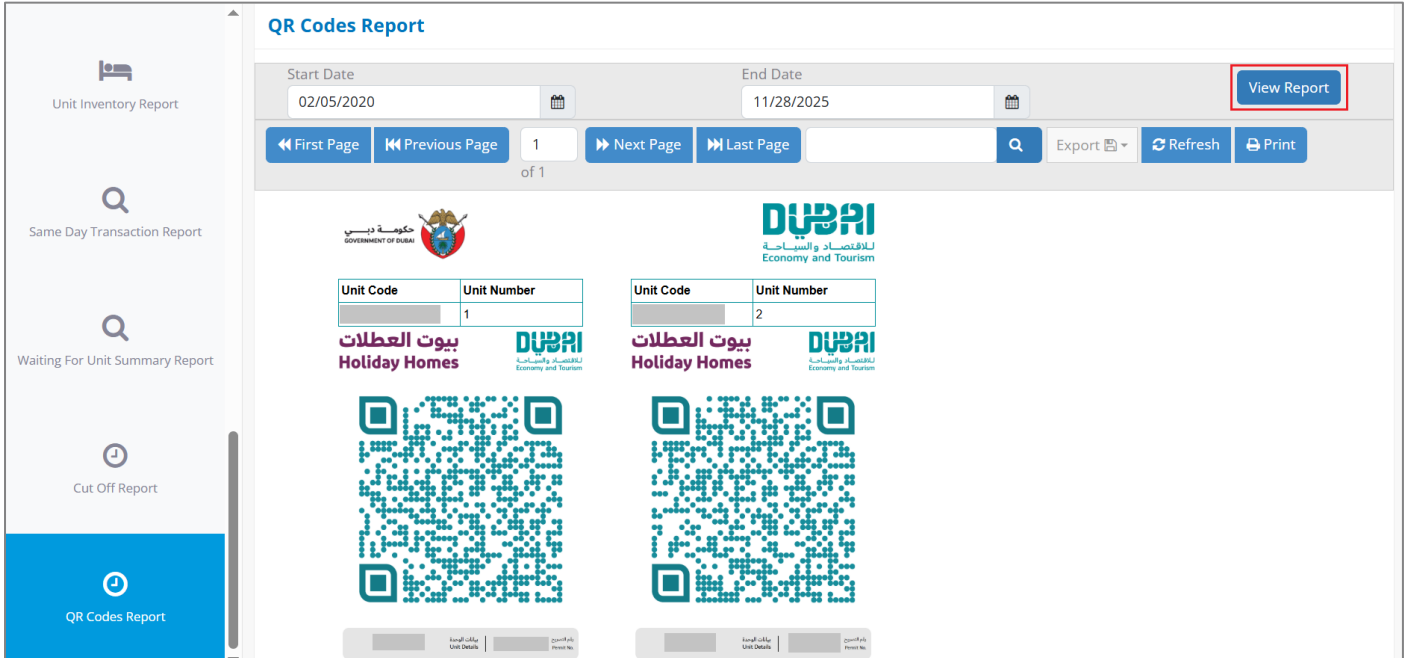


Figure 70: Access QR Codes Report section

2. Enter the start and end dates, and then select **View Report** to display the QR codes for all units added within the chosen date range.




QR Codes Report

Start Date: 02/05/2020 End Date: 11/28/2025 **View Report**

« First Page « Previous Page 1 of 1 » Next Page » Last Page 🔍 Export Refresh Print

Unit Code	Unit Number
	1

بيوت العطلات
Holiday Homes



Unit Code	Unit Number
	2

بيوت العطلات
Holiday Homes


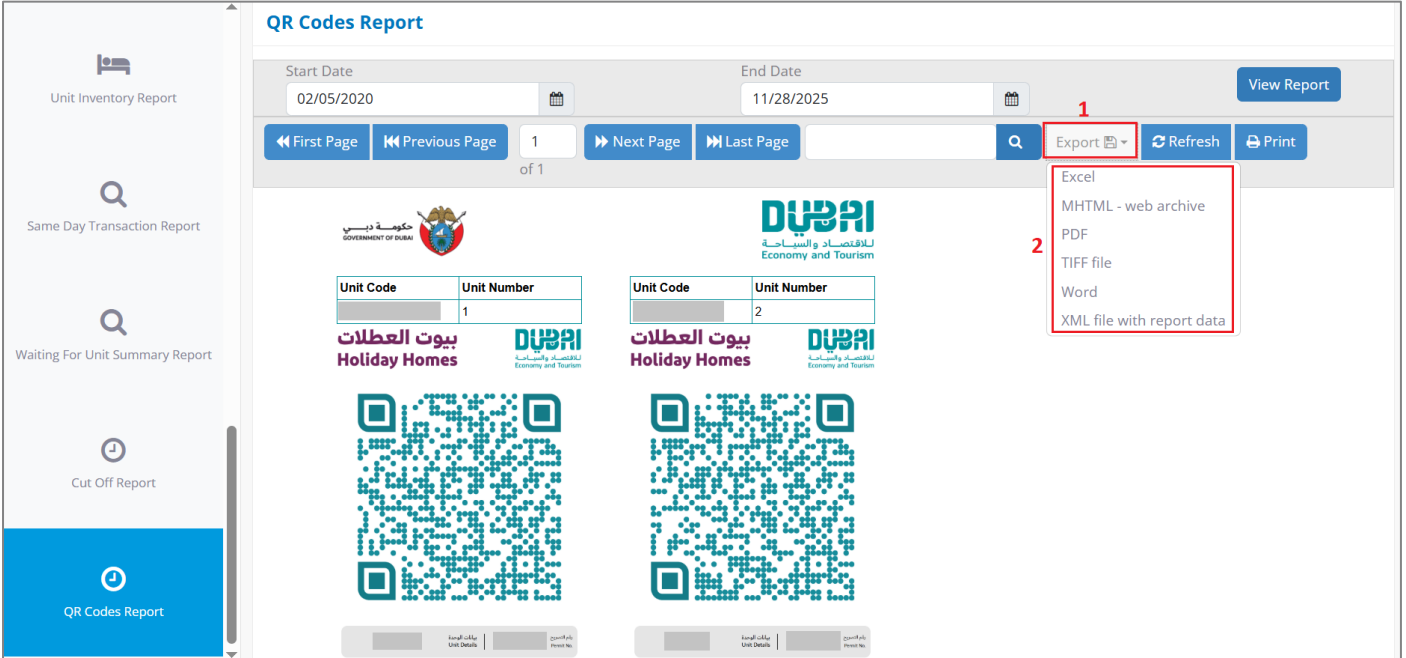


Figure 71: Display QR codes for all units

3. Select **Export**, and then select your preferred format to download all the QR codes and print them.



The screenshot shows the 'QR Codes Report' interface. At the top, there are fields for 'Start Date' (02/05/2020) and 'End Date' (11/28/2025), along with a 'View Report' button. Below these are navigation buttons: 'First Page', 'Previous Page', '1 of 1', 'Next Page', and 'Last Page'. A search icon and an 'Export' button are also present. The 'Export' button is highlighted with a red box and a '1'. A dropdown menu is open from the 'Export' button, showing options: 'Excel', 'MHTML - web archive', 'PDF', 'TIFF file', 'Word', and 'XML file with report data'. The 'Excel' option is highlighted with a red box and a '2'. The main content area displays two QR codes for 'Holiday Homes' units, each with a table showing 'Unit Code' and 'Unit Number'.

Unit Code	Unit Number
	1

Unit Code	Unit Number
	2

Figure 72: Export all QR codes