



Dubai Business Registration and Licensing Corporation (DBLC)

Hospitality Affairs – Timeshare

Timeshare FAQs 2025

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Timeshare System – FAQs 2025 – DET Public Document

Timeshare FAQs

Q1: What is a timeshare?

A: A scheme under which a beneficiary is entitled to use an accommodation unit throughout a timeshare interval, in accordance with the terms agreed upon in a timeshare contract. A beneficiary can also use their points or exchange them for the right to use an accommodation unit throughout the period specified in a points-based contract, and in accordance with agreed-upon terms.

Q2: What is the timeshare system?

A: The timeshare system is an electronic system that aims to:

- (1) Organise the timeshare operation process
- (2) Document the company information, records and contracts
- (3) Facilitate operators' and/or marketing agency registration, and permit processes
- (4) Facilitate unit approval issuance and approvals

The system was developed in response to Decree No. 14, which regulates the timeshare industry in Dubai.

Q3: What is the objective of introducing the timeshare platform?

A: The timeshare objectives are to:

- Encourage tourism in Dubai, and investment in tourism and real estate

- Develop the real estate sector in the emirate and encourage investors to set up various real estate projects
- Protect consumers (by providing the necessary guarantees to protect dealers of the timeshare system in the emirate)
- Provide suitable alternatives for tourists and encourage them to spend their holidays in the emirate

Q4: Who should apply for the timeshare permit?

A: Any operator with the licence type '**Timeshare- Renting by Timeshare Scheme - code 6820002**' on the TL system can apply on the Timeshare system to become a Timeshare Operator.

B: Any marketing agency that has '**Marketing Management code 7320002**' on its trade licence must apply in order to advertise timeshare units in Dubai.

Q5: Where in Dubai can a timeshare be permitted?

A: The timeshare model can be applied to many different types of properties such as:

- 5-star and 4-star hotels
- Superior and deluxe hotel apartments

Q6: How will the timeshare unit be classified and what are the classification criteria?

A: The timeshare units will be classified according to the classification of the hotel establishment in which they are located (building classification).

Q7: As an operator, what service can I apply for in the system?

A: The operator can apply for different services such as:

- Register as a timeshare operator

- Apply for timeshare **units** approval
- Attach the unit contracts

Q8: What are the types of timeshare users?

A: There are two types of system users:

- (1) Operators
- (2) Marketing agencies

Q9: Do I need a licence from DET/TL system for timeshare?

A: Yes, operators need a licence under the activity of '**Renting by the Timeshare Scheme code 6820002**', while the Marketing agencies require a licence under the activity of '**Marketing Management code 7320002**'.

Q10: How can I register with DET?

A: Please register on the Timeshare portal using the link:

<https://timeshare.det.gov.ae/timeshare/Welcome.aspx>

Q11: What are the required documents to register on the portal as an operator?

A: The required documents include:

- Audited financial data or financial statements for the last three (3) years, indicating the total assets and net profits of the permit applicant
- Applicant experience letter (partner/GM). Must have at least three (3) years experience in any of the following fields:
 - Timeshare business or management

- Hotel operation or management
- Investment in hotel establishments or timeshare schemes

Q12: After I get the permit, can I start practising the timeshare activity?

A: No, you have to apply for unit approval.

Q13: What are the required documents to register on the portal as a marketing agency?

A: The required documents include:

- Copy of the permit (unit approval)
- Commercial licence copy of the establishment that will market, publicise or advertise the points or timeshare intervals pertaining to the accommodation unit
- Valid passport or Emirates ID card copy of the owner or manager, or their legal representative, of the establishment that will market, publicise or advertise the points or timeshare intervals pertaining to the accommodation unit
- Copy of the signed contract between the establishment/operator and the establishment that will market, publicise or advertise the points or timeshare intervals about the accommodation unit
- Company logo

Q14: After I get the marketing agency permit, can I start marketing the timeshare unit?

A: An establishment that is authorised by the DET to market, publicise or advertise points or timeshare intervals pertaining to accommodation units must comply with the following conditions and rules:

- An approval to use the accommodation units for conducting the activity must be obtained; these units must be classified as per the relevant requirements approved by DET
- The marketing, publicity and advertising must be undertaken by an establishment authorised to conduct these activities in the emirate, in accordance with the relevant legislation in force
- The marketing, publicity or advertising material must provide a detailed and accurate description of the accommodation units and of the method of using the points or timeshare intervals pertaining to these units under points or timeshare intervals systems
- The accommodation units must not be marketed, publicised or advertised as investment products
- The advertising or marketing material must clearly state the total financial consideration required for the use of the accommodation unit and the method of payment of the same. This includes: any payable fees and taxes, or any additional financial costs; their payment method; and any annual increase of the financial consideration
- The advertising material must clearly state that the beneficiary has the right to withdraw from the timeshare contract or points-based contract, without providing any reason, within ten (10) days from the date of receiving a signed copy of the contract, unless the parties agree to a longer withdrawal period; and that the beneficiary will not incur any liabilities or expenses as a result of that withdrawal
- The advertising or marketing material must be credible and transparent; it must not contain incorrect or misleading information in respect to the accommodation units or their use

Q15: How can I pay the timeshare permit fees?

A: Through the timeshare system, which will direct you to the payment portal.

Q16: How many certificates/permits do I need to start practising the timeshare activity as an operator?

A: You need to first obtain a timeshare activity permit. Then, obtain the unit approval from the timeshare system. In addition, if the establishment desires to advertise, publicise and market points or timeshare in accommodation units, it must obtain a permit from the department.

Q17: What are the required documents to get unit approval?

A: An approval application must be submitted through the portal, on the form prescribed by DET for this purpose, supported by the following documents:

- a. The form approved by DET for the type of building housing the accommodation unit.
The form must include:
 - I. the details of the owner of the building or hotel establishment housing the accommodation unit
 - II. the details of the building or hotel establishment housing the accommodation unit
 - III. the details of the accommodation unit
 - IV. the number of intervals during which the accommodation unit is to be used for conducting the activity in a year; each interval may not be less than a week
 - V. the period during which the accommodation unit is intended to be used for conducting the activity



- VI. the scope of the beneficiaries' use of the accommodation unit under the timeshare contract or points-based contract
 - VII. a declaration that the owner of the building or hotel establishment consents to the use of the accommodation unit for conducting the activity and to the registration of the rights to utilise the timeshare intervals pertaining to that accommodation unit in the Real Property Register; and that the owner does not object to the concerned government entities creating an entry in the registry of the title deed of the Real Property or hotel establishment to denote that it houses accommodation units designated for the activity
 - VIII. a declaration that the accommodation unit is free from any defects and is not subject to any right, legal claim or mortgage that may affect its use by the beneficiary; and an undertaking that any such defect, right, legal claim or mortgage will be addressed and settled before concluding the timeshare contract or points-based contract
- b. A copy of the title deed of the Real Property housing the accommodation unit
 - c. A copy of the passport or Emirates ID card of the owner of the building or the authorised representative of the hotel establishment housing the accommodation unit
 - d. A copy of the commercial licence of the hotel establishment housing the accommodation unit.

Additionally:

- 1. The hotel establishment housing the accommodation unit must have a valid licence from DET
- 2. The term of the timeshare contracts or points-based contracts concluded with the beneficiaries must not extend beyond the term of the contracts concluded between the establishment and the hotel establishment

3. Copies of any timeshare contracts or points-based contracts concluded between the beneficiaries and the establishment prior to the effective date of the law must be submitted

Q18: What is the timeline for getting the approval?

A: The timeline for processing a permit application is a minimum of one (1) working day.

Q19: Are free-zone registered companies eligible to be timeshare operators?

A: No, only companies with mainland licences can operate as a timeshare.

Q20: What is the validity of the permit and approval?

A permit or an approval will be valid for a term of one (1) year, and renewable for the same period. DET may, upon the request of an establishment, approve that the term of the permit or the approval be for more than one (1) year – up to four (4) years.

Q21: What are the timeshare fees?

DET fees for timeshare schemes

SN	Description	Fee (in Dirhams)
1	Issuing or renewing a permit	AED500 per year
2	Issuing or renewing a marketing, publicity and/or advertising authorisation	AED500 per year

3	Varying the details of a permit	AED50 per variation
4	Issuing or renewing an approval for an accommodation unit	AED100 per year for each accommodation unit located in a 4-star hotel or resort
		AED115 per year for each accommodation unit located in a 5-star hotel or resort
		AED40 per year for each accommodation unit located in a superior hotel apartment
		AED60 per year for each accommodation unit located in a deluxe hotel apartment
5	Varying the details of an approval	AED50 per variation
6	Subscribing to the electronic programme for timeshare schemes	AED1,500 (one-time payment)
7	Accommodation unit inspection or re-inspection request	- AED100 per year for each accommodation unit located in a four-star hotel or resort - AED115 per year for each accommodation unit located in a five-star hotel or resort - AED40 per year for each accommodation unit located in a superior hotel apartment - AED60 per year for each accommodation unit located in a deluxe hotel apartment

8	Approving the re-opening of a closed-down accommodation unit	AED200
9	Issuing a 'To Whom It May Concern' certificate	AED100
10	Request for obtaining a copy of an official document	AED50

Land department fees for timeshare schemes

SN	Description	Fee (in Dirhams)
1	Registering a timeshare contract in the Real Property Register	AED1,000
2	Varying the details of a timeshare contract registered in the Real Property Register	AED500

Q22: Is the Tourism Dirham applicable to the timeshare units?

A: Yes, it is applicable and the hotel establishment is responsible for collecting the Tourism Dirham.

Q23: In case I have a complaint, how can I submit it?

A: The complaints will be handled by DET but disputes will be handled by Dubai / DIFC courts as per the law. Please send the complaints to ecomplaints@dubaidet.ae.

Q24: As a beneficiary, can I cancel the contract after I have signed with the operator?

A: A beneficiary will be entitled to withdraw from a timeshare contract or a points-based contract, without giving any reason, within ten (10) days from the date of receiving the signed copy of the contract. Nevertheless, the parties may agree to a longer withdrawal period.

- The beneficiary must notify the establishment of their withdrawal from the timeshare contract or points-based contract by means of a written notice sent by registered mail or email to the establishment's address set forth in the contract, or by any other means stipulated in the contract
- The beneficiary will not incur any charges or financial liabilities due to their withdrawal from the timeshare contract or points-based contract.

Q25: Whom can I contact for further information?

A: You can contact our team by email at eservices@dubaidet.ae and/or via our call centre +971 600 555 559.

THANK YOU

For further clarification, please contact us at:

Tel: +971 600 555 559

Email: eservices@dubaidet.ae