

Administrative Resolution No. (39) of 2023
Issuing the Implementing Bylaw of
Executive Council Resolution No. (24) of 2020
Concerning Tourist Camps in the Emirate of Dubai¹

The Director General of the Department of Economy and Tourism,

After perusal of:

Law No. (20) of 2021 Establishing the Department of Economy and Tourism in the Emirate of Dubai;

Law No. (5) of 2023 Establishing the Dubai Corporation for Consumer Protection and Fair Trade;

Law No. (6) of 2023 Establishing the Dubai Business Registration and Licensing Corporation;

Regulation No. (6) of 2006 Concerning the Licensing of Tourist Establishments and Travel Agencies, and its amendments;

Executive Council Resolution No. (24) of 2020 Concerning Tourist Camps in the Emirate of Dubai; and

Executive Council Resolution No. (5) of 2022 Approving the Organisational Structure of the Tourism Activities and Classification Sector at the Department Economy and Tourism in the Emirate of Dubai,

Does hereby issue this Resolution.

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¹Every effort has been made to produce an accurate and complete English version of this legislation. However, for the purpose of its interpretation and application, reference must be made to the original Arabic text. In case of conflict, the Arabic text will prevail.

Definitions

Article (1)

The following words and expressions, wherever mentioned in this Resolution, will have the meaning indicated opposite each of them unless the context implies otherwise:

Emirate:	The Emirate of Dubai.
DET:	The Department of Economy and Tourism in the Emirate of Dubai.
Director General:	The director general of the DET.
Executive Council Resolution:	Executive Council Resolution No. (24) of 2020 Concerning Tourist Camps in the Emirate of Dubai.
Activity:	The establishment, management, and operation of Tourist Camps in the Emirate.
Tourist Establishment:	A company or sole proprietorship licensed by the DET to operate as an Inbound Tour Operator, in accordance with the above-mentioned Regulation No. (6) of 2006, and authorised by the DET to conduct the Activity.
Tourist Camp:	A temporary site which is set up by a Tourist Establishment in a desert or mountainous area, in a valley or nature reserve, or in any other area designated by the DET, and where Tourist Services are provided.
Permit:	A document issued by the DET stating that the DET authorises a Tourist Establishment to conduct the Activity in the Emirate after verifying that all the requirements stipulated in this Resolution, and the relevant requirements and criteria approved by the DET are met by the Tourist Establishment.
Visitor:	A natural person who avails of the Tourist Services provided in a Tourist Camp for a fee.
Tourist Services:	The set of services provided by a Tourist Establishment to Visitors in a Tourist Camp, such as overnight accommodation, food and beverages service, recreational activities, and any other services approved by the DET.

E-services Portal: The electronic platform of the DET through which the applications for the Permits and the services stipulated in the Executive Council Resolution and this Resolution are received.

Requirements for Issuing Permits

Article (2)

The issuance of a Permit will be subject to the following requirements:

1. The following documents must be submitted:
 - a. a copy of the Tourist Camp's lease, a copy of the title deed of the land, or a declaration and undertaking by the owner of the land on which the Tourist Camp will be set up stating that he has no objection to the Activity being conducted on his land. In any event, the location of the Tourist Camp must be within the areas in which conducting the Activity is authorised by the DET and other concerned entities in the Emirate.
 - b. a copy of the detailed layout of the Tourist Camp specifying its facilities and the available Tourist Services, as per the requested Tourist Camp classification category stipulated in this Resolution;
 - c. a copy of the valid passport or Emirates Identity Card of the applicant or his legal representative;
 - d. a copy of the Commercial Licence issued by the concerned commercial licensing authority in the Emirate; and
 - e. a copy of the required approvals issued by the concerned entities in the Emirate.
2. The Permit applicant must be licensed to operate as an Inbound Tour Operator in accordance with the provisions of the above-mentioned Regulation No. (6) of 2006.
3. The Tourist Camp must meet the classification criteria and requirements adopted by the DET, as per the requested Tourist Camp classification category stipulated in this Resolution.
4. A manager must be appointed to manage and operate the Tourist Camp. This manager must:
 - a. be of good character and conduct;
 - b. not be less than twenty-one (21) years of age; and

- c. have full legal capacity.

Procedures for Issuing Permits

Article (3)

Permit issuance is subject to the following procedures:

1. A Permit application will be submitted to the DET through the E-services Portal, using the form prescribed by the DET for this purpose, together with the required supporting documents.
2. The DET will consider the application to verify that it meets all relevant conditions and requirements, and that it is accompanied by all required documents. The DET may request any additional documents, data, or information it deems necessary.
3. The DET will conduct on-site inspection and audit of the Tourist Establishment and the Tourist Camp to verify compliance with all relevant conditions and requirements for conducting the Activity.
4. The DET will determine a Permit application within three (3) working days from the date of completing the application process, including the submission of all required information and documents.
5. Where the Permit application is approved, the applicant will be instructed to pay the relevant prescribed fees, whereupon the DET will issue the Permit.
6. Where the application is rejected, the DET will notify the applicant of the reasons for rejection. An applicant whose Permit application is rejected may submit to the DET another application after addressing the reasons for rejection.

Validity of Permits

Article (4)

A Permit will be valid for a term of one (1) year, renewable for the same period subject to the same conditions and procedures prescribed for its initial issuance. The application for Permit renewal must be submitted to the DET during the last month of its validity.

Classification of Tourist Camps

Article (5)

- a. Tourist Camps are classified into the following three (3) categories:
 - 1. Economy;
 - 2. Premium; and
 - 3. Luxe.
- b. Tourist Camps will be classified in the categories referred to in paragraph (a) of this Article based on the following:
 - 1. the primary and secondary classification requirements and criteria adopted by the DET for each category; and
 - 2. the levels and types of Tourist Services of each category as specified by the DET.
- c. The DET will issue a Tourist Camp with a classification certificate based on its category.
- d. The DET must publish on its official website the Tourist Camp classification requirements and criteria and any amendments made thereto.

Change of Tourist Camps Classification Categories

Article (6)

The DET may, on its own initiative or upon the request of a Tourist Establishment, upgrade or downgrade the classification category of a Tourist Camp. This change will be based on the primary and secondary criteria and requirements, as well as the levels and types of the provided Tourist Services, that are applicable to the classification category of the Tourist Camp.

Operating Tourist Camps

Article (7)

When operating a Tourist Camp, a Tourist Establishment must:

- 1. observe the maximum capacity of the Tourist Camp as permitted by the concerned entities in the Emirate;

2. submit a valid insurance policy issued by an insurance company licensed to operate in the Emirate to cover any damage that Visitors and employees may sustain during their stay at the Tourist Camp and its facilities;
3. satisfy the relevant first aid requirements and safety measures at the Tourist Camp as prescribed by the concerned entities in the Emirate;
4. perform the required periodic maintenance of the Tourist Camp and its facilities; and
5. comply with the classification requirements and criteria adopted by the DET, based on the classification category of the Tourist Camp.

Assignment of Permits Article (8)

- a. The DET may, upon the request of a Tourist Establishment, authorise the assignment by the Tourist Establishment of its Permit to another Tourist Establishment, subject to the following:
 1. The Tourist Establishment to which the Permit is assigned must meet all conditions and requirements prescribed for issuance of the Permit.
 2. The Tourist Establishment to which the Permit is assigned must have priority in occupying the Tourist Camp. The priority is determined in accordance with the relevant requirements approved by the DET.
 3. The Tourist Establishment to which the Permit is assigned must obtain the approval of the Dubai Municipality and the concerned entities for using the same site designated for the Tourist Camp.
 4. The fees or fines owed by the assigning Tourist Establishment must be paid.
- b. A Permit assignment application will be submitted to the DET through the E-services Portal. The application will be submitted, together with the required supporting documents, on the form prescribed by the DET for this purpose.
- c. The DET will consider the Permit assignment application and verify that it meets all the relevant conditions and requirements, and that it is accompanied by all the required documents.
- d. The DET will issue its decision on the Permit assignment application within three (3) working days from the date of completing the application process, including the submission of all required information and documents.

- e. If the Permit assignment application is approved, the relevant prescribed fees must be paid, and the concerned commercial licensing authority will be notified accordingly.
- f. If the Permit assignment application is rejected, the DET will notify the applicant of the rejection of his application and the reasons for rejection.
- g. An entity assigning its Permit in accordance with the provisions of this Article may not apply for a new Permit before the lapse of at least two (2) years from the date on which the original Permit is assigned.

Cessation of the Activity Article (9)

A Tourist Establishment wishing to cease the Activity and close down the Tourist Camp must submit an application for this purpose to the DET through the E-services Portal. The application must be completed using the form prescribed by the DET for this purpose, together with the required supporting documents, including proof that the Tourist Establishment or Tourist Camp has no outstanding reservations.

Suspension of the Activity and Revocation of Permits Article (10)

The DET may suspend the Activity of a Tourist Establishment for a period not exceeding six (6) months, or revoke its Permit and close down its Tourist Camp, in any of the following cases:

- 1. committing a violation of any of the provisions of the Executive Council Resolution, this Resolution, or the resolutions issued in pursuance thereof that warrants the suspension of the Activity of the Tourist Establishment or the revocation of its Permit;
- 2. failure to renew the Permit within the time limits, and in accordance with the procedures, prescribed by this Resolution;
- 3. failure to meet the requirements for issuing the Permit or operating the Tourist Camp; or to satisfy the classification criteria, or the standard and types of the Tourist Services prescribed for the classification category;
- 4. failure to ensure that the Tourist Camp is fit for operation and use;
- 5. using the Tourist Camp for other than its intended purpose;
- 6. using the Tourist Camp for illegitimate purposes or for purposes that conflict with public morals;

7. engaging in activities by the Tourist Establishment that may compromise the reputation of the Emirate or the United Arab Emirates;
8. the Tourist Establishment being proven to have mistreated, or has failed any of its obligations towards, the Visitors, despite being notified by the DET to address that failure;
9. obstructing the work of the competent DET employees during the inspection of the Tourist Camp and its facilities, and the examination of its documents and records;
10. the Tourist Camp being the subject of execution of a court judgement; or
11. any other case that, in the DET's discretion, warrants the suspension of the Activity of the Tourist Establishment or the revocation of its Permit, as per the exigencies of public interest.

Procedures for Suspension of the Activity and Revocation of Permits

Article (11)

- a. Prior to suspending the Activity of a Tourist Establishment or revoking its Permit, the following procedures must be followed:
 1. The DET will notify the Tourist Establishment of the violation that warrants the suspension of its Activity or revocation of its Permit, and grant the Tourist Establishment a grace period to remedy the violation before making the final decision to enforce the suspension or revocation.
 2. Upon expiry of the grace period prescribed by the DET for remedying the violation, the DET will conduct an on-site inspection of the Tourist Establishment or Tourist Camp. Based on the inspection findings, the DET may decide not to suspend the Activity of the Tourist Establishment or revoke its Permit if the violation is remedied; or proceed to taking either of these two (2) measures and notify the competent commercial licensing authority of this action to take the relevant appropriate measures.
- b. A Tourist Establishment, in respect of which an Activity suspension or Permit revocation decision is made, must inform the DET in case of ongoing occupancies by Visitors of the Tourist Camp or any outstanding reservations; and must execute the instructions issued to it by the DET in respect of those occupancies or reservations in a manner that preserves the rights of the existing Visitors of the Tourist Camp and those who have outstanding reservations.

- c. The DET may, in cases it determines, suspend the Activity of a Tourist Establishment, or revoke its Permit and close down its Tourist Camp directly, without following the procedures stipulated in paragraph (a) of this Article.

Requirements for Re-issuance of Permits

Article (12)

Where its Permit is revoked in accordance with the provisions of this Resolution, a Tourist Establishment may apply to the DET for issuance of a new Permit after the lapse of at least one year from the date of revocation. The new Permit will be issued subject to the same conditions and procedures prescribed for the initial issuance of Permits.

Obligations of Tourist Establishments

Article (13)

In addition to the obligations prescribed in the Executive Council Resolution, a Tourist Establishment must:

1. not use the Tourist Camp for residential purposes or any purpose other than the authorised Activity;
2. not make any modifications or permanent changes in its Tourist Camp without first obtaining the relevant approval of the DET;
3. safeguard the rights and interests of Visitors when conducting the Activity, and not impose on them any unfair obligations or conditions;
4. conspicuously display the detailed price list for using the Tourist Camp and availing of the Tourist Services. These prices must be clearly quoted in detail in Visitors' reservations and in any promotional and marketing material. Prices must be consistent across the price lists and the promotional and marketing material;
5. market and promote the Tourist Services provided in the Tourist Camp as per the services approved by the DET for the Tourist Camp;
6. maintain utmost transparency in marketing and promoting the Tourist Camp and the Tourist Services;
7. perform all contractual obligations towards Visitors, as stated in the agreed reservation document of the Tourist Camp and Tourist Services, including enabling the Visitors to use the Tourist Camp and avail of the Tourist Services on the scheduled dates, for the duration of the reservation, and in accordance with the agreed terms and conditions;

8. not impose any financial costs on Visitors other than those agreed upon in the Tourist Camp reservation document;
9. provide the DET with Visitor information, upon request and in the manner prescribed by the DET;
10. draft, in accordance with the provisions of this Resolution, a policy for processing the complaints raised by Visitors against the Tourist Establishment. This policy must be displayed in a prominent place for easy reference by Visitors;
11. investigate complaints raised by Visitors against the Tourist Establishment; take the necessary action concerning these complaints, and document all relevant information and procedures, including:
 - a. the date and time of receiving the complaint;
 - b. the details and contact information of the complainant;
 - c. the details of the complaint; and
 - d. the action taken in respect of the complaint and the date and time of the action.
12. provide the DET with the information, documents, and statistics it requires, through the E-services Portal or any other electronic platform it determines;
13. observe integrity, professionalism, courtesy, and tactfulness in dealing with Visitors;
14. ensure the cleanliness of the Tourist Camp and its readiness to receive Visitors;
15. designate twenty-four-seven contact numbers to provide support to the Visitors and enable them to report emergencies;
16. take reasonable safety measures and precautions to provide a safe environment for Visitors, particularly against hazards related to fire;
17. keep abreast of, and comply with, the resolutions and instructions issued by the DET; and
18. not disclose Visitor information except to the concerned Government entities or the competent judicial authorities.

Complaints

Article (14)

- a. Complaints against Tourist Establishments for non-compliance with the Executive Council Resolution, this Resolution, or the resolutions issued in pursuance thereof, will be submitted through the E-services Portal. These complaints must state all relevant facts and must be accompanied by the relevant supporting documents.
- b. The DET will notify the relevant Tourist Establishment of the complaint and request it to respond to it within seven (7) days from the date of notification.
- c. The DET will consider and determine the complaints. For this purpose, the DET may meet with the parties to the complaint to hear their statements and seek to reach an amicable resolution and settlement of the complaint.
- d. Where one of the parties to the complaint does not accept the amicable settlement proposed by the DET, the complaint will be closed and the complainant will be advised of his right to take recourse to the competent judicial authorities in the Emirate. Closing a complaint will not preclude taking the appropriate action against any Tourist Establishment proven to have violated the legislation applicable to conducting the Activity.

Repeals

Article (15)

Any provision in any other administrative resolution is hereby repealed to the extent that it contradicts the provisions of this Resolution.

Publication and Commencement
Article (16)

This Resolution will be published in the Official Gazette and will come into force three (3) months after the date of its publication.

Helal Saeed Al Marri

Director General

Department of Economy and Tourism

Issued in Dubai on 25 April 2023

Corresponding to 5 Shawwal 1444 A.H.