

Administrative Resolution No. (97) of 2025
Issuing the Implementing Bylaw of
Executive Council Resolution No. (107) of 2023
Regulating the Tourist Transport Activity in the Emirate of Dubai¹

The Director General and Chairman of the Board of Executive Directors of the Roads and Transport Authority,

After perusal of:

Federal Law No. (21) of 1995 Concerning Road Traffic, its Implementing Bylaw, and their amendments;

Cabinet Resolution No. (45) of 2016 Concerning Mandatory Standards in the United Arab Emirates;

Law No. (17) of 2005 Establishing the Roads and Transport Authority and its amendments;

Executive Council Resolution No. (8) of 2006 Establishing the Agencies Affiliated to the Roads and Transport Authority and Approving their Corporate and Organisational Structures;

Executive Council Resolution No. (47) of 2017 Regulating the Activities of Transportation by, and Rental of, Vehicles in the Emirate of Dubai, its amendments, and its Implementing Bylaw;

Executive Council Resolution No. (57) of 2017 Regulating the Issuance of Vehicle Drivers' Licences and Permits in the Emirate of Dubai and its Implementing Bylaw;

Executive Council Resolution No. (107) of 2023 Regulating the Tourist Transport Activity in the Emirate of Dubai; and

Administrative Resolution No. (74) of 2011 Prescribing the Classification and Licensing Criteria for Tourist Bus Transport Establishments in the Emirate of Dubai,

Does hereby issue this Resolution.

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¹*Every 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:

UAE:	The United Arab Emirates.
Emirate:	The Emirate of Dubai.
Executive Council Resolution:	Executive Council Resolution No. (107) of 2023 Regulating the Tourist Transport Activity in the Emirate of Dubai.
RTA:	The Roads and Transport Authority.
DET:	The Department of Economy and Tourism in the Emirate of Dubai.
Director General:	The Director General and Chairman of the Board of Executive Directors of the RTA.
PTA:	The Public Transport Agency of the RTA.
Activity:	The transport of passengers by Tourist Vehicles to and from airports; hotels; tourist resorts; and heritage, archaeological, and tourist landmarks and areas within and outside of the Emirate.
Establishment:	A company or firm authorised by the RTA to conduct the Activity in the Emirate.
Tourist Vehicle:	A bus, car, motorcycle, or other motorised machine or carriage licensed by the RTA and designated for use in conducting the Activity.
Permit:	A document issued by the RTA pursuant to the Executive Council Resolution and this Resolution authorising an Establishment to conduct the Activity, or to use or operate Tourist Vehicles.

Types of Permits

Article (2)

For the purposes of this Resolution, the PTA will issue the following Permits:

1. a Permit to conduct the Activity;
2. a Permit to conduct the Activity on demand via telecommunications, electronic media, smart applications, or any other electronic means;
3. a Permit for a heavy Tourist Vehicle;
4. a Permit for a light Tourist Vehicle;
5. a Permit for a tourist motorcycle;
6. a Permit to operate other types of Tourist Vehicles; and
7. a Permit for a Tourist Vehicle driver.

Classification of Establishments

Article (3)

- a. Establishments will be classified into the following three (3) categories: three-star, four-star, and five-star.
- b. The Classification Criteria of Establishments are set out in Schedule (1) attached hereto.
- c. The mandatory and optional services that an Establishment must provide for the purposes of determining its classification category are set out in Schedule (2) attached hereto.

Technical Conditions and Requirements for Conducting the Activity

Article (4)

In addition to the requirements stipulated in Article (7) of the Executive Council Resolution, a Permit to conduct the Activity will be issued subject to the following technical conditions and requirements:

1. Where required by the PTA, the Permit applicant must submit an undertaking to provide offices or principal place of business, Vehicles, and parking spaces that meet the standards applicable to the Activity to be conducted, as published on the RTA website.
2. The Establishment must provide a website or any similar online platform.

3. The Establishment must provide various communication channels, including an email address, telephone number, or any other online contact method.
4. The Establishment must provide information about the services it offers and the applicable service charges.
5. The Establishment must have in place a system for handling complaints and suggestions submitted by service users.
6. The Permit applicant must meet any other technical requirements related to the Activity to be conducted, as determined by the PTA and published on the RTA website.

Procedures for Issuing Permits Article (5)

In issuing a Permit, the following procedures will apply:

1. A Permit applicant must submit his application, accompanied by the required supporting documents, using the form and the channels prescribed by the RTA for this purpose.
2. The PTA will consider the application to verify that it meets all the relevant conditions and requirements prescribed for the issuance of the Permit.
3. The PTA will determine the application once all the relevant conditions and requirements prescribed for the issuance of the Permit have been met.
4. Where the Permit application is approved, the applicant will pay the Permit issuance fees prescribed by the Executive Council Resolution.
5. Where the application is rejected, the PTA will notify the applicant of the reasons for rejection. An applicant whose application is rejected may submit to the PTA a new Permit application after addressing the stated reasons for rejection.

Requirements for Conducting the Activity of Passenger Transport on Demand via Telecommunications, Electronic Platforms, and Smart Applications Article (6)

To be issued with a Permit to conduct the Activity on demand via telecommunications, electronic media, smart applications, or any other electronic means, an applicant must:

1. submit a written undertaking, addressed to the RTA, to provide the electronic systems, electronic media, and smart applications required for conducting the Activity within the time frame prescribed by the PTA.

2. submit a written undertaking, addressed to the RTA, to link the applicant's electronic systems, electronic media, and smart applications to the RTA's electronic systems, as prescribed by the PTA in this respect.
3. submit a written undertaking, addressed to the RTA, confirming that the Activity will not adversely affect other transport activities in the Emirate.
4. pay the fee prescribed for issuing the Permit to conduct the Activity.
5. submit an undertaking to comply with the circulars, procedures, and conditions prescribed by the PTA in respect of all matters related to conducting the Activity.

Requirements for Issuance and Renewal of Tourist Vehicle Permits **Article (7)**

A Tourist Vehicle Permit will be issued and renewed subject to the following:

1. The Tourist Vehicle must conform to the relevant technical specifications and the technical inspection standards adopted by the RTA and published on the RTA website.
2. The Tourist Vehicle must successfully pass the technical inspection prescribed by the RTA.
3. The Tourist Vehicle must conform to the GCC and UAE specifications as prescribed by the legislation in force in the UAE.
4. The Tourist Vehicle must meet the mandatory security and safety requirements stipulated in the above-mentioned Cabinet Resolution No. (45) of 2016.
5. Where a Tourist Vehicle is adapted to provide services to persons with mobility impairments, it must be equipped with a boarding lift for wheelchairs and designated seating for accompanying persons.

Requirements for Issuance and Renewal of Tourist Vehicle Driver's Permits **Article (8)**

A Tourist Vehicle driver's Permit will be issued and renewed subject to the following:

1. The driver must hold a driving licence issued by the competent authority in the UAE for the same category of Vehicles for which the Permit is requested.
2. The driver must be of good character and repute and not have been convicted of any felony or other crime affecting honour or trustworthiness, unless he has been rehabilitated.
3. The driver must be employed by an Establishment.

4. The driver must be medically fit.
5. The driver must successfully pass the theory and practical tests and the training courses administered by the PTA.
6. The driver must submit an undertaking to comply with the circulars, procedures, and conditions prescribed by the PTA in respect of all matters related to conducting the Activity.

Requirements and Procedures for Assignment of Permits

Article (9)

- a. The RTA may, upon the request of a Permit holder, authorise the assignment of the Permit, subject to the following:
 1. The fees or fines owed by the assigning Establishment must be paid.
 2. The Establishment to which the Permit is assigned must sign a written undertaking not to commence the Activity before the RTA's approval of the Permit assignment is issued.
 3. The Establishment to which the Permit is assigned must meet all conditions and requirements prescribed by the Executive Council Resolution and this Resolution for the issuance of the Permit.
- b. In submitting a Permit assignment application, the following procedures will apply:
 1. A Permit assignment application, will be submitted to the RTA, together with the required supporting documents, using the form and through the channels it prescribes for this purpose.
 2. The RTA 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.
 3. The RTA will determine 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.
 4. Where the Permit assignment application is approved, the relevant prescribed fees must be paid, and the concerned economic activities licensing authority will be notified accordingly.
 5. Where the Permit assignment application is rejected, the RTA will notify the applicant of the reasons for rejection. An applicant whose application is rejected may submit a new Permit assignment application to the RTA after addressing the stated reasons for rejection.

Qualifications and Experience Required for the Appointment of Establishment Managers

Article (10)

To be appointed as an Establishment manager, a candidate must meet the following qualifications and experience requirements:

1. hold a "Tourism Expert" certificate issued by an educational institution within or outside of the UAE;
2. have a minimum of two (2) years of experience as a manager in a company or establishment within or outside of the UAE; and
3. must have completed at least one (1) training course or programme related to the Activity.

Licensing Tourist Vehicles to Transport Guests and Staff

Article (11)

The RTA has the authority to license the Tourist Vehicles of Hotel Establishments that transport their guests, and the Tourist Vehicles of Tourist Establishments that transport natural persons to any location within the Emirate, to be operated and used for purposes of transporting their guests, clients, and staff, where such staff are, by the nature of their duties, required to accompany guests/clients or provide them with essential services during tourist trips. These Establishments must comply with the licensing conditions, rules, procedures, and technical requirements applicable to their Tourist Vehicles, as determined by the RTA in coordination with the DET.

Obligations of Establishments

Article (12)

In addition to the obligations stipulated in Article (14) of the Executive Council Resolution, an Establishment must:

1. establish an electronic connection with the RTA's electronic systems, as prescribed by the PTA in this respect;
2. notify the RTA in case of cessation of the Activity;
3. renew the Tourist Vehicle Permits within the prescribed time frames;
4. enter and update all relevant data of the Establishment in the electronic systems determined by the RTA, to ensure the availability of an accurate database of its Tourist Vehicles and Tourist Vehicle drivers;
5. fulfil the requirements prescribed by the RTA for the Smart Control System; and

6. comply with the instructions issued by the PTA in respect of using and operating Tourist Vehicles on the Roads of the Emirate.

Issuing Implementing Instructions Article (13)

The Chief Executive Officer of the PTA will issue the instructions required for the implementation of this Resolution.

Repeals Article (14)

The above-mentioned Administrative Resolution No. (74) of 2011 is hereby repealed. Any provision in any other administrative resolution is also hereby repealed to the extent that it contradicts the provisions of this Resolution.

Publication and Commencement Article (15)

This Resolution will be published in the Official Gazette and will come into force sixty (60) days after the date of its publication.

Mattar Al Tayer

Director General and Chairman of the Board of Executive Directors

Roads and Transport Authority

Issued in Dubai on 6 February 2025
Corresponding to 7 Shaaban 1446 A.H.

Schedule (1)
Criteria for Classification of Establishments

Criterion	Category		
	Three-star	Four-star	Five-star
Number of Tourist Vehicles of an Establishment	From one (1) and up to five (5) Tourist Vehicles	From six (6) and up to twenty (20) Tourist Vehicles	More than twenty (20) Tourist Vehicles
Services Offered	All mandatory services and at least one (1) optional service from those listed in Schedule (2) are offered.	All mandatory services and at least three (3) optional services from those listed in Schedule (2) are offered.	All mandatory services and at least five (5) optional services from those listed in Schedule (2) are offered.

Schedule (2)
Mandatory and Optional Services for Each Category of Establishments

SN	Service	Classification Category		
		Three-star	Four-star	Five-star
1	Providing a website and/ or a smart application for the Establishment	Optional	Optional	Mandatory
2	Providing service-related information	Mandatory	Mandatory	Mandatory
3	Providing electronic services	Optional	Optional	Mandatory
4	Providing service-related information and fees	Optional	Optional	Mandatory
5	Providing a prebooking service	Optional	Mandatory	Mandatory
6	Providing multiple payment channels (e-payment gateways, credit cards, cash)	Mandatory	Mandatory	Mandatory
7	Providing multiple means of communication with the Establishment (telephone, email, website)	Mandatory	Mandatory	Mandatory
8	Providing a system for complaints and suggestions	Mandatory	Mandatory	Mandatory
9	Providing academic and work experience certificates of employees	Optional	Optional	Mandatory
10	Engaging qualified tour guides	Mandatory	Mandatory	Mandatory
11	Providing any additional services not listed in this Schedule	Optional	Optional	Optional

SN	Service	Classification Category		
		Three-star	Four-star	Five-star
12	Providing employees and drivers with uniforms and identification badges	Mandatory	Mandatory	Mandatory
13	Maintaining a logbook of tour and customer numbers updated on a daily basis	Mandatory	Mandatory	Mandatory