



المرجع: DTCM/OUT/2020/0000797  
التاريخ: 18/10/2020

To: Hotel establishments , Venues and Organizers in Dubai

السادة/أصحاب المنشآت الفندقية ومواقع إقامة الفعاليات ومنظمي الفعاليات في إمارة دبي.. المحترمين

After greetings,

تحية طيبة وبعد،

**Subject: Amendment of the resumption date for social events and weddings**

**الموضوع: تعديل موعد استئناف إقامة المناسبات الاجتماعية و الأفرح**

Department of Tourism and Commerce Marketing is pleased to extend its regards and wishes you all the best.

بداية تهديكم دائرة السياحة والتسويق التجاري أطيب تحياتها وتمنياتها لكم بدوام التوفيق والنجاح.

In line with the directive of the Covid-19 Command and Control Center, the guidelines for social events and weddings have been updated for hotel establishments to resume by Thursday **22<sup>nd</sup> October 2020**, we notify all concerned to fully adhere to these guidelines available on our website:

بناء على توجيهات مركز التحكم والسيطرة لمكافحة فيروس كورونا كوفيد-19، فقد تم تحديث الإرشادات الخاصة بإقامة المناسبات الاجتماعية والأفراح في المنشآت الفندقية على أن تستأنف بدءاً من يوم الخميس الموافق **22 أكتوبر 2020**، مع ضرورة الالتزام بهذه بالارشادات المتاحة على الموقع الإلكتروني:

[www.dubaitourism.gov.ae/en/dxbCovid-19](http://www.dubaitourism.gov.ae/en/dxbCovid-19)

[www.dubaitourism.gov.ae/ar/dxbCovid-19](http://www.dubaitourism.gov.ae/ar/dxbCovid-19)

Accordingly, the Department reminds all concerned parties to fully adhere to the measures and procedures issued by other government entities in Dubai in order to avoid any consequential procedures and violations.

وعليه تنبه الدائرة كافة المعنيين بضرورة التقيد بشكل كامل بالتدابير والإجراءات الوقائية الصادرة من جميع الجهات الحكومية المختصة تفادياً لأي إجراءات ومخالفات مترتبة على ذلك.

The Department will continuously assess the situation with the health authority. We appreciate your constant cooperation and value your efforts to protect the health and safety of the public.

ستقوم دبي للسياحة بشكل مستمر بتقييم الوضع المستجد مع السلطات الصحية ، و إننا نقدر تعاونكم الدائم ونثمن جهودكم كشركاء رئيسيين لخدمة الصالح العام وحماية سلامة وصحة المجتمع.

For more information in this regard, please contact DTCM Call Center on below channels: Tel: 600555559 or Email: [info@dubaitourism.ae](mailto:info@dubaitourism.ae)

وللمزيد من المعلومات بهذا الخصوص يرجى التواصل مع مركز الاتصال على هاتف رقم: 600555559 أو البريد الإلكتروني: [info@dubaitoursim.ae](mailto:info@dubaitoursim.ae)

Sincerely Yours,

وتفضلوا بقبول فائق التحية والتقدير،،

Ahmad Khalifa AlFalasi  
CEO Support Services and Investment

أحمد خليفة الفلاسي  
مدير تنفيذي الخدمات المؤسسية والاستثمار

Digitally  
signed by



التوقيع  
الإلكتروني

## Weddings and Banquet Parties

### Activities included in the sector

Weddings  
Banquet Parties

### Activities excluded in the sector

Operating Hours

In Line With City Guidelines

Consumer Visiting Hours

In Line With City Guidelines

### RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization <sup>1</sup>	Employees	Visitors	Gov
1. Staff [Applicable to All Event Types]	<p><b>1. General Staff Requirements [Includes Venue Staff, Security, Housekeeping, FM Staff, Kitchen, Organizers, Exhibitor Staff, Third-Party Contractors, Production, Entertainers/Performers/Artists and Crew] – Employers to ensure the following:</b></p> <ul style="list-style-type: none"> <li>▪ All health &amp; safety guidelines/standards are followed in staff accommodation &amp; transport facilities in line with DM Health &amp; Safety Guidelines [“DMHS”].</li> <li>▪ All protocols prescribed by DMHS must be adhered to prior to staff entering the premises.</li> <li>▪ Mandatory temperature checks for all onsite staff at regular intervals.</li> <li>▪ All hospitality staff and photographer, organizer, etc.. should wear masks and gloves at all times, in addition to the staff who are “in Direct Contact with Customers” and “In Kitchen for Restaurants and Dining Facilities”.</li> <li>▪ All staff to practice social distancing guidelines as approved by DMHS in Back-of-House [“BOH”] and Front-of-House [“FOH”] areas.</li> <li>▪ Pre-shift briefings to be held virtually wherever possible.</li> <li>▪ All employees to be trained on DMHS Guidelines for application during operations.</li> <li>▪ Reception employees to not have any contact with guests physical belongings such as abayas, and guide guests to drop their belongings in its designated areas by themselves.</li> </ul> <p><b>2. Additional/Special Staff Requirements Applicable</b></p> <ul style="list-style-type: none"> <li>▪ <i>Entertainers/Performers/Artists/Stage Speakers and Crew</i> <ul style="list-style-type: none"> <li>○ Organisers to ensure that all entertainers/performers/artists and crew are COVID-19 symptom free and ensure that all the necessary precautions, measures and checks are in place prior to performance.</li> <li>○ Masks can be removed by performers and stage speakers during performance on stage, only if they can maintain at least 4m physical distancing measures from guests.</li> <li>○ Strictly no physical fan/audience interaction or movement between audience.</li> <li>○ Wedding performers/artists/entertainers should stay in their designated space and not move between audience.</li> <li>○ It is encouraged that any acrobatic routine or performances to be shortened and must choreographed with least physical touching/proximity.</li> </ul> </li> </ul>	CR	CR	CM	R

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Actions	Short Description	Organization <sup>1</sup>	Employees	Visitors	Gov
2. Hygiene Requirements [Applicable for All Event Types]	<ol style="list-style-type: none"> <li><b>Disinfection [Prior to Re-Opening of Venue]</b> <ul style="list-style-type: none"> <li>Thorough sterilization of all assets, equipment and public areas as prescribed by DMHS prior to re-opening of Venue.</li> </ul> </li> <li><b>Non Event Days [No Event, Pre-Arrival/Planning and Concert Practices]</b> <ul style="list-style-type: none"> <li>Frequent Sanitization of Service Yards, Meeting Rooms, Organiser Offices, Bridal Rooms, Green Rooms, Conference Space, Exhibition Halls, Concert FOH, Venue FOH Areas, Speaker Rooms, Translation Booths, Venue BOH Areas, Kitchen Facilities and Other Applicable Areas [After every use].</li> <li>Frequent Sanitization of all high touch public areas [ATMs, credit card machines, handrails, elevators, garbage bins, toilets, counter tops, parking machines/counters etc..] in-line with DMHS guidelines [After every use].</li> <li>Fumigation of Toilets [Every Night for 2 Hours].</li> <li>Special disposal bins to be made available at all key entrances and in washrooms for medical waste [masks, gloves etc.] and these should be frequently cleared [minimum once every two hours].</li> <li>Mandatory provision of hand sanitiser dispensers across the facility.</li> <li>All “BOH” and “FOH” deliveries must go through thorough sanitization and full checks and must be certified as being checked by receiver.</li> <li>Sterilization of full Venue must be conducted once every week.</li> </ul> </li> <li><b>Event Build –Up Days [where build-up is required]</b> <ul style="list-style-type: none"> <li>Same as “Non-Event Days”</li> </ul> </li> <li><b>Prior to Opening of Event</b> <ul style="list-style-type: none"> <li>Sterilization of all assets, equipment and public areas at Venue.</li> <li>Sterilization of Exhibition Stands, Stand Furniture, Display/Refrigerator Units, Stages/Kosha, equipment [sports, musical, electronic etc.], F &amp; B Areas/equipment - Comprehensive List of All Applicable Assets to be provided by Venue Operator.</li> </ul> </li> </ol>	CR	CR	CM	R

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## Activities included in the sector

Weddings  
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## Activities excluded in the sector

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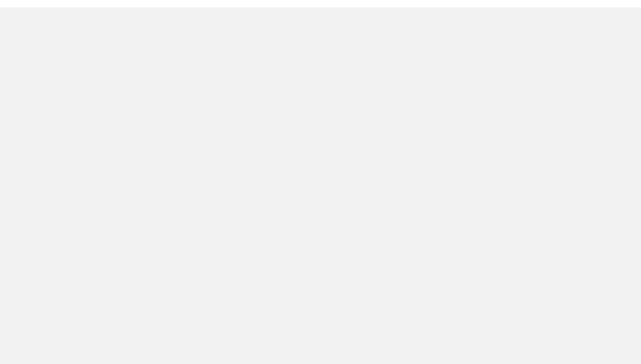
Actions	Short Description	Organization <sup>1</sup>	Employees	Visitors	Gov
2. Hygiene Requirements [Applicable for All Event Types]  ... Continued	<p><b>5. Show/Event Days</b></p> <ul style="list-style-type: none"> <li>▪ Same as “Non-Event Days”</li> <li>▪ <i>Additional Sanitization Requirements</i> <ul style="list-style-type: none"> <li>○ Frequent Sanitization of Exhibition Stands, Stand Furniture, Display/Refrigerator Units, Stages/Kosha, equipment [sports, musical, electronic etc.], F &amp; B Areas/equipment [After Every Use] - Comprehensive List of All Applicable Assets to be provided by Venue Operator</li> <li>▪ <i>Additional Requirements for Specific Event Type [Conferences, Associations, Meetings, Concerts/Live Events]</i> <ul style="list-style-type: none"> <li>○ For Events with multiple conferences/shows on a daily basis – sanitization to be undertaken after every show/conference and sufficient time intervals [minimum 30 minutes for all Event Types &lt; 25 Pax and 60 minutes for all Event Types &gt; 25 Pax] to be provisioned post shows/conferences for effective sanitization</li> </ul> </li> </ul> </li> </ul> <p><b>6. Post Close of Day for Show/Event [Daily]</b></p> <ul style="list-style-type: none"> <li>▪ Sanitization of Full venue</li> </ul> <p><b>7. Post Show “Event Tear Down” Period [where tear-down is required]</b></p> <ul style="list-style-type: none"> <li>▪ Same as “Non-Event Days”</li> <li>▪ Post “Event Tear Down” – full sterilization of Venue is required</li> </ul> <p><b>8. Dedicated Hygiene Champion and SOPs :</b></p> <ul style="list-style-type: none"> <li>▪ Dedicated and Trained Hygiene Champions to be assigned across multiple functions/areas within the Venue to ensure compliance with all DMHS rules</li> <li>▪ SOPs to be devised and approved for implementation from staff, tenants, contractors and organisers</li> </ul> <p><b>9. Isolation Zones</b></p> <ul style="list-style-type: none"> <li>▪ Mandatory Isolation Zones provisioned to host suspected cases until transition to Dubai Health Authority [“DHA”] for further checks wherever applicable</li> </ul>	CR	CR	CM	R

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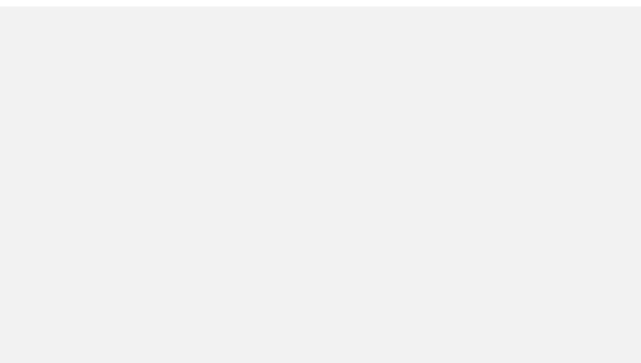
Actions	Short Description	Organization <sup>1</sup>	Employees	Visitors	Gov
3. Venue Entrance Procedures for FOH [Applicable for All Event Types]	<ol style="list-style-type: none"> <li><b>Venue Entrances [Including Parking]</b> <ul style="list-style-type: none"> <li>Mandatory thermal scanners across all entry points for screening visitors - All Visitors to be screened through contactless temperature checks prior to entering the Venue [through main gates and parking areas]</li> <li>Reporting for all guests that they have flu and other COVID-19 symptoms.</li> <li>Mandatory to wear face masks at all times in the venue unless seated</li> </ul> </li> <li><b>Concourse/Common/Lobby Areas [Applicable to all Venues and Event Types]</b> <ul style="list-style-type: none"> <li>Capacity &amp; Social Distancing Requirements                             <ul style="list-style-type: none"> <li>Minimum 2m Social Distancing to be applied with floor markings for areas where people congregate/queue</li> <li>Uni-directional pedestrian flow demarcated with floor stickers indicating directions</li> <li>Sanitizers to be provisioned across all key points</li> </ul> </li> <li>Restrictions                             <ul style="list-style-type: none"> <li>Individuals most at risk of contracting COVID-19 (the elderly and those with chronic diseases or respiratory illnesses) are advised to stay home.</li> <li>Monitor closely any flu or COVID symptoms of the attendees</li> </ul> </li> </ul> </li> <li><b>Valet Parking Services</b> <ul style="list-style-type: none"> <li>Valet parking services will be offered with the following guidelines for the staff                             <ul style="list-style-type: none"> <li>Gloves and masks to be worn at all times</li> <li>Protective shields required if they come in direct contact with customers</li> <li>Changing gloves and sanitizing hands after every car valet service</li> <li>Disposable covers and steering wheels to be used</li> <li>Regular cleaning and disinfecting of facilities, equipment and car surfaces</li> <li>Each valet station to use sanitization wipes to wipe down the frequently touched surfaces (steering wheel, gear stick, key fobs etc.) before handing over the car</li> <li>Before handing the car back to the customer, the valet attendant to switch on the AC with the doors and windows open to achieve the right amount of fresh air circulation</li> <li>Valet attendant can also use fogging sanitation or special strong fans for ventilation purposes</li> </ul> </li> </ul> </li> </ol> <p>Note : Staff, Hygiene and Entrance Procedures defined in earlier pages applies to all Event Types above. For Other common facilities such as Retail, F &amp; B, Elevators, Escalators etc. - please refer to Section "Other Facilities" later in the document</p>	CR	CR	CM	R

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Actions	Short Description	Organization <sup>1</sup>	Employees	Visitors	Gov
4. Event Type : Capacity, Social Distancing Requirements and Restrictions	<p><b>Weddings</b></p> <p>Capacity &amp; Social Distancing Requirements</p> <ul style="list-style-type: none"> <li>The maximum capacity of invitees is 200 inclusive of the hosting families.</li> <li>The maximum time allowed for the wedding hall is 4 hours from the time the event starts (first guest arrives) till the end of the party.</li> <li>Minimum 2m Social Distancing corresponding into 1 Person per 4 Sqm gross Capacity will be applicable from the total area on the below banquet set-up styles:                             <ul style="list-style-type: none"> <li>Maximum of 5 people per table with a minimum 2m distance between each table and 1.5 meter between the chairs.</li> <li>Avoid face to face seating on a single table.</li> <li>Minimum of 2 vacant seats equivalent between each person/seat if not from the single group.</li> </ul> </li> <li>Clearly marked and separate entry and exit points</li> <li>Other Social Distancing : Same as ‘Concourse/Common/Lobby Areas”</li> <li>Sanitisers to be provisioned for inside Wedding Venues</li> <li>Sterilisation to be conducted post Tear-down of Event</li> </ul> <p>Restrictions</p> <ul style="list-style-type: none"> <li>Visitor Restrictions : Same as ‘Concourse/Common/Lobby Areas”</li> <li>Buffet allowed subject to application of minimum social distancing guidelines of 2m for queuing and only If served by Waiting Staff or Served on Guest Table [No Self-Service Allowed]</li> <li>No Dance Floor Permitted unless used solely for performers</li> <li>Individuals should refrain from all greeting customs that involve physical proximity, and must not approach performers who are on stage.</li> <li>Performers and Artists can remove mask during performances only if they can maintain at least 4m physical distancing measure with the audience. They must follow the guidelines mentioned in the staff protocols for [Entertainers/Performers/Artists/Stage Speakers and Crew]</li> <li>Photography shall be executed while maintain social distancing rules.</li> <li>All third party catering services are encouraged to use disposables while serving to individuals, or use sanitized utensils.</li> <li>Spray-able perfumes and tea and coffee services are permitted but must be served by the contracted company staff and not offer any self-service to avoid frequently touched objects.</li> <li>Reduce the handling of the reception staff with the personal belongings of the attendees such as abayas and others. Attendees must be directed to place their personal items in their designated places. Venue operators must ensure no congregation at these areas and that attendees are maintaining social distancing of 2m at all times.</li> </ul> <p><b>Note : Staff, Hygiene and Entrance Procedures defined in earlier pages applies to all Event Types above. For Other common facilities such as Retail, F &amp; B, Elevators, Escalators etc. – please refer to Section “Other Facilities” later in the document</b></p>	CR	CR	CM	R

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### Activities included in the sector

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### RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization <sup>1</sup>	Employees	Visitors	Gov
4. Event Type : Capacity, Social Distancing Requirements and Restrictions  ... Continued	<p><b>8. Banquet Parties</b> Capacity &amp; Social Distancing Requirements</p> <ul style="list-style-type: none"> <li>Minimum 2m Social Distancing corresponding into 1 Person per 4 Sqm gross</li> <li>Capacity : Same as “Weddings” except Cocktail Set-Up [which will have a maximum of 2 people per table]</li> <li>Clearly marked and separate entry and exit points</li> <li>Other Social Distancing : Same as ‘Concourse/Common/Lobby Areas”</li> <li>Sterilisation to be conducted post Tear-down of Event</li> <li>Sanitisers to be provisioned for inside Venues</li> </ul> <p>Restrictions</p> <ul style="list-style-type: none"> <li>Visitor Restrictions : Same as ‘Concourse/Common/Lobby Areas”</li> <li>Buffet allowed subject to application of minimum social distancing guidelines of 2m for queuing and only If served by Waiting Staff or Served on Guest Table [No Self-Service Allowed]</li> <li>No Dance Floor Permitted unless used solely for performers</li> </ul>				
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Actions	Short Description	Organization <sup>1</sup>	Employees	Visitors	Gov
5. Other Facilities and Services	<p><b>1. F &amp; B Services/Facilities</b></p> <ul style="list-style-type: none"> <li>▪ <b>In-Hall Café</b> <ul style="list-style-type: none"> <li>○ Seating Capacity and Social Distancing requirements to follow previously announced guidelines for F &amp; B Sector</li> <li>○ Take-Aways encouraged with pre-packaged containers and disposable cutleries and to be consumed only in dedicated public F &amp; B Areas</li> <li>○ Queuing to follow social distancing guidelines with minimum 2m distance and floor markings</li> </ul> </li> <li>▪ <b>F &amp; B Kiosks and Booths</b> <ul style="list-style-type: none"> <li>○ Take-Aways encouraged with pre-packaged containers and disposables cutleries and to be consumed only in dedicated public F &amp; B Areas</li> <li>○ Queuing to follow social distancing guidelines with minimum 2m distance and floor markings</li> </ul> </li> <li>▪ <b>Stand Catering</b> <ul style="list-style-type: none"> <li>○ Individual pre-packaged items to be served only</li> <li>○ Buffet allowed subject to application of minimum social distancing guidelines of 2m for queuing and only If served by Waiting Staff or Served on Guest Table [No Self-Service Allowed]</li> </ul> </li> <li>▪ <b>Wedding Events</b> <ul style="list-style-type: none"> <li>○ External suppliers to be used for items such as chocolates, flowers, beverages etc. subject to strict hygiene standards [All items delivered to Venue to be thoroughly checked/sanitized for quality control and certified ok to be received by receiver]</li> </ul> </li> <li>▪ <b>Designated Public F &amp; B Areas [Internal and External]</b> <ul style="list-style-type: none"> <li>○ Designated public areas for F &amp; B consumption to be provisioned for visitors to consume F &amp; B purchased as take-ways from Venues</li> <li>○ Seating, capacity and social distancing requirements to follow previously announced guidelines for the sector</li> <li>○ Dedicated cleaning staff to sanitize/clean tables and seating areas after ever use</li> </ul> </li> </ul> <p>Applicable to all Above : Sanitization to be done at end of every day and Sterilization to be conducted post tear down of Events</p>	CR	CR	CM	R

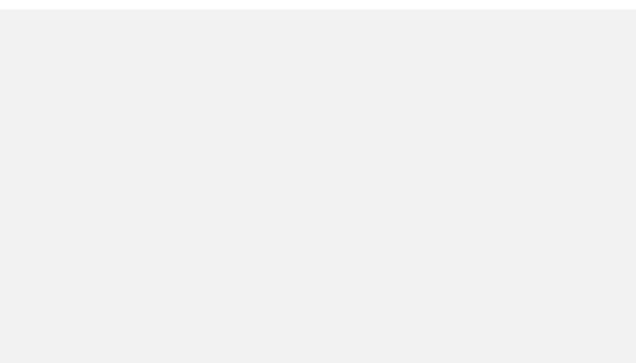


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DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization <sup>1</sup>	Employees	Visitors	Gov
5. Other Facilities and Services ... Continued	<p><b>2. Green Rooms/Bridal Rooms</b></p> <ul style="list-style-type: none"> <li>Minimum 2m Social Distancing corresponding into 1 Person per 4 Sqm gross</li> <li>All hairdresser/makeup artist equipment's to be sanitized after each use or as per DMHS guidelines</li> <li>Chair decontamination to be performed after every usage</li> <li>Sanitization to be done at end of every day and Sterilization to be conducted post tear down of Event</li> </ul> <p><b>3. Washrooms</b></p> <ul style="list-style-type: none"> <li>Cleaning and disinfecting of toilets, including toilet bowls and accessible surfaces in the toilet with disinfectant every hour</li> <li>Cleaning mirrors in all restrooms every hour</li> <li>Cleaning and disinfecting wash basins/sinks and faucets every hour</li> <li>Disinfecting of tissue roll dispenser, C-fold dispenser and soap dispenser (wall and sink) every hour</li> <li>Floor mopping with the prepared disinfectant solution every hour</li> <li>In addition to the above, extra housekeeping attendants will be placed in the restrooms to ensure social distancing is adhered to and to keep all rest rooms clean and disinfected</li> </ul> <p><b>4. Elevators and Escalators</b></p> <ul style="list-style-type: none"> <li>To follow previously announced DM Guidelines across all sectors</li> </ul> <p><b>5. Prayer Rooms</b></p> <ul style="list-style-type: none"> <li>Prayer rooms reopening must follow the federal guidelines and directions.</li> </ul> <p><b>6. Not Permitted</b></p> <ul style="list-style-type: none"> <li>Water Dispensers</li> <li>Nursing Rooms</li> </ul>	CR	CR	CM	R
6. Communication	<ul style="list-style-type: none"> <li>Signage Boards and Digital Signage will be installed at key locations across the premises to spread awareness of these rules and regulations.</li> <li>All organisers to provide additional signage inside the halls (in the form of banners or digital screens) with guidelines on social distancing, sneeze/cough etiquette, wearing masks and gloves etc..</li> <li>This maximum number of people allowed at the stand at any one time should be clearly displayed on the front of the stand</li> <li>Guidelines to be accessible to relevant websites [Venues, Event Organisers etc.] and should be sent to Visitors on registration/purchase of tickets</li> </ul>				