حكومة دبي
GOVERNMENT OF DUBAI

DUBAI
Tourism للسياحة

# TRADE COMMUNICATION TOOLKIT COVID-19

1st March 2021

# THE CURRENT SITUATION: SAFETY MEASURES & VACCINE PROGRAMME

## VACCINE PROGRAMME

- Dubai started its COVID-19 vaccination campaign in December and the UAE currently ranks in the Top 5 globally in the distribution of vaccination doses administered per 100 people: https://ourworldindata.org/covid-vaccinations
- The vaccine is free of charge across the UAE, with 120 centres in Dubai providing the COVID-19 vaccine. A valid Emirates ID is required to show eligibility
- In order to check the current number of COVID-19 cases in the UAE please refer to the following figures that are updated by the National Emergency Crisis and Disasters Management Authority (NCEMA)

For more information on the vaccination drive please see the following links:
https://www.dha.gov.ae/en/Covid19/Pages/VaccineAppoint.aspx
https://www.mohap.gov.ae/en/Pages/default.aspx
https://www.dha.gov.ae/Asset%20Library/COVID19/Covid19_Vaccine_EN.pdf

## SAFETY MEASURES

**The public are required to strictly follow precautionary measures which include:**

- Maintaining physical distance from others as per guidelines
- Wearing a face mask in all public places

# WHAT'S OPEN & OPERATING
- with precautionary measures and strict protocols

**HOTELS AND PRIVATE BEACHES** BOTH ARE TO OPERATE AT 70% CAPACITY, MEASURES EFFECTIVE FROM 2 FEBRUARY THROUGH TO THE START OF RAMADAN IN MID-APRIL 2021

***PUBLIC BEACHES**

**VITAL SECTORS**

**PRIVATE AND PUBLIC SECTOR**

**AIRPORTS**

**RESTAURANTS & CAFES** TO CLOSE BY 1.00AM, MEASURES EFFECTIVE FROM 2 FEBRUARY TO 28 FEBRUARY 2021

***RETAIL SECTOR** MALLS TO OPERATE AT 70% CAPACITY, MEASURES EFFECTIVE FROM 2 FEBRUARY THROUGH TO THE START OF RAMADAN IN MID-APRIL 2021

**AMUSEMENT & THEME PARKS AND RECREATIONAL AREAS**

**GYMS AND HEALTH CLUBS**

**MEETINGS, INCENTIVES, CONFERENCING, EXHIBITIONS**

**POOLS AND WATER PARKS** CAPACITY OF SWIMMING POOLS AND PRIVATE BEACHES IN HOTELS TO BE LIMITED TO 70%, MEASURES EFFECTIVE FROM 2 FEBRUARY THROUGH TO THE START OF RAMADAN IN MID-APRIL 2021

**PUBLIC TRANSPORT**

**MANUFACTURING, CONSTRUCTION AND LOGISTICS**

**PUBLIC PARKS**

***ALL WATER SPORT ACTIVITIES**

***GOLF, CRICKET, RACKET AND BALL SPORTS, BOWLING AND CYCLING**

**FAMILY AND ENTERTAINMENT FACILITIES** 50% REDUCTION IN CAPACITY OF INDOOR SEATED VENUES INCLUDING CINEMAS, ENTERTAINMENT & SPORT VENUES, MEASURES EFFECTIVE FROM 2 FEBRUARY THROUGH TO THE START OF RAMADAN IN MID-APRIL 2021

* Please click on the above hyperlinks to see videos that showcase the city wide protocols we have in place including in our malls, beaches and golf courses

# USEFUL LINKS

DUBAI ASSURED

DUBAI MEDIA OFFICE (DMO)

DUBAI HEALTH AUTHORITY

DUBAI MUNICIPALITY (DM)

DUBAI SPORTS COUNCIL

DUBAI AIRPORTS

EMIRATES AIRLINE
(online hub)

EMIRATES AIRLINE COVID 19 AND MULTI-RISK INSURANCE COVER

FLYDUBAI

FLY DUBAI'S COVID 19 AND MULTI-RISK INSURANCE COVER

MINISTRY OF HEALTH & PREVENTION

NATIONAL EMERGENCY CRISIS AND DISASTERS MANAGEMENT AUTHORITY (NCEMA)

FEDERAL AUTHORITY FOR IDENTITY AND CITIZENSHIP

GENERAL DIRECTORATE OF RESIDENCY AND FOREIGN AFFAIRS

MINISTRY OF FOREIGN AFFAIRS AND INTERNATIONAL COOPERATION

DEPARTMENT OF ECONOMIC DEVELOPMENT (DED)

# FAQ

Please see the following slides

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# TRAVEL UPDATE

## WHAT ARE THE INTERNATIONAL TRAVEL REQUIREMENTS WHEN TRAVELLING TO DUBAI?

- Effective from 31 January 2021 the following requirements are necessary when travelling to Dubai
  - All tourists and residents arriving into Dubai from any point of origin (including GCC countries) must hold a negative PCR test certificate, for which the test must be taken no more than 72 hours prior to the time of departure.
  - Negative COVID-19 certificates must be printed in English or Arabic. No hand written, SMS or digital certificates will be accepted.
  - UAE nationals are exempt from the above, but will be required to take a PCR test on arrival at Dubai airport. Unless the country of origin requires a pre-travel test.
  - Tourists may test at any lab accredited by their health authority in their country. If you are travelling with Emirates Airline, please see the following link for a list of accredited labs https://c.ekstatic.net/ecl/documents/health-screening-documents/approved-laboratories.pdf
  - If travelling from selected destinations detailed in the following link, residents and tourists must take two COVID-19 PCR tests: one before departure with a validity of 72 hours from the date of the test, and a second test upon arrival in Dubai https://www.emirates.com/ae/english/help/covid-19/dubai-travel-requirements/tourists/
  - If you take a test at the airport, you must remain in your hotel or residence until you receive the test result.
  - Passengers from certain countries transiting through Dubai must conduct a PCR test before departure, please refer to the following link for further details https://www.emirates.com/ae/english/help/covid-19/dubai-travel-requirements/tourists/
  - Travellers are advised to check the carrier requirements.
  - Ensure you have medical travel insurance with international coverage that covers COVID-19 before travelling.
  - Customers purchasing an Emirates Airline or FlyDubai ticket from 1 December 2020 will now benefit from additional multi-risk travel insurance provided by AIG Travel, including cover for COVID-19 and overseas medical expenses. Please see the following links for more information and a supporting FAQ:
    - https://www.emirates.com/english/before-you-fly/multi-risk-travel-insurance/
    - https://www.flydubai.com/en/plan/covid-19/multi-risk-travel-insurance
  - Fulfil entry visa requirements to visit the UAE.
  - Tourists are required to register all their details in the COVID-19 DXB app https://apps.apple.com/app/covid19-dxb-smart-app/id1504818399

# TRAVEL UPDATE

## ARE TRANSIT TRAVELLERS REQUIRED TO FOLLOW THE SAME PROCEDURES RELATED TO CONDUCTING COVID-19 PCR TESTS?

- Passengers from certain countries transiting through Dubai must conduct a PCR test before departure, please refer to the following link for further details: https://www.emirates.com/ae/english/help/covid-19/dubai-travel-requirements/tourists/
- Tourists may test at any lab accredited by their health authority in their country. If you are travelling with Emirates Airline, please see the following link for a list of accredited labs https://c.ekstatic.net/ecl/documents/health-screening-documents/approved-laboratories.pdf
- The Negative PCR COVID-19 certificate must be printed in English or Arabic. No hand written, SMS or digital certificates will be accepted.
- Please check your country's travel advisory for latest guidance on outbound trips, as well as your carrier requirements.
- All passengers will have their temperature taken with thermal screening devices.

## DO TOURISTS HAVE TO PAY FOR THE TREATMENT AND QUARANTINE STAY IN A HOTEL?

- The traveller will bear the cost of treatment and quarantine.
- Customers purchasing an Emirates Airline or FlyDubai ticket from 1 December 2020 will now benefit from additional multi-risk travel insurance provided by AIG Travel, including cover for COVID-19 and overseas medical expenses. Please see the following links for more information and a supporting FAQ:
  - https://www.emirates.com/english/before-you-fly/multi-risk-travel-insurance/
  - https://www.flydubai.com/en/plan/covid-19/multi-risk-travel-insurance
- Alternatives for isolation include institutional quarantine (dedicated hotels/facilities), home or hospitalisation and potential options based on the patient's assessment. The 10-day isolation period will be completed while following all necessary precautionary measure and monitoring of symptoms.
- The duration of quarantine for COVID-19 has been reduced from 14 days to 10 days with effect from 5 January 2021.
- A person who is infected with COVID-19 will remain in isolation (home or institutional).The isolation period for a confirmed COVID-19 case is 10 days. The isolation ends after completing the 10 days with improvement in symptoms and no fever for 3 consecutive days at least, without any fever reduction medication.
- For more information, please visit: Isolation Guidelines
- For those that are a COVID-19 close contact case, please see the following link: COVID-19 Close Contacts: Quarantine and Precautionary Guidelines

# TRAVEL UPDATE

## DO I HAVE TO WEAR A FACE MASK DURING MY HOLIDAY IN DUBAI?

- Face masks are compulsory, as is keeping a two-meter social distance.
- You must wear a face mask unless exercising, eating or drinking, in a car with your family or driving alone.

## WHAT DO I NEED TO KNOW OR WHAT ARE RULES I HAVE TO FOLLOW WHEN IN DUBAI?

- Responsibilities of travellers:
  - Adhere to all official measures and requirements established by the Dubai Government and other countries before travelling and after returning to Dubai.
  - Disclose any symptoms before travelling by filling in the form provided by airlines.
  - Tourists will bear the costs of examination and treatment abroad, in the event they are infected with COVID-19, so are advised to have international health insurance coverage before travelling. Unless travelling with Emirates or FlyDubai who will both cover their customers for COVID-19 medical and quarantine expenses when they travel to and from the UAE and around the world free of charge. For more information, please see the following links:
    - https://www.emirates.com/english/before-you-fly/multi-risk-travel-insurance/
    - https://www.flydubai.com/en/plan/covid-19/multi-risk-travel-insurance
  - Take precautionary measures and self-monitor for any symptoms of COVID-19.
  - Follow the isolation guidelines in the case you show symptoms on arrival and the result is “positive”.

## WHERE ARE THE MEDICAL UNITS PROVIDING COVID-19 TESTS LOCATED FOR TOURISTS?

- Please see the following link for details on current testing centers, which is being regularly updated: https://c.ekstatic.net/ecl/documents/health-screening-documents/approved-laboratories-in-dubai.pdf
- Travellers are advised to check their country’s travel advisory for latest guidance on return trips to check the testing requirements.

## IF TRAVELLERS HAVE TAKEN THE VACCINE DO THEY STILL NEED TO COMPLY WITH PCR TESTS WHEN FLYING TO DUBAI?

- Yes, travellers must still comply to PCR testing protocol.
- Please check your country of origin and arrival destination travel guidelines, as well as the carrier requirements.

# AIRPORT PROCEDURES & FLIGHTS

## WHAT PROCEDURES WILL THERE BE IN THE AIRPORT FOR VISITORS?

- Please find all relevant information at the Dubai Airports website under https://www.dubaiairports.ae/alert/latest-covid-19-update-

## WHEN WILL THE EMIRATES FLIGHT ROUTES BE FULLY RESTORED?

- Please see the following link for the latest travel updates from Emirates Airline: https://www.emirates.com/ae/english/help/travel-updates/#3515
- Please see the following link for information on which destinations Emirates Airline is flying to and from: https://www.emirates.com/ae/english/help/covid-19/our-current-network-and-services/

## WHAT ARE THE PROCEDURES FOR EXITING DUBAI AIRPORTS?

- Tourists are required to download the COVID-19 DXB app - https://apps.apple.com/app/covid19-dxb-smart-app/id1504818399
- Tourists who show symptoms on arrival and test positive for COVID-19 after being re-tested must comply with a 10-day quarantine.
- The duration of quarantine for COVID-19 has been reduced from 14 days to 10 days with effect from 5 January 2021.
- A person who is infected with COVID-19 will remain in isolation (home or facility).The isolation period for a confirmed COVID-19 case is 10 days. The isolation ends after completing the 10 days with improvement in symptoms and no fever for 3 consecutive days at least, without any fever reduction medication.
- For more information, please visit: Isolation Guidelines
- For those that are a COVID-19 close contact case, please see the following link: COVID-19 Close Contacts: Quarantine and Precautionary Guidelines
- The traveller will bear the cost of treatment and quarantine unless their carrier is Emirates Airlines or FlyDubai.
- Customers purchasing an Emirates Airline or FlyDubai ticket from 1 December 2020 will now benefit from additional multi-risk travel insurance provided by AIG Travel, including cover for COVID-19 and overseas medical expenses. Please see the following links for more information and a supporting FAQ:
  - https://www.emirates.com/english/before-you-fly/multi-risk-travel-insurance/
  - https://www.flydubai.com/en/plan/covid-19/multi-risk-travel-insurance
- Compliance with all precautionary measures applied in Dubai (wearing masks, maintaining 2m social distance and washing hands regularly).

# AIRPORT PROCEDURES & FLIGHTS

## WHAT IS EMIRATES AIRLINE DOING TO KEEP AIRCRAFTS CLEAN?

- In response to the latest developments in the COVID-19 outbreak around the world, Emirates is taking extra steps that go above and beyond industry and regulatory requirements to ensure its customers' health and comfort, and provide them with confidence and peace of mind when planning their travel. Please find further information here https://www.emirates.com/media-centre/emirates-offers-travellers-added-peace-of-mind/

## WHAT ARE THE PROCEDURES UPON ARRIVAL AT DUBAI AIRPORTS?

- All residents and tourists must present a valid negative PCR test, unless otherwise stated - all travellers must check the country requirements from which they are departing.
- Negative COVID-19 certificates will be valid for up to 96 hours from the time of the PCR test and must be printed in English or Arabic. No hand written, SMS or digital certificates will be accepted.
- Tourists may test at any lab accredited by their health authority in their country. If you are travelling with Emirates Airline, please see the following link for a list of accredited labs -https://c.ekstatic.net/ecl/documents/health-screening-documents/approved-laboratories.pdf
- For select destinations, residents and tourists must take two COVID-19 PCR tests: one before departure with a validity of 96 hours from the date of the test, and a second test upon arrival in Dubai. Please see the following link for a list of destinations where this is applicable - https://www.emirates.com/ae/english/help/covid-19/dubai-travel-requirements/tourists/
- Please check with your airline carrier or Dubai Airports (https://www.dubaiairports.ae/alert/latest-covid-19-update-) if you are arriving in Dubai from a destination that will require a second test on arrival. If travelling with Emirates Airline you can review the requirements on the following link: https://www.emirates.com/ae/english/help/covid-19/dubai-travel-requirements/tourists/
- Citizens, residents and tourists arriving in Dubai from select GCC countries are not required to take a COVID-19 PCR test prior to departure, they can take a complimentary test on arrival at Dubai International Airport.
- Any traveller displaying COVID -19 symptoms on arrival a second test will be required at the airport.
- All arrival passengers will have their temperature taken with thermal screening devices.

# SOCIAL

## OFFICIAL WEBSITE

Global: https://www.visitdubai.com/en

## SOCIAL MEDIA CHANNELS

| | | | |
|---|---|---|---|
| + 26 local pages | + 9 local pages | + 9 local pages | + 1 local pages |
| Visit Dubai | visitdubai.ar | + 9 local pages | + 1 local pages |

**OFFICIAL HASHTAG:** #VisitDubai #MyDubai

# CONTACT US

For any further questions then please don't hesitate to contact your Dubai Tourism market lead

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