

The Department of Economy and Tourism

GUIDE REGULATING THE ACTIVITY OF LEASING OUT HOLIDAY HOMES

FIRST EDITION 2022

Table of Contents

Introduction

Definitions

Chapter One: Registration in Holiday Home System

Procedures for Registering Permit Holders in Online System

Procedures for Registering Managers and Administrators in the Holiday Home System

Chapter Two: Activity Licensing

1. Conditions and Procedures for Issuing Initial Approval for Companies and Establishments
2. Procedures for Issuing Certificate of Trade Name Non-Impediment for Companies and Establishments
3. Conditions and Procedures for Issuing License for Companies and Establishments
4. Conditions and Procedures for Stopping Activity for Companies and Establishments
5. License Information Amendment Procedures for Companies and Establishments
6. Facility Branch Establishment Procedures (for Companies and Establishments)
7. License Information Cancellation Procedures for Companies and Establishments
8. Conditions and Procedures for Issuing License for Individuals

Chapter Three: Holiday Home Permit

1. Conditions and Procedures for Issuing Permit
2. Procedures for Amending Permit Information
3. Procedures for Cancelling Permit
4. Holiday Home Categorisation Procedures
5. Holiday Home Conditions, Specifications, Technical Equipment, and Classification Criteria
6. Procedures for Amending Categorisation Certificate Information
7. Situations and Conditions for Closing Holiday Homes
8. Conditions and Procedures for Reopening Holiday Homes That Have Been Closed

Chapter Four: Holiday Home Activity Operational Procedures

1. Terms and Conditions for Guests
2. Internal Rules That Must Be Followed by Holiday Home Guests and Their Visitors
3. Security Deposits
4. Holiday Home Check-in and Check-out
5. Obligations and Rules for Building and Residential Complex Managements
6. Mechanism for Preparing Policy to Address Complaints Submitted Against Licensee by Guests
7. Procedures for Dealing With Disputes Arising Between Licensees and Developers/Guests
8. Mechanism to Evict Guests if Remaining in Holiday Home Beyond Period Set Out in Check-in Contract
9. Procedures for Paying Tourism Dirham Fee
10. Conditions and Provisions Included in Holiday Home Rental Contracts
11. Grievances

Appendix 1

Appendices

1. Decree No. 41 of 2013 Regulating the Activity of Leasing out Holiday Homes in the Emirate of Dubai;
2. Executive Council Resolution No. 49 of 2014 Approving the Fees and Fines Related to the Activity of Leasing out Holiday Homes in the Emirate of Dubai;
3. Administrative Decision No. 1 of 2020 issuing of the executive regulations of Decree No. 41 of 2013 Regulating the Activity of Leasing out Holiday Homes in the Emirate of Dubai
4. Executive Council Resolution No. 2 of 2014 Approving the Tourism Dirham Fee in the Emirate of Dubai

Introduction:

This first edition of the Guide supplements Decree No. 41 of 2013 Regulating the Activity of Leasing out Holiday Homes in the Emirate of Dubai, Executive Council Resolution No. 49 of 2014 Approving the Fees and Fines Related to the Activity of Leasing out Holiday Homes in the Emirate of Dubai, and Administrative Decision No. 1 of 2020 issuing of the executive regulations of Decree No. 41 of 2013 Regulating the Activity of Leasing out Holiday Homes in the Emirate of Dubai.

This Guide contains all the content required by the aforementioned executive regulations. It also includes the procedures for registering in the Holiday Home system and operational procedures for undertaking the Holiday Home activity.

This Guide is available on the DET's official website: <https://www.visitdubai.com/en/department-of-tourism/about-DET/legislation-and-bylaws>. All individuals, establishments, companies and parties, especially permit holders, must abide by and adhere to the Guide and apply that which is set out therein as published on DET's official website.

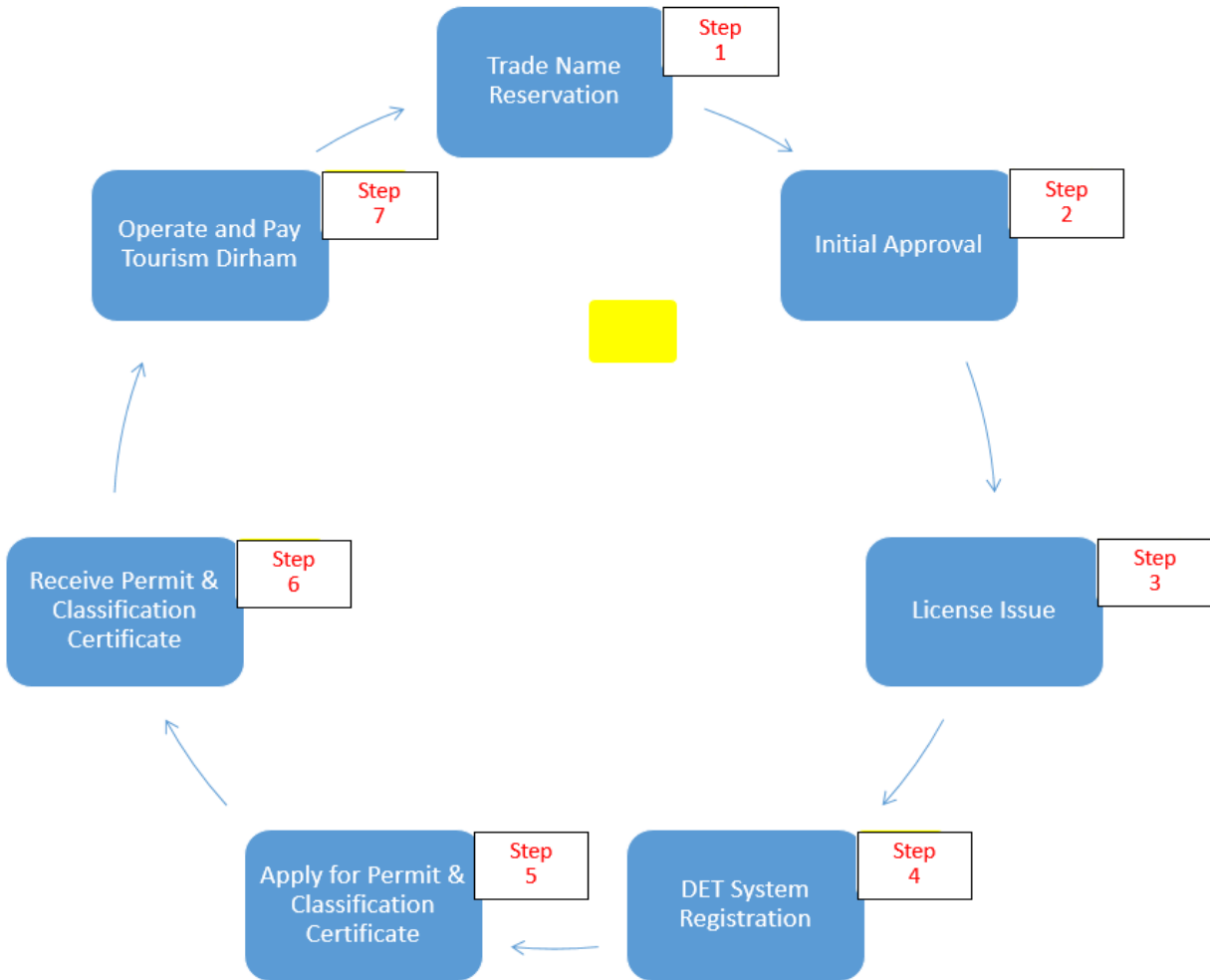
This Guide will be updated from time to time. Regular reference should be made to DET's website as above for the updated version.

For any other queries relating to the Guide, contact the following email: eservices@dubaitourism.ae.

Definitions:

The following words and expressions, wherever mentioned in this Guide, will have the meaning indicated below unless the context implies otherwise.

| | |
|------------------------------------|---|
| State | The State of the United Arab Emirates |
| Emirate | The Emirate of Dubai |
| Department | The Department of Economy and Tourism |
| Decree | Decree No. 41 of 2013 Regulating the Activity of Leasing out Holiday Homes in the Emirate of Dubai. |
| Holiday Homes | Furnished Units designated for conducting the Activity in accordance with the conditions and criteria stipulated in this Guide. |
| Activity | Engaging, on a regular and ongoing basis, in leasing out Holiday Homes or taking lease of Holiday Homes for the purpose of subletting them to Guests. |
| Establishment | A corporation or company licensed to conduct the Activity in the Emirate. |
| Licensee | An individual or Establishment licensed to conduct the activity in the Emirate. |
| Initial Approval | The initial approval issued by DET to an applicant for a License to enable him to complete the License application procedures, in accordance with the requirements prescribed by the Regulation. |
| License | A document issued by DET stating that DET authorises a Licensee to conduct the Activity in the Emirate after verifying that all conditions and requirements stipulated in the Regulation are met by the Licensee. |
| Permit | A document issued by DET stating that DET approves a furnished Unit be designated as a Holiday Home, after verifying that all conditions and requirements stipulated in this Guide are met. |
| Guest | A natural person that stays in the Holiday Home in return for payment with the intention of using it as an overnight accommodation. |
| Holiday Home Lease Contract | An agreement concluded between an Establishment and a Guest, stipulating the rights and obligations of the parties thereto, in accordance with the provisions of the Decree and this Guide. |
| Holiday Home System | Electronic Portal: The electronic platform maintained by DET or by any other entity approved by DET, on which applications for Licences, permits, or any other services under the Regulation, will be received and E-System: The online system allocated to the Establishment/Licensee, for the purpose of documenting information and data related to its activities and business according to the program classification. |
| Guide | This Guide containing the technical rules and standards that must be fulfilled for issuing Initial Approvals, Licenses, permits, and classifications of Holiday Homes. |



Note:
Individuals please follow Step 4

Chapter One

Registration in Holiday Home System



Registration in Holiday Home System

All Licensees, whether individuals, companies, or establishments, in addition to their workers, managers, or administrators, must register in the Holiday Home System according to the procedures set out below:

| 1. Procedures for Registering Licensees in the Holiday Home System | |
|--|--|
| A. Registration of Holiday Home companies and establishments that are licensed to conduct Activities | |
| Required Documents | Details/copy of valid Holiday Home company or establishment license. |
| <p>Procedures and steps for service provision:</p> <ol style="list-style-type: none"> 1. Login to Holiday Home system https://hh.DTCM.gov.ae/holidayhomes/ 2. Choose "Activate Registration". 3. Enter the DET reference number, sent via email, that is registered on the Invest in Dubai system. 4. Agree to the conditions and then click "Continue Application". 5. Review application information and confirm acknowledgement, then click "Continue Application". 6. Pay the registration fee and activate the user name. | |

1. Procedures for registering Licensees in the Holiday Home System

B. Registration of individual property owners and authorised tenants

Required Documents

Copy of passport/UAE ID card of individual property owner or authorised tenant according to application.

Procedures and steps for service provision:

1. Login to Holiday Home system <https://hh.DTCM.gov.ae/holidayhomes/>
2. Choose registration service, "Register".
3. Agree to the statement and then click "Continue Application".
4. Choose registration type (Unit owner – Homeowner), then click on "Continue Application".
5. Choose to add manager, "Add New" (property owner or tenant).
6. Register manager information, then click "Continue".
7. Review manager information, then click "Continue Application".
8. Add requested attachments, then click "Continue Application".
9. Review application information and confirm acknowledgement, then click "Continue Application".
10. If the application is rejected, notification will be sent with the reasons for such by E-mail.
11. If the application is approved, notification will be sent with a link to pay the registration fee by E-mail. The application will be approved upon payment.
12. Payment permission shall be valid for one month from the date of issue.
13. Following approval, a password will be sent by E-mail.

Note:

- 1- Authorised first degree relatives of the property owner or tenant (i.e. father/ mother/ children/ husband/ wife) may apply for registration in the Holiday Homes System provided that the application is submitted in the name of the concerned person, i.e. the name of the individual owner or the authorised tenant holding the lease contract, accompanied by documents proving the first degree relationship.
- 2- Individual owners may not apply for a Permit for units they own as being owned by a company or establishment. They must apply for a Permit for these units on the basis that they are owned by the individual owners themselves.

2. Procedures for Registering Managers and Administrators in the Holiday Home System

Required Documents

- Copy of Holiday Home company or establishment license (for managers only)
- Copy of manger or administrator's passport or UAE ID card.

Procedures and steps for service provision:

1. Login to Holiday Home system <https://hh.DTCM.gov.ae/holidayhomes/>
2. Sign in.
3. Click on "Users".
4. Choose "Add Manager" or "Add Unit Administrator".
5. Register the manager or administrator's information, then click "Continue".
6. Review manager or administrator's information, then click "Continue Application".
7. Add requested attachments, then click "Continue Application".
8. Review application information and confirm acknowledgement, then click "Continue Application".
9. Wait for the application to be approved or rejected by an officer.
10. Following approval, a password will be sent by E-mail

Chapter Two

ACTIVITY LICENSING



ACTIVITY LICENSING:

All those who wish to conduct the activity of Holiday Homes must follow the procedures and steps set out below.

1. Conditions and Procedures for Issuing Initial Approval for Companies and Establishments:

- A. Complying with the conditions of issuing of an initial approval as stipulated in Administrative Decision No. 1 of 2020 issuing of the executive regulations of Decree No. 41 of 2013 Regulating the Activity of Leasing out Holiday Homes in the Emirate of Dubai
- B. Initial approval is to be applied for through DET according to the relevant procedures:
 - Department of Economic Development – Dubai
 - Tel: 0097144455555
 - E-mail: info@dubaided.gov.ae
 - Website: www.dubaided.ae

2. Procedures for Issuing a Trade Name No Objection Certificate for Companies and Establishments:

- A. Complying with the conditions for issuing the Trade Name No Objection Certificate as stipulated in Administrative Decision No. 1 of 2020 issuing of the executive regulations of Decree No. 41 of 2013 Regulating the Activity of Leasing out Holiday Homes in the Emirate of Dubai
- B. The issuance of a trade name No Objection certificate is to be applied for through DET according to the relevant procedures:
 - Department of Economic Development – Dubai
 - Tel: 0097144455555
 - E-mail: info@dubaided.gov.ae
 - Website: www.dubaided.ae

3. Conditions and Procedures for Issuing Licenses for Companies and Establishments:

- A. Complying with the conditions of issuing of a License as stipulated in Administrative Decision No. 1 of 2020 issuing of the executive regulations of Decree No. 41 of 2013 Regulating the Activity of Leasing out Holiday Homes in the Emirate of Dubai
- B. The issuance of a license is to be applied for through DET in Dubai according to relevant procedures:
 - Department of Economic Development – Dubai
 - Tel: 0097144455555
 - E-mail: info@dubaided.gov.ae
 - Website: www.dubaided.ae
- C. REGISTRATION IN THE HOLIDAY HOME SYSTEM

4. Conditions and Procedures for Suspending Holiday Homes Activity for Companies and Establishments:

- A. Complying with the conditions of suspending the Activity as stipulated in Administrative Decision No. 1 of 2020 issuing of the executive regulations of Decree No. 41 of 2013 Regulating the Activity of Leasing out Holiday Homes in the Emirate of Dubai
- B. Issuance of the certificate of no-objection is to be applied for from DET before the suspension of the activity by E-mail to: eservices@dubaitourism.ae.
- C. Suspension of the Holiday Homes activity for companies and establishments is to be applied for through DET according to the relevant procedures:
 - Department of Economic Development – Dubai
 - Tel: 0097144455555
 - Email: info@dubaided.gov.ae
 - Website: www.dubaided.ae

5. Procedures to amend License information for Companies and Establishments:

- A. Amendment of License data for companies and establishments is to be applied for through DET according to the relevant procedures:
- Department of Economic Development – Dubai
 - Tel: 0097144455555
 - Email: info@dubaided.gov.ae
 - Website: www.dubaided.ae
- B. Update the modified data on the Holiday Home System by sending an email with the updated version of the License and specifying the data to be updated to: eservices@dubaitourism.ae.

6. Facility Branch Establishment Procedures for Companies and Establishments:

- A. Compliance with the conditions for setting up a branch of the Establishment as stipulated in Administrative Resolution No. 1 of 2020 issuing the Implementing Regulation for Decree No. 41 of 2013 on the regulation of Holiday Home rental activities in the Emirate of Dubai.
- B. Requests for setting up a business branch are to be submitted through the Department of Economic Development in Dubai according to the approved procedures:
- Department of Economic Development – Dubai
 - Tel: 0097144455555
 - Email: info@dubaided.gov.ae
 - Website: www.dubaided.ae

7. Procedures for terminating a License for Companies and Establishments:

- A. Completion of Guest check-out procedures for Holiday Home System on all Units.
- B. Termination of all Holiday Home permits.
- C. Fee payment for termination of all valid Holiday Home permits
- D. Tourist Dirham Fee payment.
- E. Application for certificate of no-objection from DET by e-mail on: eservices@dubaitourism.ae.
- F. No-objection certificate fee payment.
- G. License termination procedures for companies and establishments are to be completed through DET according to the relevant procedures:
 - Department of Economic Development – Dubai
 - Tel: 0097144455555
 - Email: info@dubaided.gov.ae
 - Website: www.dubaided.ae

8. Conditions and Procedures for Issuing Licenses to Individuals

- A. Individuals must register in the Holiday Home system and apply for a Licence through this system. The subscription fee for the Holiday Home system as well as the fee for issuing the Licence will be calculated according to Executive Council Resolution No. 49 of 2014 Approving the Fees and Fines Related to the Activity of Leasing out Holiday Homes in the Emirate of Dubai.
- B. The conditions and procedures specified below in (part 1-b of Chapter 2) shall be applicable.
- C. Individuals may apply via the Holiday Home system to amend their Licence details or to cancel their Licence.

Chapter Three

HOLIDAY HOME PERMIT



PERMIT ISSUE:

A Permit must be issued from DET for each Holiday Home according to the conditions and procedures set out below:

| 1. Conditions and Procedures for Issuing a Permit | |
|--|---|
| Required Documents | <ul style="list-style-type: none"> • Copy of individual owner's passport or UAE ID for individual owners or tenants (if the property owner is a company, the owner or one of the company's partners' passport or UAE ID copy should be included, alongside license documents or the company's articles of association) • Submission of proof of authorisation to use the Unit: <ul style="list-style-type: none"> - Copy of property Title Deed - Authorisation from the owner, using the approved form from DET (if the property owner is a legal person, i.e. a company, an authorised signatory can sign the form on the condition that proof of his authorisation is also submitted) • A bill issued for the Unit by Dubai Electricity and Water Authority that is no less than three months old as of the date of the application, and in the name of the owner or the Licensee (or tenant) of the Unit. |
| <p>Procedures and steps for service provision:</p> <ol style="list-style-type: none"> 1. Login to Holiday Home system https://hh.DTCM.gov.ae/holidayhomes/ 2. Sign in. 3. Click on "Add New". 4. Enter real-estate information, then click "Continue Application". 5. Upload the required documents, then click "Continue Application". 6. Wait for the application to be approved/rejected by an officer. 7. Following approval, complete self-classification and undertake to complete sub-deficiencies, if any. 8. Pay the fees by online payment 9. After paying the fees, an electronic permit will appear, which must be printed and placed in a visible place in the Holiday Home. | |

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| <p>Technical conditions and notes:</p> <ol style="list-style-type: none"> 1. The Title Deed must be as follows: <ol style="list-style-type: none"> A. "Residential" for apartments. B. "Residential" or "commercial" for houses or villas within a closed real property complex |
|--|

- C. "Commercial" or "farms" (only in Hatta area) for independent villas.
2. Applications for Holiday Homes are only allowed if accompanied by Title Deeds for Units that are allocated for residential use. In all cases, Permits will not be issued for Units that are classified as hotel rooms or hotel apartments. If DET issues a Permit to any hotel Unit for use as a Holiday Home based on incorrect information, DET shall take immediate action to cancel such Permit.
 3. Permit applications may not be submitted for Holiday Homes if there is an explicit item in the purchase, administration, or lease contract that prevents the Unit's use in Holiday Home Activities. In all cases, a Permit for a Unit will not be issued if its use as a Holiday Home is prohibited under such contract as mentioned above. If DET issues a Permit to any Unit that is explicitly prohibited from being used as a Holiday Home based on incorrect information, DET shall take immediate action to cancel such Permit.
 4. Individual owners have the right to apply for 8 Permits only at one time. Individual owners have the right to apply for eight Permits only at one time. If an individual owner wishes to manage additional Units, he must obtain a company license to operate the activity of leasing out Holiday Homes or hand over the additional Units to a company that is licensed to operate Holiday Homes.
 5. The tenant may use/manage one Unit only as part of the Holiday Home Activity after obtaining approval and authorisation from the owner to do so.
 6. In the case of the ownership of an entire building and there being no Title Deeds specific to each individual Unit in the building, the owner must ensure there are no Title Deeds for each and every Unit and attach a residential building certificate of completion and a list of the Unit numbers that he wishes to manage as Holiday Homes together with their electricity and water account numbers and a Security Industry Regulatory Agency completion certificate for the CCTV cameras.
 7. Permits are approved for the period agreed upon between Unit owners and Holiday Home companies or authorised tenants.
 8. The Unit owner does not have the right to use the Holiday Home throughout the Permit period unless this has been previously agreed upon with the Licensee.
 9. The Licensee does not have the right to use the Unit before or after the permitted period unless this has been previously agreed upon with the Unit owner.
 10. DET's approval of the Permit does not mean that it is automatically renewable. A Permit renewal application must be submitted to DET prior to the expiry of the Permit.

2. Procedures for Amending Permit Information

| Required Documents | None |
|--|------|
| <p>Procedures and Steps for Amending Permit Information:</p> <ul style="list-style-type: none"> • Login to Holiday Home system https://hh.DTCM.gov.ae/holidayhomes/ • Sign in. • Click on the button "Amend" that appears near the approved unit symbol. • Choose amendment to number of rooms, complete it, then click "Continue Application". • Pay the fees by online payment • After paying the fees, the amended electronic Permit will appear which must be printed and placed in a visible place in the Holiday Home. | |

3. Permit Cancellation Procedures

| Required Documents | None |
|---|------|
| <p>Permit Cancellation Procedures and Steps:</p> <ul style="list-style-type: none"> • Login to Holiday Home system https://hh.DTCM.gov.ae/holidayhomes/ • Sign in. • Click on the button "Cancel" that appears near the approved unit symbol. • Choose reason for cancellation and then click "Continue Application". • Pay the fees by online payment. • System information will be updated automatically. | |

Note:

A Permit may not be cancelled for a Unit that a Guest is staying in.

| 4. Holiday Home Classification Procedures | |
|---|------|
| Required Documents | None |
| <p>Holiday Home Classification Procedures and Steps:</p> <ul style="list-style-type: none"> Holiday Homes are categorised automatically through the Permit application. Applicants must ensure that all specifications and conditions are met before applying for a Permit. Applicants must ensure that the Unit is empty of any Guests or visitors at the time of inspection. The Holiday Home will be inspected according to the specifications and conditions mentioned in this Guide. An inspector will visit the Holiday Home, and if any specifications or conditions are not met, the Permit holder will be warned or a penalty imposed. Any such violation must be rectified within two weeks from the date of the warning or failure to comply. The inspector will check to make sure that any violation is rectified by way of a second visit, in addition to periodic unannounced visits. | |

| 5. Conditions, Specifications, Technical Equipment, and Classification Standards for Holiday Homes |
|---|
| <ul style="list-style-type: none"> DET will categorise Holiday Homes according to the standards, conditions, specifications and technical equipment listed in Appendix 1 of this Guide. The Licensee must ensure that the Unit fulfils the conditions, specifications, requirements and technical equipment specified in Appendix 1, in accordance with the Holiday Home Classification requested. DET shall issue a Holiday Home Classification Certificate subject to the fulfilment of the conditions, specifications, requirements, and technical equipment specified in Appendix 1 of this Guide. |

6. Procedures for Amending Classification Certificate Information

| Required Documents | None |
|--|------|
| <p>Procedures and Steps for Amending Classification Certificate Information:</p> <ul style="list-style-type: none"> • Login to Holiday Home system https://hh.DTCM.gov.ae/holidayhomes/ • Sign in. • Click on the button "Amend" that appears near the approved Holiday Home symbol. • Choose the category to be amended, then click "Continue Application" • Complete self-classification and undertake to complete sub-deficiencies, if any. • Pay the fees by online payment • After paying the fees, the amended electronic Permit will appear with the new Classification, which must be printed and placed in a visible place in the Holiday Home | |

7. Cases of and Procedures for Holiday Home Closure

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|---|---|
| <p>Cases of Holiday Home Closure</p> | <p>DET may suspend any Holiday Home Permit and prohibit the conduct of the Activity therein, permanently or temporarily, in accordance with Article 11 of Administrative Decision No. 1 of 2020 issuing of the executive regulations of Decree No. 41 of 2013 Regulating the Activity of Leasing out Holiday Homes in the Emirate of Dubai.</p> |
|---|---|

Procedures for Holiday Home Closure

- A. Notification is sent to the Licensee with the reasons for closure.
- B. DET will grant the Licensee at least 3 days to address the reasons for closure.
- C. Following the end of the period referred to above, an inspector will be sent to check if the reason for closure has been rectified or not, in order to advise DET whether to close the Holiday Home or permit it to remain open in some cases.
- D. The Licensee must ensure that there is no Guest in the Holiday Home when DET makes its final decision for closure.
- E. e. If a Guest is in the Holiday Home upon the DET's issuance of its final decision to close the Holiday Home, the Licensee must provide an alternative Holiday Home to the guest of the same type agreed upon between them upon reservation.
- F. The Licensee must ensure that all marketing adverts concerning the Holiday Home are removed.
- G. All new reservations are to be transferred to alternative Holiday Homes, ensuring that the new Holiday Home fulfils the requirements of the Guest's reservation.
- H. Any outstanding fees, such as the Tourism Dirham, are to be paid.

Important Note:

If a Permit or Licence is not renewed upon its expiry, DET will take the actions set out above to close the Holiday Home.

8. Conditions and Procedures for Re-opening Holiday Homes That Have Been Closed

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|--|--|
| <p>Required Documents</p> | <p>A letter of acknowledgement from the individual owner, the Holiday Home company, or the authorised tenant stating the reasons for closure no longer exist (in case the closure was made against a Holiday Home company or the authorised tenant, a new authorisation letter approved by the owner should be provided using the approved DET form)</p> |
| <p>Procedures and steps to reopen a Holiday Home that has been closed:</p> <ul style="list-style-type: none"> • Send the required documents by E-mail to: eservices@dubaitourism.ae • The application will be reviewed and the applicant will receive an approval or rejection. • If approved, an E-mail will be sent to the applicant to pay the "reopening of a Holiday Home after closure" fee. • After payment of the fee, an inspection appointment will be set to ensure that the reasons for closure no longer exist. • During the inspection visit, the applicant will be informed of the result. | |

Notes:

1. The applicant may not reopen the Holiday Home if he has not ensured that the reasons for closure no longer exist
2. The applicant may not reopen the Holiday Home if the Licence has expired or has been cancelled.

Chapter Four

HOLIDAY HOME ACTIVITY OPERATIONS



HOLIDAY HOME ACTIVITY OPERATIONS:

Holiday Home Permit holders must comply with the conditions and procedures set out below with regard to Holiday Home Activity operations. The Licensee must place the License in a clear and visible place in the Holiday Home.

1. Terms and Conditions for Guests

- A. Guests and their visitors' terms and conditions must be:
- 1- Specified by the Licensee and written clearly in Arabic and English.
 - 2- In electronic, printed, or any other form that does not contravene any laws in effect in the State or the Emirate.
 - 3- Include the necessary information set out in this part of the Guide.
- B. Guests are responsible for ensuring their visitors and other Guests comply with the terms and conditions set by the Licensee. Otherwise, Guests will be considered responsible for their visitors or other Guests violating these terms and conditions, which will lead to the necessary measures being taken against them by the DET or the Licensee.
- C. These terms and conditions must include all the following details and information:
- 1- Adequate and accurate description of the Holiday Home (Licensee's name, address, building name, Holiday Home number).
 - 2- Contact details of Licensee and their representatives (telephone and e-mail)
 - 3- Guest's name, email and phone number(s).
 - 4- Dates of occupancy and check-in/check-out times.
 - 5- Total rental amount payable and any other charges.
 - 6- Amount and timing for payment and balance of moneys due.
 - 7- Provisions on reservation amendments, termination, and forfeiture or refund of moneys paid
 - 8- Services available in the building (such as: swimming pool, sports hall, and other services).
 - 9- Car parking spot number for Guests
 - 10- The maximum number of visitors allowed per Unit is 2 adults and 2 children under 14 years of age per master bedroom or studio, 2 adults and 1 child under 14 years of age per additional bedroom, and only 1 person per domestic worker or guard room.
 - 11- Guests are responsible for the behaviour of their visitors.
 - 12- The maximum number of visitors allowed is 1 adult and 1 child under 14 years of age per bedroom, with no more than 6 visitors, except with the approval of the building or residential community management and the Licensee's approval regarding a larger number of guests in special circumstances, not counting a domestic worker or guards room.
 - 13- The maximum number of vehicles permitted at the Holiday Home, specifying the places/spaces allocated for parking guests' vehicles and that of their visitors at the Holiday Home.
 - 14- Information concerning the disposal of waste and recycling, including for example the places allocated for waste disposal and waste collection days.
- D. The terms and conditions must cover any other issues that may generally be necessary regarding the activity of leasing out Holiday Homes, as well as any other conditions of a special nature. However, any conditions must not contradict the laws in force in the Emirate or this Guide.

2. Internal Rules to Be Followed by Guests and their Visitors when present in the Holiday Home

- A. Guests and visitors must comply with the following general obligations and rules:
- 1- Comply with the obligations stipulated in the Decree, the decisions issued thereunder, and this Guide.
 - 2- Ensure that the primary purpose of the Holiday Home Activity is respected.
 - 3- Visitors may not remain in the Holiday Home between 12:00 midnight and 8:00am.
 - 4- Respect the amenities, the security of the property and the neighbours.
 - 5- Refrain from any uncivilised/inappropriate behaviour.
 - 6- Guests must not create noise that is offensive to neighbours, during arrival and departure and at any time during occupancy, especially between 10pm-8am.
 - 7- Refrain from holding parties or similar activities at the Holiday Home.
 - 8- Comply with vehicle parking rules, show consideration to and cause the minimum disturbance to others in respect of parking.
 - 9- Dispose of garbage and recycling in accordance with normal practice at the Holiday Home and in the allocated bins and areas.
 - 10- Guests must not leave rubbish in public or common areas.
 - 11- Guests must comply with requirements in relation to the relevant garbage and recycling collection days as set by the Dubai Municipality, as well as any requirements relating to the disposal of garbage or waste minimisation.
 - 12- Notify the Licensee of any disputes or complaints as soon as is practicable.
- B. Conduct that is not accordance with these Rules may result in:
- 1- Holiday Home Permit termination
 - 2- Eviction.
 - 3- Loss of security deposit paid or accommodation amount paid
 - 4- Payment of additional fees depending on damage to the Holiday Home or others
- C. The Licensee must place the aforementioned rules on a poster within the Holiday Home in a visible place.
- D. Guests and their visitors must observe the internal rules when at the Holiday Homes. Guests are responsible for ensuring their visitors and other Guests comply with these internal rules set by the Licensee. Otherwise, Guests will be considered responsible for their visitors or other Guests violating these internal rules, which will lead to the necessary measures being taken against them by the DET or the Licensee.

3. Security Deposit

- A. The Licensee may choose to obtain a security deposit (or equivalent) from the Guest prior to commencement of the occupancy of the Holiday Home by the Guest. This may be paid by credit card or mandate.
- B. If a security deposit is applied, Guests should be advised that failure to comply with the terms and conditions may result in charges against the security deposit.
- C. Where security deposits are applied, they should be administered, processed and accounted for and any balance released or returned to the Guest as soon as possible following their departure in accordance with the applicable law.

4. Holiday Home Check-in and Check-Out

- A. The Licensee must receive the Guest, hand over the keys to the Unit, and ensure that the Guest is delivered the Unit in a clean and ready state.
- B. The Licensee must inform the guest of the terms and conditions, in addition to the internal rules that visitors must abide by.
- C. The building management may view the passport photos or ID of the Guests or take a copy only during the Guests' arrival and while they are completing check in.
- D. The Licensee must check in/check-out Guests on the Holiday Home System within a maximum of three (3) hours of entering the Holiday Home. The Licensee must also verify that the details entered are correct by checking the Guests and their documents.
- E. Licensees must check in all Guests into the Holiday Home System.
- F. In case of any problems between the building management and the Holiday Home company/establishment/individual owner, the Guest must be admitted to the Unit without delay and the dispute should be resolved later.
- G. If the Guest arrives and discovers major faults that prevent them from staying at the Holiday Home, the Licensee must provide the Guest with an alternative unit of the same standard and size (or better). This is, for example, if there is a major fault with the air conditioning or a water leak, and similar situations. No additional fees shall be charged.

Check-In Steps and Procedures:

- Login to the Holiday Home website <https://hh.DTCM.gov.ae/holidayhomes/>.
- Sign in.
- Click on the "New check in" button.
- Enter all check-in and Guest information by clicking "Add New" and then clicking on "Continue Application".
- Attach clear copies of Guest passports (or Guest ID cards if they are GCC citizens), then click on "Continue Application".
- Review the application then click on "Continue Application" to finalise Guest check-in procedures.

Check-Out Steps and Procedures

- Login to the Holiday Home website <https://hh.DTCM.gov.ae/holidayhomes/>.
- Sign in.
- Click on "Check Out".
- Enter check-out information, then click "Continue Application"
- Review the application and click "Continue Application" to finalise Guest check-out procedures.

5. Obligations and Rules that the Building or Residential Complex Management Must Abide By

Under Article 17 of the aforementioned Administrative Decision No. 1 of 2020, property developers, co-owners, offices and providers of management and leasing services must enable the Licensee to carry out the Activity, in addition to guiding the management of buildings and affiliated residential compounds to observe the following rules:

- A. The building or residential complex management must facilitate and provide for the possibility of the free and unfettered access of the Licensee to the Unit authorised by DET, in order to allow them to conduct the Activity without obstruction.
- B. The building or residential complex management must facilitate Guest entry to the Holiday Home authorised by DET, as well as providing them free and unfettered access without obstruction.
- C. The building or residential complex management may view the passports and ID cards of Guests and take copies thereof upon their arrival at the building or residential complex reception desk for check-in only when checking-in.
- D. The building or residential complex management must inform DET as soon as possible of any complaints it has against the Licensee, Guest, or visitor in order for DET to take the necessary action in this regard.
- E. In the case of any complaints being submitted by the building or residential complex management against the Licensee, if it appears to DET that such complaint against the Licensee constitutes a breach of the Decree, the Regulations or this Guide, DET may begin necessary procedures against the Licensee, including the imposition of fines, the suspension of activity, or the termination of the License or Permit.

6. Mechanism for Preparing Policy to Address Complaints Submitted Against the Licensee by Guests

- A. Licence Holders must provide numbers/email addresses for complaints/emergencies/ reports.
- B. Telephone numbers must be in operation and accessible 24/7.
- C. The Licensee must investigate complaints submitted by Guests and take necessary procedures in this regard as quickly as possible.
- D. The Licensee must document all data and procedures related to the complaint, including:
 1. Date and time complaint is received.
 2. Information of individual submitting complaint and means of contact.
 3. Complaint contents
 4. Procedure taken regarding the complaint, and the date and time that such procedure was carried out

7. Procedures for Dealing With Disputes Arising Between the Licensee, Developers, or Guests

- A. Complaints, including full details concerning the dispute and supporting documents are to be submitted to the following E-mail: ecomplaints@dubaitourism.ae
- B. A time to meet with the parties of the dispute will be set.
- C. The dispute will be decided on and settled in a peaceful manner and the period for the implementation of the resolution set. DET will take the necessary steps against any party in violation of applicable legislation.
- D. If required, more than one meeting may be coordinated to check documents, facts of the dispute, and review party claims and testimony.

Important Notes:

- The relevant team will seek to deal with dispute resolution amicably.
- DET will not review disputes that do not come under its jurisdiction.
- If a party of the dispute does not accept the amicable solution offered to them by the concerned team, the complaint will be closed and the parties will be informed to transfer the dispute to the concerned judicial authorities, if required.

8. Mechanism to Evict Guests if Remaining in Holiday Home Beyond Period Set Out in Check-in Contract

- A. In these circumstances, the stages for consideration begin with the filing of a complaint to the disputes office at the DET, as per the procedures stipulated above in the section on "Procedures for Dealing With Disputes Arising Between the Licensee, Developers, or Guests".
- B. All documents relating to the bookings and the agreement between the two parties will be considered.
- C. The DET will decide on the complaint and issue its decision after having received all documents and having listened to the statements by the parties to the complaint.

Important Notes:

- The relevant teams will seek to deal with dispute resolution amicably.
- DET will not review disputes that do not come under its jurisdiction.
- If a party of the dispute does not accept the amicable solution offered to them by the concerned team, the complaint will be closed and the parties will be informed to transfer the dispute to the concerned judicial authorities, if required.
- If DET decides that the Guest has the right to remain in the Holiday Home, written notification will be sent to the Licensee to adhere to the decision issued by DET.
- If the DET decides that the Licensee has the right to evict the guest, a written eviction notice will be sent to the Guest.
- If either party fails to respond to the DET's letters within a period exceeding five business days, DET shall decide on the complaint automatically.
- If the Guest fails to leave the Holiday Home, the assistance of the concerned security authorities may be sought to take necessary action in this regard.

9. Tourist Dirham fee Payment Procedures

- A. The Tourism Dirham fee is charged per room per night regardless of the number of Guests and is based on the following category classifications:
- Deluxe Holiday Home = AED 15 per room per night
 - Standard Holiday Home = AED 10 per room per night.
- B. Payment methods supported by DET:
- Payment by direct deposit cheques; or
 - Bank transfer into DET's account:
 - Bank Name: Emirates NBD (any branch)
 - Account Name: DET-Tourism Dirham
 - IBAN No.: AE450260001012049366501
- Important Notes:
- The Licensee must ensure that the online Tourism Dirham system is updated (payment confirmation screen is shown)
 - The Licensee, if a company or establishment, must always provide the Holiday Home company or establishment commercial license number when making necessary Tourism Dirham payments.
- C. For a stay of longer than thirty consecutive nights, the Tourism Dirham will be calculated for the first 30 consecutive nights of the Check-In only.
- D. The Licensee must input the Tourism Dirham information by the 15th of every month.

10. Conditions and Provisions That Must Be Included in Holiday Home Lease Contracts and Guest Check-in

A. Contracts between the Unit owner and licensed Holiday Home company:

- Full names of contract parties.
- Contract start and end date, provided that the contract does not exceed one year.
- The Permit expiry date must not exceed the expiry date of the contract.
- Dividend distribution agreement as percentage of income or fixed amounts as dividends
- Agreement covering costs such as the Permit, maintenance, insurance, and other expenses.
- Proof of the eligibility and authorisation of the property owner, if any.
- Unauthorised persons may not sign the contract on behalf of the Licensee or Holiday Home owner.
- Any terms and conditions that must be observed by the parties during the contract period.
- Terms and conditions of contract termination by one of the parties.
- The Unit owner shall not have the right to use the property for the duration of the contract unless stated in the contract and the limits of such usage shall be specified in detail.
- Holiday Home companies shall not have the right to use the property before the beginning of the contract or after its expiry. The property must be handed back to the owner in the state agreed upon in the contract terms and conditions
- Agreement on handover of the Unit and its return to the owner
- Authentication of the contract with the seal of the official Holiday Home company

B. Check-in for Licensees and Guests:

- Licensees must issue a Holiday Home Guest check-in document, and if any other type of contract is issued, the Holiday Home Permit will be considered automatically void.
- Full names of contracting parties.
- Contract start and end date, provided that the contract does not exceed one month, subject to renewal.
- Breakdown of fees payable by the Guest.
- Licensees shall not be entitled to impose additional fees on services unless actual charges are incurred by property developers or building management companies and proof is provided to the Guest.
- Unauthorised persons may not sign the contract on behalf of the Licensee.
- Any terms and conditions that must be adhered to by the parties during the contract period.
- Guests shall not be entitled to a refund of Holiday Home lease fees in any case whatsoever.
- Guests must observe the dates of the contract, however, if the Guest wishes to extend this, they must inform the Licensee within a reasonable amount of time before the expiry of the contract, in accordance with the procedures set by the Licensee.
- Licensees must inform Guests and their visitors of all the terms and conditions of their stay, in addition to the internal rules and the rules of the property developers and building management companies, as well as any conditions mentioned in the Decree, the decisions issued thereunder, and this Guide.
- Check-in documents are to be signed/authenticated by both parties

Important Notes:

- The Holiday Home Guest check-in document constitutes a Holiday Home contract between the Licensee and the Guest.
- The Guest check-in document is valid for a maximum period of three (3) months, renewable for the same period, so long as it is renewed before expiry.

11. Grievances

- A. Any concerned party may appeal in writing to DET regarding decisions, actions, or measures taken against them in accordance with the provisions of the Decree, the Regulations and this Guide within 30 days from the date of being notified of the decision or the action it wishes to appeal. The decision shall be issued within 30 days of submission of the appeal, and it shall be final.
- B. Grievances shall be submitted via e-mail to eservices@dubaitourism.ae, addressed to the Grievance Committee with the title and content of the grievance clearly stated, and with any available evidence attached.

APPENDIX 1

Holiday Home Conditions, Specifications, Technical Equipment and Classification Criteria

| | Type | Main/ Sub | Criteria's | Farms | Deluxe Villas | Standard Villas | Deluxe Apartments | Standard Apartments |
|------|-------------|--------------|--|-------|------------------|--------------------|----------------------|------------------------|
| 1.1 | Unit | Main | Adequate floor and wall covering or finish | √ | - | √ | - | √ |
| 1.2 | Unit | Main | Wireless Internet service (Wi-Fi) | √ | √ | √ | √ | √ |
| 1.3 | Unit | Main | Cleaning tools and accessories (for unit, rooms, bathrooms, and kitchen) | √ | √ | √ | √ | √ |
| 1.4 | Unit | Main | Washing machine with dryer | √ | √ | √ | √ | √ |
| 1.5 | Unit | Sub | Curtains or blackout to completely darken the unit | √ | √ | √ | √ | √ |
| 1.6 | Unit | Sub | Waste basket in kitchen and rooms | √ | √ | √ | √ | √ |
| 1.7 | Unit | Sub | Wall decoration | - | √ | - | √ | - |
| 1.8 | Unit | Sub | Electric iron and ironing board | √ | √ | √ | √ | √ |
| 1.9 | Unit | Sub | Clothes drying stand | √ | √ | √ | - | - |
| 1.10 | Unit | Sub | Provide a vacuum cleaner on request without any charges | √ | √ | √ | √ | √ |
| 1.11 | Unit | Sub | First aid kit for use in emergencies | √ | √ | √ | √ | √ |
| 1.12 | Unit | Sub | Peep-hole or intercom system on each unit/villa/farm door | √ | √ | √ | √ | √ |
| 1.13 | Unit | Sub | Emergency procedures in Arabic and English with contact details | √ | √ | √ | √ | √ |
| 1.14 | Unit | Sub | Provide emergency tools (fire extinguishers/fire blankets/gloves/torch) | √ | √ | √ | √ | √ |
| 1.15 | Unit | Sub | Emergency contact numbers for assistance and maintenance 24 hours in Arabic and English | √ | √ | √ | √ | √ |
| 1.16 | Unit | Sub | Visitor Guide including details of building services, important nearby public facilities, and a list of unit contents, in addition to DET contact numbers for complaints | √ | √ | √ | √ | √ |
| 1.17 | Unit | Sub | Qibla direction | √ | √ | √ | √ | √ |
| 2.1 | Living room | Main | Sofa or armchair for two people, per bedroom or studio | √ | √ | √ | √ | √ |
| 2.2 | Living room | Main | Dining table with at least two chairs, per bedroom or studio | √ | √ | √ | √ | √ |
| 2.3 | Living room | Main | Color T.V. with remote control | √ | √ | √ | √ | √ |
| 2.4 | Living room | Sub | Coffee table | - | √ | - | √ | - |

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|------|-------------|------|--|---|---|---|---|---|
| 2.5 | Living room | Sub | Rug or carpet | √ | √ | √ | √ | √ |
| 3.1 | Bedroom | Main | Minimum bedroom floor area (excluding the bathroom and the entrance) being as follows: - bedroom 14 sqm - Studio 20 sqm | - | √ | - | √ | - |
| 3.2 | Bedroom | Main | Minimum bedroom floor area (excluding the bathroom and the entrance) being as follows: - bedroom 12 sqm - Studio 17 sqm | √ | - | √ | - | √ |
| 3.3 | Bedroom | Main | Beds with headboard and modern mattresses, sheets, pillows, and clean bedspreads of suitable sizes as a minimum: *Main bedroom: - Bed length 200cm and width 180cm * Studios and other bedrooms: - Single beds length 200cm and width 120cm - Double beds are 200cm long and 150cm wide | - | √ | - | √ | - |
| 3.4 | Bedroom | Main | Beds with headboard and modern mattresses, sheets, pillows, and clean bedspreads of suitable sizes as a minimum: *Main bedroom: - Bed length 200cm and width 150cm * Studios and other bedrooms: - Single beds length 190cm and width 90cm - Double beds are 190cm long and 135cm wide | √ | - | √ | - | √ |
| 3.5 | Bedroom | Main | Bedside table with drawer or shelf, as well as a shaded bedside lamp | √ | √ | √ | √ | √ |
| 3.6 | Bedroom | Main | Wardrobe or cupboard with shelves and a mirror | √ | √ | √ | √ | √ |
| 3.7 | Bedroom | Main | A wardrobe with hangers (at least 6 hangers) with drawers and shelves for cloths | √ | √ | √ | √ | √ |
| 3.8 | Bedroom | Main | Safe box inside the wardrobe or in a hidden place, per studio and main bedroom | √ | √ | √ | √ | √ |
| 3.9 | Bedroom | Sub | Two sets of bed sheets and pillow covers for every bed | √ | √ | √ | √ | √ |
| 3.10 | Bedroom | Sub | En-suite bathroom in master bedroom | - | √ | - | √ | - |
| 3.11 | Bedroom | Sub | Color T.V. with remote control in the master bedroom | - | √ | - | √ | - |

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|------|-----------------------------|------|---|---|---|---|---|---|
| 4.1 | Bathroom | Main | Shower, or bath tub for each en-suite bathroom | √ | √ | √ | √ | √ |
| 4.2 | Bathroom | Main | Sink with mirror and lighting | √ | √ | √ | √ | √ |
| 4.3 | Bathroom | Main | Bathing and personal hygiene accessories (such as: soap, shampoo) | √ | √ | √ | √ | √ |
| 4.4 | Bathroom | Main | Glass door for shower or bath tub | - | √ | - | √ | - |
| 4.5 | Bathroom | Sub | Two sets of towels for each room | √ | √ | √ | √ | √ |
| 4.6 | Bathroom | Sub | WC spray washer or bidet | √ | √ | √ | √ | √ |
| 4.7 | Bathroom | Sub | Towel holder | √ | √ | √ | √ | √ |
| 4.8 | Bathroom | Sub | Bath mat | √ | √ | √ | √ | √ |
| 4.9 | Bathroom | Sub | Hooks | √ | √ | √ | √ | √ |
| 4.10 | Bathroom | Sub | Magnified shaving mirror with lighting | - | √ | - | √ | - |
| 4.12 | Bathroom | Sub | Hair dryer | - | √ | - | √ | - |
| 5.1 | Kitchen/Preparatory Kitchen | Main | Sink and draining board | √ | √ | √ | √ | √ |
| 5.2 | Kitchen/Preparatory Kitchen | Main | Cooking device with oven (not required in preparatory kitchens if there is a kitchen that meets the specifications) | √ | √ | - | √ | - |
| 5.3 | Kitchen/Preparatory Kitchen | Main | Cooking device (not required in preparatory kitchens if there is a kitchen that meets the specifications) | - | - | √ | - | √ |
| 5.4 | Kitchen/Preparatory Kitchen | Main | Fridge with separate compartment for freezing (not required in preparatory kitchens if there is a kitchen that meets the specifications) | √ | √ | - | √ | - |
| 5.5 | Kitchen/Preparatory Kitchen | Main | Fridge (not required in preparatory kitchens if there is a kitchen that meets the specifications) | - | - | √ | - | √ |
| 5.6 | Kitchen/Preparatory Kitchen | Main | Dishwasher: If the unit consists of two bedrooms or more (not required for a preparatory kitchen if there is a kitchen that meets the specifications) | - | √ | - | √ | - |
| 5.7 | Kitchen/Preparatory Kitchen | Main | Microwave | √ | √ | √ | √ | √ |
| 5.8 | Kitchen/Preparatory Kitchen | Sub | Cooking utensils and 2 tableware for each bedroom | √ | √ | √ | √ | √ |
| 5.9 | Kitchen/Preparatory Kitchen | Sub | Odor extractor fan | √ | √ | √ | √ | √ |
| 6.1 | Assistant worker room | Main | Minimum bedroom floor area (excluding the bathroom and the entrance) being as follows: - bedroom 9 sqm | √ | √ | √ | √ | √ |

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|------|--------------------------|------|---|---|---|---|---|---|
| 6.2 | Assistant worker room | Main | Beds with headboard and modern mattresses, sheets, pillows and clean linens for beds of appropriate sizes as a minimum: - Single beds 190cm long and 90cm wide | √ | √ | √ | √ | √ |
| 6.3 | Assistant worker room | Main | A wardrobe with hangers (at least 3) with drawers and shelves for cloths | √ | √ | √ | √ | √ |
| 7.1 | Technical Specifications | Main | Suitable garden furniture and BBQ equipment | √ | √ | - | - | - |
| 7.2 | Technical Specifications | Main | Fully fenced except for villas in closed communities | √ | √ | √ | - | - |
| 7.3 | Technical Specifications | Main | Provide adequate lighting for main entrance, corridors, and stairways to ensure safety | √ | √ | √ | √ | √ |
| 7.4 | Technical Specifications | Main | Building security guard - homes or villas that are part of closed complexes - farms separate accommodation | √ | √ | √ | √ | √ |
| 7.5 | Technical Specifications | Main | CCTV for all main entrances | √ | √ | √ | √ | √ |
| 7.6 | Technical Specifications | Main | Elevator serving from the ground floor if the building consists of three or more stories. | - | √ | √ | √ | √ |
| 7.7 | Technical Specifications | Main | A board must be installed, including the unit's address, Classification, Permit number, Licensee contact number, and DET number | √ | √ | √ | √ | √ |
| 7.8 | Technical Specifications | Main | Houses and villas that are part of closed communities must be consist of at least four houses or villas | - | √ | √ | - | - |
| 7.9 | Technical Specifications | Sub | Suitable balcony furniture | - | √ | - | √ | - |
| 7.10 | Technical Specifications | Sub | If there is a swimming pool, there must be warnings/signs and adequate safety equipment (floats, life rings, first aid kits, etc.) | √ | √ | √ | √ | √ |
| 7.11 | Technical Specifications | Sub | Parking for at least one car | √ | √ | √ | √ | √ |
| 7.12 | Technical Specifications | Sub | incase of having a swimming pool and a gym the service has to be provided | √ | √ | √ | √ | √ |
| 7.13 | Technical Specifications | Sub | Highlight basic community rules that must be followed by Guests when present in the Holiday Home | √ | √ | √ | √ | √ |

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|-----|-------------------------------|----------|--|---|---|---|---|---|
| 8.1 | Sustainability Specifications | Optional | Smart noise notification system | ✓ | ✓ | ✓ | ✓ | ✓ |
| 8.2 | Sustainability Specifications | Optional | DET encourages operators to use clean or efficient methods of transportation for Guests and employees, including public transport, fast transportation, cycling, or walking | ✓ | ✓ | ✓ | ✓ | ✓ |
| 8.3 | Sustainability Specifications | Optional | Reduction of waste resulting from cosmetics such as shampoo, soap, shower caps, and other such items by providing them in limited quantities or providing recyclable options | ✓ | ✓ | ✓ | ✓ | ✓ |
| 8.4 | Sustainability Specifications | Optional | Operators to provide Guests with the option to reuse bed sheets and towels, with clear signs in the rooms and bathrooms | ✓ | ✓ | ✓ | ✓ | ✓ |
| 8.5 | Sustainability Specifications | Optional | Provide waste bins or signs to main building waste bins requiring the separation of different types of waste | ✓ | ✓ | ✓ | ✓ | ✓ |
| 8.6 | Sustainability Specifications | Optional | Provide a water filter in the kitchen sink to provide clean drinking water with regular maintenance | ✓ | ✓ | ✓ | ✓ | ✓ |
| 8.7 | Sustainability Specifications | Optional | Smart locks | ✓ | ✓ | ✓ | ✓ | ✓ |
| 8.8 | Sustainability Specifications | Optional | Smart lighting and air conditioning systems | ✓ | ✓ | ✓ | ✓ | ✓ |