

Executive Council Resolution No. (24) of 2020

Concerning

Tourist Camps in the Emirate of Dubai¹

We, Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai, Chairman of the Executive Council,

After perusal of:

Law No. (1) of 1997 Establishing the Department of Tourism and Commerce Marketing and its amendments;

Law No. (3) of 2003 Establishing the Executive Council of the Emirate of Dubai;

Law No. (14) of 2009 Concerning the Pricing of Government Services in the Emirate of Dubai and its amendments;

Law No. (13) of 2011 Regulating the Conduct of Economic Activities in the Emirate of Dubai and its amendments;

Law No. (1) of 2016 Concerning the Financial Regulations of the Government of Dubai;

Decree No. (22) of 2009 Concerning Special Development Zones in the Emirate of Dubai;

Regulation No. (2) of 2002 Concerning Desert Tours in the Emirate of Dubai;

Regulation No. (4) of 2006 Concerning Desert Tourist Camps;

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

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

Executive Council Resolution No. (2) of 2014 Approving the Tourism Dirham Fee in the Emirate of Dubai and its amendments;

Bylaw No. (2) of 2002 Concerning the Administrative Penalties for Violating the Provisions of the Regulatory Bylaw of Regulation No. (2) of 2002 Concerning Desert Tours in the Emirate of Dubai; and

The legislation establishing and regulating free zones in the Emirate of Dubai,

Do hereby issue this Resolution.

Definitions

Article (1)

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

Emirate:	The Emirate of Dubai.
DTCM:	The Department of Tourism and Commerce Marketing.
Director General:	The director general of the DTCM.
Activity:	The setting up, managing, and operating of Tourist Camps.
Tourist Establishment:	Any company or sole proprietorship authorised by the DTCM to conduct the Activity.
Tourist Camp:	A temporary site which is set up by a Tourist Establishment in a desert or mountainous area, in a valley or nature reserve, or in any other area specified by the DTCM; and where Tourist Services are provided.
Permit:	A document issued by the DTCM stating that the DTCM authorises a Tourist Establishment to conduct the Activity in the Emirate after

verifying that all the conditions, requirements, and criteria approved by the DTCM in this regard are met by the Tourist Establishment.

Visitor: A natural person who avails of the Tourist Services provided in a Tourist Camp for a fee.

Tourist Services: The set of services provided by a Tourist Establishment to Visitors in a Tourist Camp, such as overnight stay, serving food and beverages, recreational activities, and any other services approved by the DTCM.

Scope of Application

Article (2)

The provisions of this Resolution will apply to all Tourist Camps in the Emirate, including those set up, managed, and operated in Special Development Zones and free zones, such as the Dubai International Financial Centre.

Objectives of this Resolution

Article (3)

This Resolution aims to:

1. promote the Emirate as a tourist destination for setting up and operating Tourist Camps;
2. regulate the conduct of the Activity in the Emirate in accordance with the best international practices adopted in this respect; and
3. improve the Tourist Services provided in Tourist Camps.

Functions of the DTCM

Article (4)

The DTCM is the Competent Entity in the Emirate in charge of regulating the Activity. For this purpose, the DTCM will have the duties and powers to:

1. establish the conditions, requirements, procedures, and criteria for conducting the Activity in the Emirate;
2. determine the minimum set of Tourist Services that must be provided in Tourist Camps, depending on the category of each Tourist Camp and in accordance with the best practices adopted in this respect;
3. determine applications submitted by Establishments to conduct the Activity in the Emirate;
4. supervise the conduct of the Activity in the Emirate in accordance with the provisions of this Resolution and the resolutions issued in pursuance hereof;
5. monitor and inspect Tourist Camps and the performance of their staff to verify compliance with the conditions, requirements, and criteria that must be met by Tourist Camps and by the Tourist Services provided therein depending on the classification category of each Tourist Camp, as determined pursuant to this Resolution;
6. receive, investigate, and take the necessary action in respect of complaints filed against Tourist Establishments; and impose on the violators of this Resolution the administrative penalties prescribed herein;
7. create a database of the Tourist Camps set up in the Emirate and of their Visitors; and
8. exercise any other duties or powers required for regulating the Activity in the Emirate and for achieving the objectives of this Resolution.

Conducting the Activity

Article (5)

- a. No person or entity may conduct the Activity in the Emirate without first obtaining a Permit. The implementing bylaw of this Resolution will prescribe the requirements and procedures for issuing and renewing Permits.
- b. No Tourist Establishment may conduct the Activity in other than the areas determined by the DTCM.

Validity of Permits

Article (6)

A Permit will be valid for a term of one (1) year, renewable for the same period. The application to renew the Permit must be submitted within the last month of the Permit's validity in accordance with the conditions and procedures stipulated in the implementing bylaw of this Resolution.

Assignment of Permits

Article (7)

Under pain of nullity of the assignment, no Tourist Establishment may assign its Permit to any other natural or legal person without first obtaining the relevant approval of the DTCM and satisfying the rules and conditions prescribed by the implementing bylaw of this Resolution.

Classification of Tourist Camps

Article (8)

Tourist Camps will be classified into categories depending on the standard and type of Tourist Services and based on the criteria and rules prescribed by the implementing bylaw of this Resolution for each category.

Change of Classification Categories of Tourist Camps

Article (9)

The DTCM may, on its own initiative or upon a Tourist Establishment's request, upgrade or downgrade the classification of a Tourist Camp into a higher or lower category. The change of classification category will be made in accordance with the criteria, requirements, and conditions prescribed in the implementing bylaw of this Resolution, and depending on the type and standard of Tourist Services prescribed by the DTCM for each category.

Location of Tourist Camps

Article (10)

The DTCM will, in coordination with the concerned entities in the Emirate, determine the areas and locations where it is authorised to set up Tourist Camps.

Obligations of Tourist Establishments

Article (11)

A Tourist Establishment must:

1. comply with the legislation in force in the Emirate, including this Resolution, its implementing bylaw, and the resolutions and instructions issued in pursuance thereof;
2. abide by the terms and scope of the Permit; not make any misrepresentation as to the classification category of the Tourist Camp; and comply with the requirements, conditions, and criteria related to, and the type and standard of, Tourist Services as applicable to the classification category of the Tourist Camp, which are stipulated in this Resolution, its implementing bylaw, and the resolutions and instructions issued in pursuance thereof;
3. create records which contain all information related to Tourist Camps and any other information determined by the DTCM; update these records on a weekly basis; maintain the same; and make them accessible to the DTCM employees upon request;

4. observe the maximum capacity of the Tourist Camp as applicable to its classification category;
5. not relocate the Tourist Camp without first obtaining the written approval of the DTCM and the concerned entities in the Emirate;
6. not operate the Tourist Camp if a decision suspending the Activity or closing the Tourist Camp is issued by the DTCM or the concerned entities in the Emirate;
7. perform all contractual obligations towards Visitors, and document all the Tourist Services provided in the Tourist Camp;
8. provide Visitors with accurate and complete information on the Tourist Services provided in the Tourist Camp and the conditions for availing of these services;
9. respond to the complaints referred to it by the DTCM within the prescribed time frames;
10. comply with the instructions issued by concerned entities in respect of security, public health and safety, first aid, and evacuation requirements in Tourist Camps;
11. record the information of the staff working at the Tourist Camp, and provide the DTCM with this information and any variation thereto;
12. provide the Tourist Camp with electricity, water, and sewage services without charging Visitors additional costs;
13. provide the DTCM with the information, documents, and statistics it requires; and fully cooperate with the DTCM and its employees;
14. obtain the DTCM approval before proceeding to modify any information or documents related to its Permit or commercial licence; and
15. comply with any other obligations prescribed in the implementing bylaw of this Resolution.

Fees

Article (12)

In return for issuing Permits and approvals, and providing any other services under this Resolution and its implementing bylaw, the DTCM will collect the fees prescribed in Schedule (1) attached to this Resolution.

Violations and Administrative Penalties

Article (13)

- a. Without prejudice to any stricter penalty stipulated in any other resolution, a Person who commits any of the violations stipulated in Schedule (2) attached hereto will be punished by the fine indicated opposite that violation.
- b. Upon repetition of the same violation within one (1) year from the date of the previous violation, the amount of the fine prescribed in the Schedule referred to in paragraph (a) of this Article will be doubled. A fine must not exceed fifty thousand Dirhams (AED 50,000.00).
- c. In addition to the penalty of a fine, the DTCM may take one or more of the following measures against a violator:
 1. suspending the Activity for a period not exceeding six (6) months; and/ or
 2. revoking the Permit and notifying the Licensing Authority of the revocation.
- d. The provisions of this Resolution will apply without prejudice to any penalties or measures, or any compensation, prescribed under the legislation in force in the Emirate where the environment or public health or safety is compromised, or where any public or private property is damaged, as a result of conducting the Activity by the Tourist Establishment.
- e. Upon a written application submitted to the DTCM by a Tourist Establishment whose Permit is revoked, the DTCM may issue a new Permit to that Establishment one (1) year after the

date of revocation of the original Permit. The new Permit will be issued in accordance with the relevant procedures and rules stipulated in the implementing bylaw of this Resolution.

Law Enforcement

Article (14)

The DTCM employees nominated pursuant to a resolution of the Director General will have the capacity of law enforcement officers to record the acts committed in breach of the provisions of this Resolution, its implementing bylaw, and the resolutions issued in pursuance thereof. For this purpose, they may access Tourist Establishments, Tourist Camps, or any of their facilities; review their records, registers, and documents; issue the necessary violation reports; and seek the assistance of the concerned Government Entities in the Emirate, including police personnel.

Grievances

Article (15)

Any affected party may submit a written grievance to the Director General against the decisions, procedures, and measures taken against him in accordance with the provisions of this Resolution, its implementing bylaw, and the resolutions issued in pursuance thereof, within fifteen (15) days from the date of being notified of the contested decision, procedure, or measure. The grievance will be determined, within thirty (30) days of its submission, by a committee formed by the Director General for this purpose; and the decision issued by the committee on the grievance will be final.

Payment of Fees and Fines

Article (16)

The fees and fines collected pursuant to this Resolution will be paid to the Public Treasury of the Government of Dubai.

Seeking Assistance from Government Entities

Article (17)

For the purpose of implementing the provisions of this Resolution, its implementing bylaw, and the resolutions and instructions issued in pursuance thereof, the DTCM may seek assistance from Government Entities in the Emirate. Upon request, these entities must provide the DTCM with support and assistance as soon as practicable.

Liability for Damage

Article (18)

The DTCM will not be liable to third parties for any damage they may suffer as a result of a Tourist Establishment conducting the Activity. The Tourist Establishment will be solely liable to remedy such damage.

Compliance

Article (19)

All individuals and entities conducting the Activity in the Emirate by the effective date of this Resolution must comply with its provisions within six (6) months from that effective date. The Director General may, where necessary, extend this grace period once for the same period.

Issuing Implementing Resolutions

Article (20)

The Director General will issue the implementing bylaw and the resolutions required for the implementation of the provisions of this Resolution. These will be published in the Official Gazette.

Repeals

Article (21)

The above-mentioned Regulation No. (4) of 2006 is hereby repealed. Any provision in any other resolution will also be repealed to the extent that it contradicts the provisions of this Resolution.

Publication and Commencement

Article (22)

This Resolution will be published in the Official Gazette and will come into force on the day on which it is published.

Hamdan bin Mohammed bin Rashid Al Maktoum

Crown Prince of Dubai

Chairman of the Executive Council

Issued in Dubai on 16 August 2020

Corresponding to 26 Thu al-Hijjah 1441 A.H.

Schedule (1)
Tourist Camp Fees

SN	Description	Fee (in Dirhams)
1	Issuing or renewing a Permit to conduct the Activity in a Tourist Camp whose area does not exceed 10,000 Sq. ft.	2,500.00
2	Issuing or renewing a Permit to conduct the Activity in a Tourist Camp whose area is more than 10,000 Sq. ft. and up to 20,000 Sq. ft.	7,500.00
3	Issuing or renewing a Permit to conduct the Activity in a Tourist Camp whose area is more than 20,000 Sq. ft. and up to 30,000 Sq. ft.	12,500.00
4	Issuing or renewing a Permit to conduct the Activity in a Tourist Camp whose area is more than 30,000 Sq. ft. and up to 40,000 Sq. ft.	17,500.00
5	Issuing or renewing a Permit to conduct the Activity in a Tourist Camp whose area exceeds 40,000 Sq. ft.	22,500.00

Schedule (2)
Tourist Camp Violations and Fines

SN	Description	Fine (in Dirhams)
1	Setting up and operating a Tourist Camp without a Permit	10,000.00
2	Delay in renewing a Permit	AED 2,000.00 per week of delay, up to AED 10,000.00
3	Failure to comply with the main conditions or primary criteria adopted by the DTCM in respect of operating Tourist Camps	1,000.00
4	Failure to comply with the secondary conditions or criteria adopted by the DTCM in respect of operating Tourist Camps	200.00
5	Making any modifications in a Tourist Camp without first obtaining the relevant approval of the DTCM	500.00
6	Failure to comply with the terms and scope of the Permit	2,000.00
7	Failure to comply with the requirements and conditions applicable to the classification category of a Tourist Camp	500.00
8	Failure to comply with the criteria and services applicable to the classification category of a Tourist Camp	500.00
9	Misrepresentation of the classification category of a Tourist Camp	1,000.00
10	Re-operating a suspended or closed Tourist Camp without first obtaining the permission of the DTCM	5,000.00
11	Exceeding the maximum capacity of a Tourist Camp as applicable to its classification category	1,000.00
12	Providing false information, documents, or statistics to the DTCM	5,000.00
13	Failure to provide a Visitor with information on the Tourist Services in a Tourist Camp and with the conditions for availing of these services	500.00

14	Failure to respond, within the time frame prescribed by the DTCM, to a complaint referred to the Tourist Establishment by the DTCM	1,000.00
15	Charging Visitors additional fees for electricity, water, or sewage services	2,000.00
16	Failure to provide the DTCM with the information and documents it requires	1,000.00
17	Failure to keep or update the records that contain all information related to a Tourist Camp	1,000.00
18	Disparity between the Tourist Services provided to Visitors and those approved by the DTCM	1,000.00
19	Failure to provide the DTCM with the details of the staff working in a Tourist Camp	500.00
20	Failure to obtain the approval of the DTCM before proceeding to modify any information or documents related to the Permit or the licence of the Tourist Establishment	1,000.00
21	Failure to cooperate with the competent DTCM employees or obstructing their work	2,000.00
22	Relocating a Tourist Camp without first obtaining the approval of the DTCM	5,000.00
23	Failure to comply with the resolutions and instructions issued by the DTCM in respect of Tourist Camps	2,000.00