“DESERT TOUR & CAMP REGULATIONS”

FIRST: DEFINITIONS

Words used in a Capitalized form are key terms defined below:

- **“Camp”** means a desert facility duly permitted by DM and DTCM, built and operated by a Camp Operator using designs and materials reflecting Emirati heritage and desert life style, representing the main stop in the route of a Desert Tour; and comprising facilities such as kitchen, toilets and a yard suitable for activities such as Visitors’ dining and entertainment shows;

- **“Camp Operator”**: means a Tour Operator who is licensed and permitted by DTCM, DED and DM, to operate a Camp; either as a sole activity or together with inbound tourism services and tours;

- **“DTCM”**: means the Dubai Department of Tourism and Commerce Marketing;

- **“DED”**: means the Dubai Department of Economic Development;

- **“DM”**: means Dubai Municipality;

- **“Desert Tour”**: means the desert experience offered by Tour Operators to Visitors; comprising Dune Driving, Camp visit and activities, and including Visitors’ pick-up and drop-off;

- **“Desert Tour Vehicle”**: means a vehicle that is duly licensed and permitted by RTA and DTCM for use in off-road transportation of Visitors during Dune Driving as well as paved transportation;

- **“Driver”**: means a driver of a Desert Tour Vehicle, who is duly licensed and permitted by RTA and DTCM to drive in desert areas;

- **“Dune Driving”**: means the experience of a Driver driving Visitors in a Desert Tour Vehicle across desert dunes, comprising the main part of the Desert Tour overall experience;

- **“Group Tours”**: means a Desert Tour that is conducted in a convoy of Desert Tour Vehicles;

- **“Package”**: means the combination of services and experiences included in a Desert Tour offered to Visitors by a Tour Operator;

- **“Recreational Desert Vehicle”**: means a vehicle equipped for off-road driving (including desert areas) rather than paved roads;

- **“Terms and Conditions”**: means the terms and conditions upon which a Tour Operator offers Desert Tours to Visitors; which must be included in the Desert Tour booking confirmation or ticket (whether in-print or electronic);

- **“Tour Operator”**: means a tourism establishment duly licensed and permitted by DED and DTCM to operate inbound tourism services and tours, including Desert Tours; &

- **“Visitor”**: means an individual who participates in a Desert Tour.
## SECOND: THE REGULATIONS

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<tr>
<th>A</th>
<th>Quality of Experience at Camp</th>
<th>Description</th>
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| 1 | General Conditions | 1 All Camps, Tour Operators and Drivers must adhere to the latest versions of the regulations set by DTCM, DM, DED, DCD, DP, and RTA.  
2 All Visitors parking should comply with relevant requirements and regulations set by DM. All Visitor parking should be clearly identified and the perimeter of the parking area demarked by Barasti no shorter than 1.2 meter above ground.  
3 No incendiary materials to be used in constructing buildings and facilities located within the Camp, according to the latest versions of the regulations set by DM and DCD.  
4 Camps must be fitted with a fire alarm system and include the basic preparations and equipment for firefighting and guiding Visitors and employees to assembly and evacuation areas, according to the latest versions of the relevant regulations set by DCD.  
5 The Camp perimeter, including activity areas such as Camel rides should be fenced using Barasti fencing from all directions, excluding the parking area.  
6 Camp Operators must submit a write-up to DTCM, detailing the below, as to all activities offered in or around the Camp (e.g. falconry training, henna, quad bikes, etc.):  
- Concept;  
- Details;  
- Pictures;  
- Method of delivery (operated in-house, sub-leased, etc.).  
Camp Operators must ensure that the write-up is accurate and detailed. The activities can only be offered once approved by DTCM (on the basis of the write-up submitted). For any new activities or changes to the activities, DTCM approval must be obtained prior to offering these activities. A guiding template is available and may be obtained by Camp Operators, by contacting DTCM through the email address info@visitdubai.com and/or the Toll Free Number: 600 555 559.  
7 Camp Operators running Camps offering overnight stays must obtain special permission from DTCM. These Camp Operators must have the following provisions:  
- Appropriate medical precautions on site.  
- Access to transportation means and driver to transport the Visitor in case of emergency.  
8 Camp Operators must submit the “maximum allowable capacity” of Camps to DCD and DM for verification. Once verified, the Camp Operators should provide such DCD and DM approved capacity to DTCM with relevant documentation evidencing approval.  
9 Camp Operators must ensure there is sufficient mobile phone network coverage around the Camp site and 300m around the Camp site (in all directions) at all times. In case the Camp is built in an area outside the network coverage, Camp Operators must ensure that at all times, there is at least one mobile phone (phone connected to a satellite network) available. |

| 2 | Customer Insights  
(continuous improvement) | 1 Signs provided by DTCM that request Visitors to leave feedback must be installed at the entrance or central visible location at all Camps.  
2 All Desert Tour Vehicles shall have disclaimers dictated by DTCM installed on / adjacent to the glove compartments and behind the front passenger seats.  
3 All marketing channels of Tour Operators / Camp Operators (pamphlets, websites, advertisements etc.) must have a section that requests Visitors to leave feedback on the Visit Dubai website.  
4 A Camp Operator’s employee / representative must make an announcement during each trip, asking Visitors to leave feedback on the Visit Dubai website.  
5 All Terms & Conditions must contain a section asking Visitors to leave feedback on the Visit Dubai website. |
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<tr>
<td><strong>3  Facilities Hygiene: Toilets</strong></td>
<td><strong>1</strong></td>
<td>All Camp Operators must be compliant with all the most updated hygiene related regulations and standards for toilets issued by DM.</td>
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<td><strong>2</strong></td>
<td>All toilets should be kept clean and hygienic at all times. A dedicated cleaning attendant should be allocated while Visitors are in the Camp, to ensure that all facilities are kept sanitary as per DM regulations.</td>
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<td><strong>3</strong></td>
<td>Toilet odor neutralizer shall be always installed in each station and within the common area in toilets.</td>
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<td><strong>4</strong></td>
<td>Toilets should include suitable ventilation for each station, proper illumination and at least as many wash basins as the number of W/C stations.</td>
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<td><strong>5</strong></td>
<td>The minimum number of W/C stations and washbasins for each gender will be calculated as 1 wash basins and 1 W/C station for each 25 persons; depending on the established capacity of the Camp.</td>
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<td><strong>6</strong></td>
<td>All Camps must have at least one wheelchair accessible toilet.</td>
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<td><strong>7</strong></td>
<td>The toilets shall be at least 30 meters away from the F&amp;B facilities or food stations.</td>
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<td><strong>8</strong></td>
<td>Septic tanks should be inspected periodically for any leaks and shall be maintained to ensure that there is no spillage or smell emanating from them.</td>
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<td><strong>9</strong></td>
<td>Hot water shall be connected to the toilets through installation of Solar Powered hot water tanks.</td>
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<tr>
<td><strong>4  Facilities Hygiene: Kitchen &amp; Food serving areas</strong></td>
<td><strong>1</strong></td>
<td>All Camp Operators must be compliant with the latest hygiene related regulations and standards for kitchen; food preparation and serving issued by DM.</td>
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<td><strong>2</strong></td>
<td>All eating stations should be kept clean and inspected by attending staff to ensure hygienic conditions.</td>
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<td><strong>3</strong></td>
<td>All Camp Operators must engage professional pest controllers to conduct routine pest control treatment. A copy of a certificate issued by a pest controller, listing the date of the most recent pest control treatment and the validity thereof, must be provided to DTCM within one week of treatment completion.</td>
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<tr>
<td><strong>5  Facilities Hygiene: General areas</strong></td>
<td><strong>1</strong></td>
<td>External Wash areas should be made available for Visitors to refresh after activities. A closed separate space that ensures privacy should be allocated for ladies only.</td>
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<td><strong>6  Lighting</strong></td>
<td><strong>1</strong></td>
<td>The Camp’s perimeter should be well illuminated, from 30 minutes before sunset until the Camp closes.</td>
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<td><strong>2</strong></td>
<td>All passages and walk ways inside the Camp and leading to external activities or parking must be illuminated.</td>
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<td><strong>3</strong></td>
<td>All Camps must be fitted with emergency lights that identify exits at locations determined by DCD.</td>
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<td><strong>7  Onsite activities</strong></td>
<td><strong>1</strong></td>
<td>Camp Operators are encouraged to have all activities offered to Visitors (other than Dune Driving) should be within 200m of the Camp’s built up area in order to increase supervision and decrease the risk of accidents.</td>
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<td><strong>8  Signage</strong></td>
<td><strong>1</strong></td>
<td>Signs that clearly indicate Camp entrances, exits, kitchens, toilets, and other facilities must be installed.</td>
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<td><strong>2</strong></td>
<td>Standardized emergency exit signs and evacuation signs must be installed in appropriate locations at Camps, as per DCD regulations.</td>
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<td><strong>3</strong></td>
<td>A sign listing the following must be placed at the Camp entrance or a central and visible location inside the Camp:</td>
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<td>- Visitors’ rights;</td>
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<td>- Complaint hotline number;</td>
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<td>- Maximum Camp capacity in compliance with Para A.1.8 above;</td>
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<td>- Contact details of the Camp Operator and management;</td>
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<td>- Information on how and where to give online feedback.</td>
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Health & Safety

1. Adherence with safety regulations for Camps
   1. All Camp Operators must adhere to all the safety regulations set by DM, DCD, DTCM and DP.
   2. All Camp Operators must, at all times, have the necessary safety staff and equipment, as required by regulations issued by DTCM, including the first aid kit, with the contents specified therein.
   3. Each Camp Operator must ensure their Camps are equipped with a defibrillator. At all times that the Camp is operational, at least one staff member who is a trained user of the defibrillator must be present.

2. Adherence with safety regulations for Desert Tour Vehicles
   1. All Desert Tour Vehicles must be of the appropriate specifications and equipped with all the necessary equipment for Dune Driving and must have passed all stages of licensing and technical tests by a service provider approved by RTA, as stipulated in the latest version of the regulations issued by RTA and DTCM regulations.
   2. Recreational Desert Vehicles must not be used, offered or allowed for Visitors, neither directly by Tour Operators, Camp Operator nor through a service provider; unless a written permit is first obtained from DTCM and unless registered and permitted by RTA.
   3. All Drivers and passengers must fasten seat belts and children must be seated in a car seat that corresponds to their age to facilitate that they are safely belted.
   4. All Desert Tour Vehicles must be equipped with GPS trackers that can be connected to Dubai DP’s tracking system.
   5. Children under the age of 12 must not participate in Dune Driving if not accompanied by their parent(s).
   6. Tour Operators or Camps Operators must ensure that their marketing channels including websites and the Terms & Conditions on their tickets include provisions, informing the following individuals not to participate in Dune Driving:
      - Children under the age of 3;
      - Pregnant women;
      - Individuals with serious medical conditions.

Congestion

1. Camps Operators must not exceed the maximum allowable capacity of guests as set out in Para A.1.8 above.

2. Desert Tour Vehicles being driven in Desert Driving should be at least 25 meters apart from one another.

Insurance Coverage & Indemnities

1. Insurance requirements
   1. A full indemnity insurance cover for the Tour Operators who have 100 plus visa limit as approved from DNRD with a minimum total coverage of AED 2,000,000 in the aggregate (with a minimum of AED 400,000 per occurrence). A full indemnity insurance cover for the Tour Operators who have less than 100 visa limit as approved from DNRD, with a minimum total coverage of AED 1,000,000 in the aggregate (with a minimum of AED 200,000 per occurrence).
   2. All Desert Tour Vehicle insurance should cover passengers whereby payout is set at a minimum of AED 250,000 per occurrence.

Environmental Sustainability

Sustainable requirements

1. All Tour Operators and Camp Operators must adhere to all the environmental regulations issued by DM and DTCM, and must ensure the implementation of DM code for waste management and recycling.

2. All Tour Operators and Camp Operators must shift to use solar power to satisfy at least 50% of their total energy requirements within 12 months from the date that these Regulations are issued. Camp owners must provide details of their plans to DTCM to demonstrate the above within 4 months from the date of issue of these Regulations.

3. All Tour Operators or Camp Operators must define driving zones for access and Dune Driving to limit the damage to the environment. Camp management must submit the driving zones to DM and obtain approval thereto within 3 months from the date of issue of these Regulations.
All Drivers must adhere to the driving routes as approved by DM.

Well drilling at or around Camp sites cannot be conducted without the necessary permits issued by DM.

Tour Operators or Camp Operators must discontinue the usage of disposable plates, cups and cutlery as this dilutes the customer experience, is environmentally irresponsible and leads to littering.

Camps Operators are encouraged to adopt waste segregation practices and source appropriate containers in line with relevant regulations set by DM.

Camps Operators are encouraged to adopt Sewage Treatment practices and the use of treated water in plant irrigation.

Camps Operators are encouraged to adopt the practices of planting native trees that suit desert environment.

Camps Operators are encouraged to reduce water consumption and adopt modern and water saving irrigation techniques in line with relevant regulations set by DM.

Camps Operators Tour Operators are encouraged to adopt the use of low carbon emission Desert Tour Vehicles or Recreational Desert Vehicle.

Desert Tour Vehicles must be in good condition, as per RTA and DTCM regulations.

Tour Operators or Camps Operator must pre-define the stop-over facilities and agree these with DTCM to ensure that these are of acceptable quality.

Tour Operators or Camps Operators must clearly define, on their website, marketing material and Terms & Conditions, the location (name of the Camp) and duration of each component of the Desert Tour.

Tour Operators or Camps Operators must clearly define the full details of transfer methods, including:
- Pickup / drop-off points;
- Mode of transportation to / from the desert;
- Name of stopover points on the way to the desert;
- Number of stops while Dune Driving.

Tour Operators or Camps Operators must issue a detailed Terms & Conditions document along with the ticket that clearly defines the activities included in the Tour and any add-on prices corresponding to these activities. The format should clearly state whether the experience is an “all-inclusive” Package or not, and if not, it should break down the activities and corresponding prices, and should include details of:
- Food;
- Beverage;
- Refreshments;
- Camel ride;
- Dune Driving;
- Photograph;
- Entertainment (with details);
- Any other aspects to accurately reflect the Tour.

Tour Operators or Camps Operators must clearly define the activities that are excluded from the Package and minimize the ambiguity in the inclusions/exclusions in the Packages.

Tour Operators or/ Camps Operators must clearly state in their Terms & Conditions whether food and beverage is available at the Camp or during the Desert Tour.
Tour Operators and Camps Operators must clearly define any restrictions in the Term and Conditions or the Package (e.g. minimum age to participate in Dune Driving, car seat requirements, requirements for pregnant women, people with disabilities and/or medical conditions, etc.).

### Employees

Tour Operators or Camp Operators must ensure that all their employees, whether full time or outsourced, are fully trained and compliant with these Regulations.

#### A. General Health, Safety and Environment for all staff of Tour Operators / Camp Operators

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<tr>
<td>1</td>
<td>Adherence with general HSE requirements as per DM and other regulatory bodies</td>
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<td>All employees associated with desert Camps or Tour Operators must adhere to strict hygiene and safety standards (as determined by DM, DTCM and other regulatory entities), and employers must routinely carry out inspections to ensure that these standards are being met. Tour Operators should keep a record for all staff failure incidents.</td>
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<tr>
<td>2</td>
<td>Camp Operators and Tour Operators must ensure that they train their staff and so that they are compliant with all the HSE regulations set by all the relevant government entities (for example, Drivers must ensure that passengers follow all the safety rules such as wearing seatbelts, weight distribution regulations as per RTA regulations, cleaning staff must know which materials and cleaning agents to use for each surface as per DM regulations, etc.).</td>
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<tr>
<td>3</td>
<td>Camp Operators employees are to be trained on the basic procedures for firefighting, according to the latest versions of the regulations set by DCD.</td>
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<td>4</td>
<td>All kitchen staff must ensure that they wear gloves and wash their hands periodically, in line with DM regulations.</td>
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<td>5</td>
<td>Camps Operators are encouraged to have, among staff, DM-approved health supervisors to oversee food safety and ensure food items are procured from DM-approved suppliers.</td>
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<tr>
<td>6</td>
<td>All employees must ensure that their attire is clean, in line with DM regulations.</td>
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<tr>
<td>2</td>
<td>Additional Regulations</td>
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<td>All staff must wear uniforms that clearly show which companies they work for.</td>
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<td>2</td>
<td>Camp staff must not engage in littering, and can be penalized by inspectors if caught littering.</td>
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<tr>
<td>3</td>
<td>Staff should ensure that the premises are clean once the Desert Tour event is over. Camp Operators are subject to fines by inspectors if they discover that the Camp site is littered after operating hours.</td>
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## Drivers

### Legitimacy of Drivers
1. All Drivers must abide with RTA overland driver license requirements.
2. All Drivers must have completed their tour guide certification by DTCM.

### Minimum requirements of Drivers
1. All Drivers must abide by the latest versions of regulations issued by RTA and DTCM, and must be trained on how to react in an emergency situation.
2. In Group Tours, one lead Desert Tour Vehicle or Recreational Desert Vehicle must be established, which other Desert Tour Vehicle or Recreational Desert Vehicle must follow, as set out in RTA and DTCM Regulations.
3. Drivers must give a thorough safety briefing before entering the desert.
4. Drivers must not enter the Camps and must not participate in other activities such as cooking, serving food, etc.

### Additional competencies
1. All Drivers must be professional and well mannered, as per the training for the Tour Guide certification.
2. All Drivers must maintain high levels of personal hygiene, as per the training for the Tour Guide certification.

### Cooperation with inspectors
1. All Drivers must cooperate with inspectors to facilitate inspections.
2. Drivers must display a copy of their overland driver licenses at all times, as per RTA and DTCM Regulations.
3. Drivers must ensure that their car is labelled with the corresponding Camp / Tour Operator so that they are easily identified by inspectors.

## Tour guides / general staff

### Core competencies
1. All Tour Guides at Camp sites must have completed their tour guide certification by DTCM.
2. All Tour Guides at Camp sites must be able to answer the FAQs posed by Visitors, as per the training for the Tour Guide certification.
3. All Tour Guides must also possess basic skills on professionalism, courtesy, language proficiency, etc., as per the training for the Tour Guide certification.
4. Regularly underperforming Camps that employ ill-informed and unprofessional staff will be penalized.

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