Executive Council Resolution No. (33) of 2012

Regulating the
Registration of Representatives of
Tourist Establishments in the Emirate of Dubai

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. (35) of 2009 Concerning Management of the Public Funds of the Government of Dubai and its amendments;

Regulation No. (1) of 1998 Concerning Licensing and Classification of Hotels, Guest Houses, and Hotel Apartments and its amendments; and

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

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:

UAE: The United Arab Emirates.

Emirate: The Emirate of Dubai.

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1 Every 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.
DTCM: The Department of Tourism and Commerce Marketing.

Director General: The director general of the DTCM.

Establishment: A hotel or tourist establishment licensed by the DTCM to conduct its business in the Emirate, and any other entity whose activities require it to obtain permits or approvals from the DTCM.

Representative: A natural person registered on the Roll and authorised by the DTCM to represent an Establishment and follow up the processing of its requests and applications.

Roll: The register on which Representatives are registered with the DTCM after meeting the conditions and requirements prescribed in this Resolution and the bylaws issued in pursuance hereof.

Scope of Application

Article (2)

The provisions of this Resolution will apply to the Representatives authorised by an Establishment to follow up the processing of its requests and applications filed with the DTCM.

Duties and Powers of the DTCM

Article (3)

For the purposes of the application of this Resolution, the DTCM will have the duties and powers to:

1. prescribe the requirements, rules, and standards that must be met by Representatives for their registration, and for regulating the amendment of such registration on the Roll;

2. determine applications for registration, renewal of registration, and reinstatement of Representatives, and vary their registration details, in accordance with the conditions and requirements approved by the DTCM in this respect;

3. issue identification cards for Representatives;

4. prepare the application forms for the registration of Representatives, and for the variation of their registration details;

5. receive, investigate, and take the appropriate action concerning complaints against Representatives;
6. impose the penalties prescribed in this Resolution on violators of its provisions, and the provisions of the bylaws and instructions issued by the DTCM; and

7. perform any other duties related to registration of the Representatives which fall within its powers.

Maintaining the Roll
Article (4)

A Roll will be maintained in the DTCM for the registration of Representatives. The Director General will determine the form and the details that must be entered on this Roll.

Registration on the Roll
Article (5)

No person will, in his capacity as a Representative, be allowed to approach the DTCM to process any request relating to an Establishment, or to obtain any of the services offered by the DTCM unless he is registered on the Roll and holds a Representative card. However, this will apply neither to a partner or director whose name is recorded in the Licence issued to the Establishment by the DTCM, nor to companies licensed in the Emirate to conduct the request processing business which have notarised powers of attorney from the Establishment.

Requirements for Registration on the Roll
Article (6)

To be registered on the Roll, a person must:

1. be a UAE national;
2. be of full capacity;
3. be of good character and repute and not convicted of any felony or crime affecting honour and trustworthiness, unless he has been rehabilitated;
4. be proficient in the Arabic or English language;
5. pay the fees prescribed in this Resolution; and
6. meet any other requirements determined pursuant to the bylaws and instructions issued by the DTCM.
Exemption from Registration Requirements

Article (7)

Notwithstanding paragraph (1) of Article (6) of this Resolution, the DTCM may register on the Roll Representatives who are not UAE nationals, provided that they meet all other requirements and hold at least a general secondary school certificate.

Registration Procedures

Article (8)

The DTCM will register Representatives on the Roll and issue their cards in accordance with the procedures determined by the DTCM.

Term of Registration

Article (9)

The term of registration on the Roll will be valid for a period of one (1) year, renewable for the same period. A Representative must apply for renewal of his registration within at least thirty (30) days from its expiry date, failing which his card will be cancelled. Registration will be renewed in accordance with the requirements and procedures approved by the DTCM in this respect.

Representatives Working for More than One Establishment

Article (10)

A UAE national Representative may follow up with the DTCM the processing of the requests of more than one (1), and up to a maximum of three (3), Establishments.

Representative Identification Card

Article (11)

a. The DTCM will grant an identification card to a Representative who is registered with the DTCM on the Roll, to confirm that the bearer is authorised to represent his Establishment and to process its requests and applications.

b. The identification card referred to in paragraph (a) of this Article will feature the photograph, name, and nationality of the Representative, as well as the name of the Establishment which he represents, and any other details the DTCM deems necessary.
c. The identification card is an official document which a Representative must protect from damage and loss, and use only for its intended purposes. The Representative must in particular:
   1. not permit others to use his identification card;
   2. not alter, deface, or omit the details contained in the card, or add any other details thereto;
   3. notify the DTCM in case of card loss or damage;
   4. wear and prominently display the card for easy reference by the DTCM staff; or
   5. surrender the card to the DTCM in case any of its details are varied by the DTCM, or when required.

d. Subject to Article (10) of this Resolution, a Representative may not use the identification card to process or finalise the requests of Establishments other than the Establishment whose requests he is authorised to process with the DTCM.

Fees
Article (12)

The DTCM will collect the following fees for registering a Representative on the Roll and issuing his identification card:

1. one thousand Dirhams (AED 1,000.00) for initial registration and for reinstatement on the Roll;
2. one thousand Dirhams (AED 1,000.00) for renewal of registration on the Roll; and
3. one hundred Dirhams (AED 100.00) for issuing replacement of a lost or damaged Representative card.

Penalties
Article (13)

a. Without prejudice to any stricter penalty prescribed by any other resolution, a Representative who commits the violations indicated in the Schedule attached to this Resolution will be punished by the penalty indicated opposite each of them. Upon repetition of the same violation within one (1) year from the date of the previous violation, the amount of fine will be doubled, provided that the fine does not exceed three thousand Dirhams (AED 3,000.00).
b. In addition to the penalty of a fine prescribed in paragraph (a) of this Article, the DTCM may take one or more of the following measures against the violating Representative:

1. permanently or temporarily suspending the Representative from following up the processing of the requests of the Establishment; and/or
2. withdraw the card of the Representative and striking his registration off the Roll.

**Law Enforcement**  
**Article (14)**

Employees of the DTCM nominated by a resolution of the Director General, in coordination with the Government of Dubai Legal Affairs Department, will have the capacity of law enforcement officers to record the acts committed in breach of the provisions of this Resolution and the bylaws issued in pursuance hereof. In this capacity, they may issue the violation reports required in this regard.

**Grievance**  
**Article (15)**

A Representative may submit a written grievance to the Director General against any decisions issued against him within thirty (30) days from the date of the contested decision. The grievance will be heard and determined by a committee formed pursuant to a resolution of the Director General for this purpose. 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.

**Issuing Implementing Bylaws**  
**Article (17)**

The Director General will issue the bylaws required for the implementation of this Resolution.
Repeals
Article (18)

Any provision in any other resolution will be repealed to the extent that it contradicts the provisions of this Resolution.

Publication and Commencement
Article (19)

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 30 December 2012
Corresponding to 17 Safar 1434 A.H.
### Schedule

**Violations and Fines of**

**Representatives of Tourist Establishments in the Emirate of Dubai**

<table>
<thead>
<tr>
<th>SN</th>
<th>Description of Violation</th>
<th>Fine (in Dirhams)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Permitting others to use a Representative’s identification card</td>
<td>1,000.00</td>
</tr>
<tr>
<td>2</td>
<td>Altering, defacing, or omitting any of the details of an identification card</td>
<td>1,000.00</td>
</tr>
<tr>
<td>3</td>
<td>Failure to report card loss or damage to the DTCM</td>
<td>500.00</td>
</tr>
<tr>
<td>4</td>
<td>Failure to wear and prominently display the identification card</td>
<td>200.00</td>
</tr>
<tr>
<td>5</td>
<td>Failure to surrender the identification card to the DTCM where required</td>
<td>500.00</td>
</tr>
<tr>
<td>6</td>
<td>Processing requests for Establishments other than the Establishment whose requests he is authorised to process with the DTCM</td>
<td>1,000.00</td>
</tr>
</tbody>
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