

| | |
|--|--|
| <p>Destination Dubai</p> <ul style="list-style-type: none"> • What is Dubai currently doing to ensure the well-being of its citizens? • How many tests were taken in the UAE? What is the number of tests per capita? • What measures were taken to keep public places sterilized? | <ul style="list-style-type: none"> • The Ministry of Health and Prevention (MoHAP) alongside other relevant authorities continue to prioritize, monitor, and assure the safety and the well-being of all visitors to and residents of Dubai utmost priority, and we are working diligently alongside them to provide the necessary assistance. • The city has implemented national sterilization program and social distancing as a response to stop the spread of the virus, whilst continuing to operate its vital sectors. In addition, the private sector operates at 50% occupancy in offices for a defined duration. This is to ensure that we protect and safeguard the health of our people – residents and visitors. • We continue to work diligently under the guidance from the World Health Organization to maintain rigorously high standards of public hygiene and safety, so the wellbeing of all residents and visitors remains uncompromised. • As of 27 May, over two million people have been tested since the outbreak of COVID-19. • A large number of health care workers were deployed to screening centers and there are 14 drive-through testing facilities available as well as a dedicated service for people of determination. • The nation has been extremely proactive in implementing many preventative measures in order to contain the spread of the virus. So much so, the UAE ranked amongst the <u>top 10 countries</u> in the world for the nation’s response to the COVID-19 pandemic. This rate is testimony to the efficiency of the national health system and the country’s readiness to tackle the virus. • For more information, please refer to the website of the Ministry of Health and Prevention https://www.mohap.gov.ae/en/Pages/default.aspx and the website of the Dubai Media Office https://www.mediaoffice.ae/news/2020/Apirl/07-04/Corona-vechile-test-in-Dubai. • The Ministry of Health Prevention (MoHAP), National Emergency Crisis and Disaster Management Authority (NCEMA) and the Ministry of Interior (Moi), implemented a massive disinfection program in collaboration with relevant federal and local authorities. The 'National Disinfection Programme' entailed a complete 24-hour sterilization programme, which started on 4 April 2020 and included all public utilities, public transport and metro services. From 27 May, the sterilization programme will be conducted between 11:00pm and 6:00am daily. • Please find further information on the website of the UAE Ministry of Interior https://www.moi.gov.ae/en/default.aspx |
|--|--|

| | |
|--|--|
| <ul style="list-style-type: none"> • What are the current regulations in Dubai for public behavior and public transportation? | <ul style="list-style-type: none"> • In line with the decisions of the Ministry of Health and Prevention and the National Emergency Crisis and Disaster Management Authority, NCEMA, the Supreme Committee of Crisis and Disaster Management has announced to ease restrictions on public movement in the Emirate. Starting from 27 May, people can leave their homes between 6:00am and 11:00pm. • However, everyone must observe physical distancing guidelines and abide by the instructions and preventive measures outlined by concerned authorities wearing masks (gloves are optional) . • Public transport (bus & metro), restaurants & cafes (except for buffet and shisha), retail sector (malls, high-street outlets and souqs), wholesale sector and maintenance shops are allowed to operate with special procedures. • Family entertainment facilities such as observation decks and platforms, museums, aquariums and Green Planet are allowed to open from 27 May onwards following precautionary measures shared by Dubai Municipality • Cinemas are allowed to open from 27 May onwards following the precautionary measures shared by Dubai Municipality including social distancing, and wearing of masks at all times • From 27 May Dophinariums, open air shows, kayaking, dhow cruises, desert safaris, ziplines, ice rinks, Ski Dubai, helicopter & gyrocopter, desert bikes/dune bashing and hot air balloon experiences are allowed to reopen following the precautionary measures set out by Dubai Municipality and Dubai Tourism. • The refund/return policy is conditional to the items being sanitized and set aside for 24 hours before being sent out or used by another customer. • Sterilization operations will continue inside malls. Visitors will be subject to temperature checks at entrances and will be required to wear masks (gloves are optional) as a condition for entering a mall. Malls are also required to make sterilizers widely available to ensure the highest level of protection for visitors and workers. • Categories not permitted to enter the mall include: <ul style="list-style-type: none"> ○ Children under 12 years, and children of any age groups with medical conditions ○ Elderly above 60 years old ○ High risk individuals with medical conditions (applicable to all age groups) • If leaving your home, the Ministry of Health and Prevention advises the public to follow preventative health measures to avoid increasing the risk of infection. For more information, please visit: https://www.mohap.gov.ae/en/Pages/default.aspx • Fitness Centers are allowed to reopen from 27 May onwards following precautionary measures communicated, these include social distancing, wearing of masks, scheduled gym access to |
|--|--|

| | |
|--|--|
| <ul style="list-style-type: none"> • Are employees allowed to return to work? If so, what measures have been put in place? • What is the status on hotels and attractions opening? | <p>control occupancy that's not to exceed 50% including gym staff members In addition to closure of waiting area, temperature checks, and frequent sterilization.</p> <ul style="list-style-type: none"> • The following outdoor sports are now allowed, all are to follow the shared safety measures, adhere to maximum capacities and social distancing guidelines: <ul style="list-style-type: none"> ○ Racket Sports (Tennis, Paddle Tennis, Table Tennis and Badminton) ○ Golf ○ Cricket ○ Bowling (50% of lanes to be available, max of 2 players per lane) ○ Cycling and running (Wearing facemask is compulsory at all times but can be lowered/removed while engaged in strenuous and vigorous intensity. Group training is permitted with a maximum capacity of 5 members per group, however it is not encouraged) ○ Rugby ○ Ball Sports (Football, Basketball, Volleyball and Handball) The number of players can be controlled based on the size of the play area, the smaller it gets the less number of players • A maximum of 50% of the workforce of all organizations are allowed to work from their offices while the rest will continue to work from home. Additional measures include social distancing, the wearing of masks (gloves are optional) as well as undergoing daily temperature screening. • Hotels are open and continue to operate rigorous sterilization and disinfection procedures. • Hotels must follow the latest directives issued by Dubai Tourism, for more information contact your trade lead • Front office staff must follow stringent protocols of health and safety as issued by Dubai Municipality and Dubai Tourism on 27 May • There are specific guidelines for disinfection, lobby rules, housekeeping, laundry, room service, check-ins and checkouts amongst others. • Online and in-room check-in/check-out is recommended where hotels have e-commerce capabilities |
|--|--|

| | |
|---|--|
| <ul style="list-style-type: none"> • What are the current regulations for private beaches? | <ul style="list-style-type: none"> • Hotel Establishments must follow mandatory sterilization and sanitization requirements and ensure appropriate time intervals are provided for effective sterilization and sanitization between Check-Out and Check-in of New Guests. In the event of any rooms occupied by ‘Suspected Cases’ or “Front-Line Guests” – any additional sterilization requirements mandated by Authorities must be adhered to • All elevators must have markings on the floor that indicate social distancing and users must comply by standing on these markings • Frequent sterilization of common areas and all lobby areas and toilets in line with DMHS guidelines (minimum once every hour or after every use) • Hotels must have dedicated isolation zones in line with DMHS guidelines for suspected cases identified as part of screening process • Pools, kids clubs, saunas, and wellness treatments are currently not open for use. In addition, pubs, bars, and nightclubs are also not operating as a precautionary measure. Minibars are not in use; refreshments can be ordered via in-room dining. However, hotels will use a gradual phasing model relaunching facilities operations under a stringent health and safety guidelines and procedures that will be in place to ensure seamless, but safe experiences for all guests. • Salons to operate at max capacity of 50%. Service permitted by appointment and ticketing system only, services allowed: Hair and Nails Only • Changing rooms and prayer rooms are not allowed to operate • Attractions & events: There is a current suspension of events from 15 March 2020 onwards until further notice. <p>However, many attractions and entertainment options can be found online. Please visit the Dubai Calendar under https://www.visitdubai.com/en/events#/?type=Leisure, where you can find many virtual attractions and events.</p> <ul style="list-style-type: none"> • Private and public beaches are open and must follow stringent procedures as shared by Dubai Municipality and Dubai Tourism • Private beaches attached to hotels are allowed to operate, subject to the following guidelines: <ul style="list-style-type: none"> ○ Access is only allowed for in-house guests ○ Compulsory wearing of masks for all guests including children ○ Life jackets to be disinfected after each use ○ High intensity sanitation of full common space at beaches post operation hours |
|---|--|

| | |
|--|--|
| <ul style="list-style-type: none"> • What is the status on maritime activities and skydiving? • What measures are being taken to keep hotels sterilized? | <ul style="list-style-type: none"> ○ Full compliance to physical distancing; 2m between people and 4m between two groups of people at beaches & sun beds (2m if same family for sun beds) • Maritime activities are allowed for residents and visitors between the age range of 16-60 years under certain operational requirements, in line with the preventive measures of the Dubai government in preserving health of citizens, residents, and visitors. • A maximum of five members are allowed on a boat, and one person on a jet ski. • The wearing of masks and gloves for all visitors (including children) is mandatory • A clear distance of 2 meters between people and 4 meters between two groups of people • Not more than five people in one group (can be family, friends or trainers) • Skydiving is allowed under the below guidance: <ul style="list-style-type: none"> • Reduced flight capacity to ensure social distancing of 2 meters • Customers are encouraged to use/purchase/bring their own goggles • Customers and professional skydivers to undergo temperature checks and wear full gear • All skydivers are required to wear a face mask to board the aircraft and wear it for the duration of the flight to altitude; mask can be removed for the jump, instructors to advise customers accordingly • No tandem jumps allowed at this stage • The Dubai Municipality has implemented numerous guidelines for the intensified process of cleaning and disinfection. Please find further information here: https://www.dm.gov.ae/en/Business/HealthAndPublicSafety/Pages/default.aspx. |
| <ul style="list-style-type: none"> • Where can I see how many cases of COVID-19 there are in the UAE? | <ul style="list-style-type: none"> • In order to check the current number of COVID-19 cases in the UAE, please refer to the following webpages from the Ministry of Health and Prevention (MoHAP) https://www.mohap.gov.ae/en/AwarenessCenter/Pages/MoHAP_COVID_Global_Dashboard.html and the National Emergency Crisis and Disasters Management Authority (NCEMA) https://covid19.ncema.gov.ae/en |

| | |
|--|--|
| <p>Restrictions for tourists</p> <ul style="list-style-type: none"> • What restrictions will be implemented for tourists in general? • What procedures will there be in the airport for visitors? | <ul style="list-style-type: none"> • All measures that are currently in place are temporary. Therefore, it is important to keep track of the following and below mentioned websites from Dubai Airport https://www.dubaiairports.ae/alert/latest-covid-19-update- and the General Directorate of Residency and Foreigners Affairs https://gdrfad.gov.ae/en who provide updates on changes and regulations including on future travel. • Visa: The UAE has temporarily suspended, effective 17 March, all visas to all foreigners, with the exception of diplomatic passport holders. This comes as part of the precautionary measures taken by the UAE in response to the World Health Organization’s declaration of COVID-19 as a pandemic. • The Dubai Health Authority is conducting regular screening and tests of all passengers coming into the city through all its terminals and special health and safety protocols are in place at the airport. • At Dubai International airport, gloves and masks are mandatory for all customers and employees. • Thermal scanners monitor the temperatures of all passengers and employees stepping into the airport. Physical distancing indicators have been placed on the ground and at waiting areas to help travelers maintain the necessary distance during check-in and boarding. • The airport team has also installed protective barriers at each check-in desk to provide additional safety reassurance to passengers and employees during interaction over the counter. • Currently, the relevant authorities are working across borders and markets to ensure relevant precautionary measures are also being established at both host and destination countries. |
| <p>Flights/Emirates</p> <ul style="list-style-type: none"> • Can foreign nationals holding a UAE residence visa return to the UAE? • When will the flight paths be fully restored? | <ul style="list-style-type: none"> • The Ministry of Foreign Affairs and International Cooperation (MoFAIC) and the Federal Authority for Identity and Citizenship (ICA) announced on 20 May that foreign nationals holding valid residence visa could return to the UAE starting June 1. Find further information here: https://www.mofaic.gov.ae/en/mediahub/news/2020/5/19/19-05-2020-uae-visas • Passenger flights to nine destinations resumed on 21 May. Please find further information here https://www.emirates.com/media-centre/emirates-resumes-passenger-flights-to-9-destinations-including-connections-between-uk-and-australia/. |

| | |
|--|---|
| <ul style="list-style-type: none"> • Where can I find the latest information for Emirates Airline flights and refunds in regards to COVID-19? | <ul style="list-style-type: none"> • Emirates Airline created an online hub for information and guidance in response to the latest developments in the COVID-19 outbreak around the world. Whether you are checking when they will next be operating in your location, need guidance on what to expect if you are travelling soon, or need to review options regarding keeping your ticket for the future, please visit the following website of Emirates Airline: https://www.emirates.com/ae/english/help/travel-updates/#3524 and https://www.emirates.com/ae/english/help/covid-19/. • The following video link showcases Emirates safety and precautionary measures: https://youtu.be/hQ0s_zXrAU • Currently this is what Emirates has in place: <ul style="list-style-type: none"> ○ Emirates Airline provides frequent repatriation flights to selected destinations. ○ On board Emirates’ flights, seats are pre-allocated (online check-in is not available) with vacant seats placed between individual passengers or family groups in observance of physical distancing protocols. ○ Emirates has also modified its inflight services for health and safety reasons. Food and beverages continue to be offered in the form of bento-styled boxes to reduce contact between the crew and customers during meal service, and minimize risk of interaction. The personal boxes provide customers with sandwiches, beverages, snacks and desserts. ○ Similarly, to reduce risk of spreading the virus by touch, magazines and other print reading material are temporarily unavailable. Cabin baggage are currently not accepted on flights. Carry-on items allowed in the cabin are limited to laptop, handbag, briefcase or baby items. All other items have to be checked in, and Emirates will add the cabin baggage allowance to customers’ check-in baggage allowance. Customers have to wear their masks and gloves throughout their journey from check-in until they disembark. ○ All Emirates aircrafts are undergoing enhanced cleaning and disinfection processes in Dubai, after each journey. ○ Relevant authorities are working across borders and markets to ensure relevant precautionary measures are also established at both host and destination countries, where travel restrictions will be lifted. • Emirates Airline announced on 23 April 2020 in the latest statement that there are limited flights to carry travelers outbound from the UAE to some destinations up to 30 June 2020. Please find further details on the website https://www.emirates.com/ae/english/help/travel-updates/. For |
|--|---|

| | |
|--|---|
| <ul style="list-style-type: none"> • What is Emirates Airline doing to keep aircrafts clean? • How were people tested at the airport in Dubai? | <p>more information about the flights, please find the Essential Travel destinations guide here https://www.emirates.com/ae/english/help/essential-travel/</p> <p>In order to put customers first, Emirates Airline has updated its COVID-19 travel waiver policies into one simplified approach. Please find further details here https://www.emirates.com/media-centre/emirates-puts-customers-first-in-covid-19-waiver-policies/.</p> <ul style="list-style-type: none"> • In response to the latest developments in the COVID-19 outbreak around the world, Emirates is taking extra steps that go above and beyond industry and regulatory requirements to ensure its customers’ health and comfort, and provide them with confidence and peace of mind when planning their travel. Please find further information here https://www.emirates.com/media-centre/emirates-offers-travellers-added-peace-of-mind/. • Emirates Airline conducted on-site rapid COVID-19 tests for passengers. Please find further information here https://www.emirates.com/media-centre/emirates-becomes-first-airline-to-conduct-on-site-rapid-covid-19-tests-for-passengers/ |
| <p>Visa policy</p> <ul style="list-style-type: none"> • Will the visa policy change for specific markets? • Will there be further requirements? | <ul style="list-style-type: none"> • As a destination, the city adopts the highest international health and safety standards, enabling the city to be prepared for all situations and ensuring the wellbeing of all visitors remains the highest priority. • Visas-on-arrival have been temporarily suspended from Thursday, 19 March 2020. • Please check visa requirements here https://gdrfad.gov.ae/en/form/contact-us |
| <p>Messaging</p> <ul style="list-style-type: none"> • What are the key pillars DTCM wants to promote after the recovery? | <ul style="list-style-type: none"> • In terms of key messaging, the main aspects after the opening of borders are health, safety and security. In this phase, it is specifically important to inform the traveler about the updates from the destination. Especially, the regulations and restrictions that will be in place by then from main government bodies such as the Ministry of Health and Prevention (MoHAP) https://www.mohap.gov.ae/en/Pages/Careers.aspx |

| | |
|---|--|
| <ul style="list-style-type: none"> Is the overall messaging going to change (e.g. from luxury to affordability)? | <ul style="list-style-type: none"> The main key pillars of DTCM’s communication will remain as before. However, it is important to consider which message can be used in which market. Hence, it is important to evaluate the market and understand the traveler’s needs and expectations. Dubai is a destination that has the highest standards and caters to many target groups. Therefore, it is important to maintain the product offerings for each target group and budget. We will provide relevant messaging on a continuous basis for you to have a pool of information to use where you see fit (experience Dubai from a distance, etc.) |
| <p>Expo Dubai 2020</p> <ul style="list-style-type: none"> What are the new dates? What is the procedure for EXPO being postponed? | <ul style="list-style-type: none"> Expo 2020 Dubai is gearing up to help shape a post-pandemic world and create a better future for all after a two-thirds majority of Bureau International des Expositions (BIE) Member States voted in favor of postponing the next World Expo by one year. The global mega event will now run from 1 October 2021 to 31 March 2022, a delay that allows all participants to safely navigate the impact of COVID-19, and allows the World Expo to focus on a collective desire for new thinking to identify solutions to some of the greatest challenges of our time. For more information, please visit the following website: https://www.expo2020dubai.com/ |
| <p>Dubai Industry/DTCM</p> <ul style="list-style-type: none"> What is the latest status on ATM? <p>MICE</p> <ul style="list-style-type: none"> Do participants/attendees have to be refunded? Will Dubai Government cover financial losses due to cancellation or postponement? | <ul style="list-style-type: none"> The Arabian Travel Market was postponed; the new dates are 16 May to 19 May 2021; please find further information about the Arabian Travel Market at: https://arabiantravelmarket.wtm.com/. However, for interested travel professionals there will be a virtual ATM, taking place from 1 June to 3 June 2020. The online registration for this event is open. Please click here to register https://atmvirtual.eventnetworking.com/register. The directive is to suspend all events until further notice. Dubai Tourism can help to extend permits if the event is postponed, or help applying for a permit refund. |

| | |
|--|---|
| <ul style="list-style-type: none"> • If an event is cancelled or postponed, how can a permit fee be refunded? Alternatively, how can permits be deferred to new or revised dates? • What measures have been taken to make sure the Dubai industry gets through this tough time? • How is Dubai planning for the future? Are there any statements available? | <ul style="list-style-type: none"> • Please contact the Dubai Tourism Events Ticketing and Permits team by visiting https://epermits.dtcm.Nov.ae for further guidance concerning permit applications. • The Dubai Government launched an economic stimulus package in order to support companies and the business sector in Dubai. For further information about all initiatives in Dubai and the UAE, please visit the website https://u.ae/en/information-and-services/justice-safety-and-the-law/handling-the-covid-19-outbreak/economic-support-to-minimise-the-impact-of-covid-19. • The Central Bank of the UAE (CBUAE) launched an AED 100 billion comprehensive Economic Support Scheme for retail and corporate customers affected by COVID-19. These measures will come into force with immediate effect. Please find further information about the CBUAE’s economic support scheme here https://u.ae/en/information-and-services/justice-safety-and-the-law/handling-the-covid-19-outbreak/economic-support-to-minimise-the-impact-of-covid-19. • HE Helal Al Marri, Director General of Dubai Tourism: As we take stock of the economic impact caused by COVID-19 on all sectors, of which tourism was one of the most impacted, we see our recovery coming across 3 phases: <ul style="list-style-type: none"> ○ The first, the pause phase, is where we are today and our immediate focus is on ensuring that the strong relief program put in place by the Federal and Dubai government to support travel, tourism and all related sectors is swiftly executed. ○ In the second phase, we will prepare to welcome limited travel from this autumn, as we gradually reopen sectors and markets. This prudent approach to reopening travel is a global question given many airports and air spaces remain closed, so we are working with all relevant bilateral organizations to have a coordinated approach to opening up. Our priority remains safeguarding the wellbeing of our guests and our people and we are working with Emirates, flydubai, airline partners and relevant authorities to support the planned reopening of routes. Emirates, in fact, have started taking bookings from 1 July. ○ I am confident that once we enter the final phase of full reopening and return of confidence in travel behaviors, Dubai will be ideally suited to deliver the exceptional customer experience in this ‘new normal’ of tourism. |
|--|---|

