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WELCOME TO DUBAI

1.OBTAINING VISAS TO VISIT DUBAI

Requirements for obtaining a visit visa for Dubai vary depending on your nationality. GCC citizens do not require a visa to enter Dubai, and citizens of 33 other countries can get a visa on arrival at Dubai International Airport. Nationalities not in this list can get a 30 day tourist visa sponsored by a local entity, such as a hotel or tour operator, and this should be obtained before entry into Dubai.

In general, visit visas are valid for either 30 days (short term visit visa) or 90 days (long term visit visa). Both visas are non-renewable. Fees for short term visa are AED 620 application fee + typing fee and for long term visa, it is AED 1120 application fee+ typing fees. Also a deposit of AED 1000 is to be paid by the local sponsor/relative/resident which can be reimbursed after the visit visa holder has left the country.

Multiple-entry visas are available for visitors who have links with local businesses that require them to visit regularly. Multiple-entry visas are valid for visits of a maximum of 14 days each time, for six months from date of issue. It costs AED 2,100 (plus AED 20 delivery fee) and should be applied for after entering the UAE on a visit visa.

Visitors travelling through Dubai in transit, a special transit visa is available free of charge through certain airlines. It is valid for 96 hours.

It is important to remember that visa laws can change frequently, and therefore it is always advised that you check with the UAE Embassy in your home country before you travel.

[List of 33 nationalities who get visit visas on arrival in Dubai](#) – UAE Interact
[Entry visas and fees for various categories of visitors to Dubai](#)- Dubai Tourism
[All services for visitors](#) – General Directorate of Residency and Foreigners Affairs - Dubai (GDRFA)

[Service guide for all visit visas](#) - GDRFA

[Get a Dubai visit visa for a family member](#) - Dubai.ae

[Dubai and UAE visa information and fees](#) - Ministry of Foreign Affairs UAE

[List of UAE Embassies abroad](#) – Embassies Abroad

[Visa Services offered by Emirates Airlines](#) - Emirates Airlines

[Visa services from Fly Dubai](#) - Fly Dubai

[Visa services from Etihad Airways](#) - Etihad Airways

[Visa services from Air Arabia](#) - Air Arabia

[Visa services from Arabian Adventures](#) - Arabian Adventures

2. BOOKING AIR-TICKETS TO VISIT DUBAI

Dubai's central geographical location makes it easily accessible with many of the world's major airlines. There are direct flights to Dubai from most main cities in Europe, Asia, Australia and the Middle East, as well as select cities in Northern America and Africa.

Dubai International airport is world-renowned, handling around 30 million passengers annually, and connecting over 160 destinations with more than 110 airlines.

The majority of these airlines offer online booking facilities, incorporating e-ticketing. Dubai's three airport terminals are fully equipped to accept both electronic and paper tickets, and, for many flights, it is possible to check in online or using an electronic check-in device at the airport.

Terminal 3 opened in late 2008, boasting 120 check-in desks, spacious lounges, a vast range of food and beverage outlets and a comprehensive area dedicated to duty free shopping. The terminal is for the exclusive use of Emirates Airlines and its passengers.

Emirates is a world-famous Dubai success story: launched in 1985 with two aircraft, it has grown into one of the world's leading airlines, with a fleet of more than 160 aircraft flying to over 100 destinations. In 2008, Emirates began operating flights with the A380, which offers passengers a new level in in-flight luxury and comfort.

Emirates offers a passenger loyalty programme called Skywards, with which you can accumulate points with every Emirates flight you take. Skywards points can then be redeemed against future flights or other leisure and lifestyle benefits. Skywards members may also use their points to request upgrades to business or first class.

Emirates Holidays, a subsidiary of Emirates, offers tailor-made holidays both in Dubai and internationally, with flights, accommodations and excursions included. It is possible to visit Dubai as part of an international cruise, and the city has a dedicated cruise terminal equipped to receive cruise liners from around the world.

Budget airline Fly Dubai is rapidly growing into a leading budget airline of the world and connects Dubai to short-haul cities in Europe and Asia.

[Book your trip to Dubai through flight](#) - Dubai Tourism
[Download mobile app for travelling to Dubai](#) - Dubai Tourism
[Search and book flights on Emirates Airlines](#) - Emirates
[Booking Holiday Packages in Dubai](#) - Emirates Holidays
[Planning Your Arrival at Dubai International Airport](#) - Dubai International Airport
[Information on Emirates Terminal 3](#) - Emirates Airlines
[Earning Loyalty Awards for Flights to Dubai](#) - Skywards
[Booking through Flydubai](#) Fly Dubai
[Arriving in Dubai by Sea](#) - Dubai Tourism
[Arriving in Dubai by Road](#) - Dubai Tourism

3.AIRPORT TRANSFERS

There are many convenient ways to get from Dubai International Airport to your hotel or other destinations in Dubai.

Outside the Arrivals hall, you will find a taxi rank where you can easily and quickly find an official Dubai taxi. Larger taxis are available for people travelling in bigger groups or who have a lot of luggage. The starting charge for a Dubai taxi from Dubai International Airport is AED 20 for the smaller one and AED 20 for the larger one.

The Dubai Metro operates its Red Line, which stops at Dubai International Airport Terminal 1 and Terminal 3, offers a quick and easy way of getting from the airport to various destinations around Dubai. The Red Line travels through parts of Deira and all the way to Jebel Ali travels through Deira and Bur Dubai. Metro fares are very reasonable, starting from just AED 1.80 per journey.

There is also a bus service from the airport. The Roads and Transport Authority operates a fleet of modern, air-conditioned buses that offer an economical mode of transport to passengers. Dubai Buses have a flat fare system, starting from AED2 per journey.

Passengers wishing to hire a car for the duration of their stay in Dubai can pick up their vehicle from Dubai International Airport. When collecting your hire car, you will need to present a copy of your passport and international driving licence, as well as your credit card. Dubai has a road toll system, called Salik, and certain main roads have toll gates. If you drive under one of these toll gates, you will be charged AED 4, via an electronic tag that is fitted to the windscreen of your hire car. You can expect to find any Salik charges that you incur during your stay added on to your final bill when you return your hire car.

If you have reservations with a Dubai hotel, check whether your package includes an airport transfer – most hotels offer this service to their guests. If the hotel is providing transport, there will be a hotel representative holding a board with your name on it, or the name of your hotel, waiting for you in the Arrivals area.

[Services offered by Dubai Taxi](#) – Dubai Taxi

[List of taxi fares from Dubai Airport](#) – Dubai Taxi

[Information on the Dubai Metro](#) – Roads and Transport Authority (RTA)

[Searching for nearest Dubai Metro station by landmark or hotel](#) – RTA

[Dubai Bus Routes and Timetables](#) – RTA

[Car rental firms in Dubai](#) - Dubai Tourism

[Car rental firms at Dubai Airport](#) - Dubai Airport

[More information on Dubai's Toll System](#) - RTA

[More information on Dubai's Nol Card fare system](#)- RTA

4. TELEPHONE SERVICES FOR VISITORS

Dubai's telecommunications industry is operated by two main organisations: Etisalat and Du. Both offer special mobile phone packages for visitors to Dubai.

Etisalat offers a service called 'Ahlan', which is valid for 90 days after activation. Subscribers get a local number as well as access to a range of services such as SMS, MMS, caller line identification, call waiting and a location finder. It costs AED 60 which includes AED 25 credit that you can use to make calls.

Du offers a service called Visitor Mobile Line, which costs just AED 49 to activate. Features include pay-by-the-second rates, a Dhs.20 recharge card, and an exclusive travel kit that contains a tourist map and mini guide to Dubai. For both of these services, visitors will need to present a valid form of ID. Visitors to Dubai may also use their existing mobile service providers with international roaming.

Wi-Fi services are available throughout Dubai and most shopping malls, hotels and airport terminals are Wi-Fi hotspots.

[Mobile and SIM packages for visitors to Dubai - Du](#)
[Ahlan Visitors mobile and SIM packages for visitors to Dubai -Etisalat](#)

With the UAE having the highest mobile phone subscribers in the world Dubai eGovernment has created many mobile solutions including mobile apps, mobile payment gateways, a dedicated mobile portal and a mobile SMS gateway.

mDubai iPhone app

The mDubai iPhone app enables you to deal with Dubai Government easily using your mobile phone. It offers the following features:

1. Access real-time updates on news and events of all Dubai Government departments in one place.
2. Access most used Dubai Government eServices such as
 - A. DEWA bill inquiry service
 - B. Dubai Police fines inquiry services
 - C. Prayer Timings
 - D. eComplain Tracking
 - E. Dubai Economic Department License Status Inquiry
3. Access contact details and location maps of more 1600 locations of important service providers in Dubai such pharmacies, hospitals, schools, etc.
4. Access information about all Dubai Government Departments.
5. Read more information related to citizens, residents, business and visitors from Dubai.ae

6. Find out the latest events taking in place in Dubai via the tab for Dubai Calendar.
7. Submit feedback and complaints through the app with one-click.
8. Users can receive notifications of interesting news happening in Dubai and UAE.

[Download the app from Apple's app store](#)

mPay app and mobile service

Dubai eGovernment has designed this service with the aim of bringing more ease and convenience to users, particularly in situations where users have to make emergency payment of fines or fees for a continued service or charges to avoid a new fine. It is available as an iPhone app or can be used through conventional SMS to 4488 to inquire or pay government transaction fees or due charges.

A number of government entities are currently using this service, which covers Salik recharge from RTA, payment of traffic fines from Dubai Police, payment of electricity bills from Dubai Electricity and Water Authority, payment of Etisalat bills and donations to Dubai Cares.

The new updates introduced by Dubai eGovernment to users allow activation of the auto-payment/auto recharge of the government services provided by mPay regularly (daily, weekly, monthly or at a specific date for payment or recharge). They also allow control over the minimum balance and the maximum payment/recharge.

Moreover, the new updates allow users to optimize the "multiple accounts" feature. For example, a customer can recharge the Salik account of his/her car and that of another car he/she owns from his/her mPay account.

To use this service, which guarantees the highest degrees of security, users must register first with their credit card details in mPay, enabling payments to be withdrawn. More details about the service and how to register, make payments and SMS can be found in on the [mPay](#) website. Alternatively, iPhone users can download the [mPay app](#) from the appstore.

mParking –www.mpark.rta.ae

RTA's mParking service is a new value-added service that allows motorists to pay for their parking using their Etisalat and Du mobile phones by simply sending an SMS in a pre-defined format to 7275 thus eliminating the need to walk to the Payment Display machines and search for coins.

The mParking service also alerts the motorist via an SMS prior to permit expiry and if needed the motorist can extend his/her parking period from his/her office or home without having to walk to the vehicle. Use [mParking](#)

SMS Dubai

SMS Dubai is a two-way communication channel between Dubai government departments and their customers.

Designed for exclusive use inside the UAE, SMSDubai works in two directions: SMS Push and SMS Pull. The Push service allows Government departments to send transaction information to the customer through SMS. It can also be used by the department to send public announcements about its services and activities.

The Pull service enables a customer to inquire about his/her transaction or a service by sending an SMS with a keyword and a parameter to the department concerned on 4488.

Examples of the Pull service include flight arrivals and departures at Dubai International Airport from Dubai Civil Aviation Authority, traffic fines enquiry from Dubai Police, violation enquiry from Department of Economic Development, and prayer timings enquiry from Islamic Affairs & Charitable Activities Department. Use [SMS Dubai Gateway](#)

5.KNOWING WHERE TO STAY IN DUBAI

Dubai has a high concentration of luxurious five-star hotels that are often priced very reasonably considering the standards. Most of these hotels feature fine decor, a range of world-class leisure facilities, large rooms and amenities such as concierge services and business centres. They also house a good selection of world-class dining outlets.

In addition to the many five-star hotels, Dubai also offers a good range of four, three, two and one-star hotels, as well as hotel apartments and youth hostels.

Dubai offers a wide variety of hotels: many are seafront properties with private beaches, while others are modern city hotels with good access to shopping and nightlife attractions. Others may be particularly suitable for business travellers, due to their proximity to conference and exhibition centres, public transport links and meeting facilities.

Hotel apartments are often cheaper than hotels, and are suitable for longer stays as they are fully furnished, regularly serviced, and usually have kitchen facilities.

In terms of non-hotel accommodation, guesthouses, or Bed & Breakfasts, are becoming more popular – these establishments offer a 'home from home' atmosphere and are usually located in residential areas. Hostels are an excellent option for the budget traveller – they offer dormitory-style accommodation at very low rates.

As in any city in the world, standards do vary, so it makes sense to research various options before choosing which hotel is best for you.

[Hotels in Dubai According to Star Rating](#) - Dubai Tourism

[Book your hotel in Dubai online](#) - Dubai Tourism

[Hotels in Dubai](#) - Timeout Dubai
[Landmark Hotels & Resorts in Dubai](#) – Dubai Explorer
[Serviced hotel apartments in Dubai](#) - Dubai Tourism
[Serviced hotel apartments in Dubai](#) - Dubai Explorer
[Dubai Bed & Breakfasts](#) – bedandbreakfast.com
[Youth Hostel in Dubai](#) - UAE Youth Hostel Association
[Online Reviews of Dubai Hotels](#) – Trip Advisor
[Booking Dubai Hotels Online](#)– Booking.com
[In-bound tour operators in Dubai](#) - Dubai Tourism
[Out-bound tour operators from Dubai](#) - Dubai Tourism
[Travel agencies around the world dealing with Dubai packages](#) - Dubai Tourism
[Bed & Breakfast around the world including Dubai](#)- airbnb.com
[Download Definitely Dubai mobile app for iPhone or Android](#) - Dubai Tourism

6.RESERVING TRANSPORTATION FOR YOUR VISIT

Dubai boasts an impressive road network that includes five Creek crossings and several major highways. Road signs in the city are generally clear and frequent, and all are in English and Arabic.

Most well-known international car hire firms have branches in Dubai and offer a range of vehicles and rates. Some car hire firms can provide a driver at an additional cost. Always check that your rate includes comprehensive vehicle insurance.

To drive a rental car in Dubai, you will need to produce a copy of your passport, a valid international driving licence and two passport photographs. You will also need a credit card.

Certain Dubai roads require drivers to pay a toll. Dubai's toll system is called Salik, and is operated with state-of-the-art electronic gates that scan a special Salik tag installed on your car's windscreen to deduct the AED 4 fee. Each time you pass under a Salik gate, AED 4 will be deducted from your balance, although you will only be charged a maximum of AED 24 per day. All rental cars are fitted with Salik tags, and you will be required to pay all Salik fees when you settle your final bill with the car hire company. Clearly visible signposts will alert you to any upcoming Salik gates, as well as inform you of exits you can take for non-toll routes.

Should you decide not to hire a car, Dubai has an extensive network of taxis that are easy to hail, safe and reasonably priced. Its public transport solutions also include bus routes, water taxis and the Dubai Metro: a light rail system serving major Dubai attractions and residential areas.

[Car rental firms in Dubai](#)– Dubai Tourism
[Car rental firms at the Airport](#) - Dubai Airport
[More Information on Dubai's Toll \(Salik\) System](#) - Roads and Transport Authority (RTA)
[Book a rental car from government owned Dubai Taxi](#) – Dubai Taxi Corporation

[Planning your journey on Dubai Metro](#) - RTA
[Traffic services for individuals](#) - Dubai Police
[Public Transport Route Planner](#) (Wojhati) - RTA
[Interactive map of Dubai](#) - Dubai Tourism

7. Government Entities

Browse By Group

Government Departments

[Department of Economic Development](#)
[Department of Finance](#)
[Department of Tourism and Commerce Marketing](#)
[Dubai Chamber](#)
[Dubai Customs](#)
[Dubai eGovernment Department](#)
[Dubai Government Human Resources Department](#)
[Dubai Municipality](#)
[Dubai Trade](#)
[Financial Audit Department](#)
[Islamic Affairs and Charitable Activities](#)
[Land Department](#)
[Protocol Department of Dubai](#)

Public Corporations

[Awqaf and Minors Affairs Foundation](#)
[Dubai Corporation for Ambulance Services](#)
[Dubai Export Development Corporation](#)
[Dubai Government Workshop](#)
[Dubai Media Incorporated](#)

Law Enforcement Bodies

[Dubai Police](#)
[General Directorate of Residency and Foreigners Affairs-Dubai](#)

Offices

[Office of HH The Crown Prince of Dubai](#)

Awards

[Hamdan Bin Rashid Al Maktoum Award for Distinguished Academic Performance](#)

Public Authorities

[Dubai Electricity and Water Authority](#)
[Community Development Authority](#)
[Dubai Airport Free Zone Authority](#)
[Dubai Civil Aviation Authority](#)
[Dubai Culture](#)
[Dubai Health Authority](#)
[Knowledge and Human Development Authority](#)
[Roads and Transport Authority](#)

Academic & Training Institutions

[Dubai School of Government](#)

Judicial Entities

[Dubai Courts](#)
[Dubai Public Prosecution](#)

Councils

[Dubai Sports Council](#)

Centers

[Dubai Civil Defence](#)
[Dubai Statistics Center](#)

8. ABOUT DUBAI

Dubai is located on the Eastern coast of the Arabian Peninsula, in the south west corner of the Arabian Gulf. It is extremely well known for its warm hospitality and rich cultural heritage, and the Emirati people are welcoming and generous in their approach to visitors. With year-round sunshine, intriguing deserts, beautiful beaches, luxurious hotels and shopping malls, fascinating heritage attractions and a thriving business community, Dubai receives millions of leisure and business visitors each year from around the world.

The local currency is the dirham, which is pegged at AED 3.67 to 1 US dollar. Dubai is tolerant and cosmopolitan and all visitors are welcome. However, Islam is a way of life in the city, and therefore tourists should adopt a certain level of cultural and religious sensitivity for the duration of their stay.

[Dubai Rulers](#) : Since 1833 the reigning Al Maktoum family have ruled Dubai. Under their wise and progressive leadership Dubai has prospered and it is now the business and tourism hub for a region. [More ...](#)

[Dubai History](#): Some 800 members of the Bani Yas tribe, led by the Maktoum Family, settled at the mouth of the creek in 1833. The creek was a natural harbour and Dubai soon became a centre for the fishing, pearling and sea trade. [More](#)

[Dubai Economy](#): The past few decades have witnessed incredible growth throughout all sectors of the Dubai economy. The emirate's government is constantly working to improve its commercial transparency and introduce dynamic regulations that aid the formation of small and medium enterprises. Dubai's economy is no longer reliant on oil, but is more diversified, relying heavily on trade, services and finance sectors. With its central geographic location between Asian and European markets, Dubai has worked hard to establish itself as an integral part of the global trade mechanism. Its central location has also allowed Dubai to become a popular and accessible tourist destination. [More..](#)

[Attractions](#): Although Dubai is seen as a relatively young destination, it has a fascinating history and a vibrant heritage that offers visitors an intriguing glimpse into Arabian culture. A good place to start exploring the history and heritage of Dubai is the Dubai Museum: it is located inside Al Fahidi Fort, one of Dubai's oldest buildings dating back to 1787. There are other museums in Dubai and in surrounding emirates that also offer important insights into the history and growth of the city and of the United Arab Emirates.

[More..](#)

[Culture & Heritage](#): Courtesy and hospitality are among the most highly prized of virtues in the Arab world, and visitors will be charmed by the warmth and friendliness of the people. Dubai 's culture is rooted in Islam, providing a strength and inspiration that touches all aspects of everyday life. Virtually every neighbourhood has its own mosque, where the faithful congregate for prayer five times every day. One of the largest and most beautiful mosques is Jumeirah Mosque- a spectacular example of modern Islamic architecture.

[More..](#)

[Dubai Nature](#) : Dubai, with an area of 3,885 square kilometres, is the second largest emirate in the UAE. Situated on the banks of the Dubai Creek, a natural inlet from the Gulf which divides the city into the Deira district to its north and Bur Dubai on its south [More .](#)

Also see [etiquette](#) in Dubai..

9. OWNING A CAR IN DUBAI

Buying a car in Dubai is comparatively easier with lesser paperwork with easy bank loans and competitive insurance. Added to this, fuel prices are comparatively lower than other countries, making it affordable to most individuals interested in using their own personal cars for commuting. It must be noted that most petrol stations in Dubai do not accept credit cards, so you need to keep cash in hand.

The RTA in association with the Federal Traffic & Licensing System, Dubai Police and the Ministry of Interior has permitted renewal of car registration of vehicles issued from other emirates, as well as non-Dubai driving licenses. Apart from renewal of licences and registration of vehicles, the new RTA system will also facilitate no-objection certificates (NOCs). These facilities are being tried at RTA's main customer centre at Umm Al Ramool, Deira Licensing Centre and Al Barsha Licensing Centre and in the next phase will be made available at other RTA centres.

[Register a used car in Dubai](#) – dubai.ae

[Renew your car registration in Dubai](#) – dubai.ae

[Convert a foreign driving licence to drive in Dubai](#) – dubai.ae

[Used cars for sale](#) – Gulf News

[Search for new and used cars](#) – Autodealer

[Inquire about insurance companies](#) – Yellow Pages

[Used Cars Market](#) – Dubai Municipality Used Cars Website

[Change colour of your vehicle](#) – Dubai Police

[RTA to renew registration of non-Dubai vehicles](#) – Khaleej Times

[All UAE drivers can now renew their driving licenses in Dubai](#) – Gulf News

Driving licences can be obtained by adult UAE citizens/residents after training from an authorized driving school in Dubai. If you are 18-21 year of age, you can apply for a probationary licence.

Criteria

If you have never driven before or have a driving licence that is not on the [approved list of 36 countries](#) then you must undergo training.

Documents Required

Passport (original & copy) with residence stamp, No-Objection Certificate from employer & 8 photos.

Authorized Driving Schools

[Al Ahli Driving School](#)-04-3411500 (10 branches)

[Belhasa Driving School](#) - 04-3243535 (18 branches)

[Dubai Driving Center](#)- 04-3455855 (13 branches)

[Emirates Driving Institute](#)-04-2631100 (53 branches/mall counters)

[Galadari Driving School](#)-04-2676166 (14 branches)

Steps

1. Get an eye test done either at an optician or at your driving school.
2. The school will handle all paper-work with RTA who may even have a counter at the school.
3. Receive your temporary driving licence, which you must carry in your training car.
4. Once you have passed all internal tests like garage and parking, your school will apply for your theory test followed by your road test.

Theory Test

The theory test is carried out at the five authorized driving schools. Don't forget to carry relevant ID, driving file+ 2 photos and theory test RTA fee of AED 200.

A total of 35 questions on road signals, hazards and guidelines on safe-driving will be asked in either English, Arabic or Urdu, with more languages to be added later. Candidates who cannot read the touch-screen or are not computer literate can take the examination orally. The first segment with 17 questions focuses on general traffic situations, and the candidate will need to answer a minimum of 11 correct to pass. The second segment has 18 questions related to the specific driving license the candidate requires and a minimum of 12 correct answers are required to be eligible for the road test.

Road Test

On the date assigned, go with your passport, driving file+ 2 photos to the RTA Licence Section as advised by your driving school. Fill up application form & submit fees (around AED 200 for road test). When your name is called out, go along with the other three candidates and the RTA inspector to the designated car. You will be given just a few minutes to demonstrate your driving and anticipatory skills.

If you fail, you will have to register with your driving school for at least 7 more classes and get a new road-test date.

If you pass, collect the approval paper from your inspector and go to the Pass Counter. Submit along with suitable ID & AED 100. Collect your test file and submit to Control Counter. After processing, pay required fee and proceed to photo area. When your name is called out, have your photo taken. Congratulations. In a few minutes, you will receive

your DL and be eligible to drive in Dubai and the UAE.

Do keep in mind that Dubai has a zero-tolerance policy on drinking and driving. Plainclothesmen travel about in unmarked vehicles and can legally stop you at any time to check. Dubai eGovernment recommends that you buckle up your seatbelt and drive safely at all times.

For more information, please visit [RTA](#) website or call RTA on 8009090.

10.GETTING TO THE AIRPORT

After a perfect holiday in Dubai, you will be reluctant for your break to draw to a close. Sadly, all good things must come to an end, but when the time arrives to return home, leaving Dubai is an easy, straightforward affair that takes some of the sting out of the looming post-holiday blues.

Getting to the Airport

Most major hotels offer a transfer service to Dubai International Airport, which you can arrange through the reception or concierge. Some holiday package bookings also include airport transfer, and if you are travelling business class the airline will usually provide a chauffeur pick-up.

Dubai Metro's Red Line has stops at Terminal 1 and Terminal 3, and trains run frequently from stops across the city. The Green Line connects more city locations to the airport. Metro fares start from AED1.80, and trains run from 05:00 to 00:30 daily. Walkways connect the Terminal 1 and Terminal 3 stations to the airport for convenience.

Taxis are another option for easy travel to the airport. If you are staying at a hotel, the concierge can book a taxi to collect you at a specific time, and most hotels also have a queue of waiting taxis outside their main entrance. Alternatively you can order one yourself by calling 04 2080808 or booking a time online. Unlike getting a taxi from the airport, there is no extra charge for cabs travelling to the airport, although there is a callout charge of Dhs.7 for taxis that are pre-booked. You will also pay slightly more for a larger Airport Van taxi, which you may need if you have a lot of luggage (the charge is Dhs.1.75 per kilometre rather than Dhs.1 per kilometre in a standard taxi). These can be requested when you book the cab.

If you hired a car from the airport when you arrived, you can drop the vehicle off again at the airport. You'll need to contact the car hire firm to let them know of your arrival time, and they will direct you to the drop off point and inform you of any charges or procedures. It's best to plan to arrive an extra half hour earlier than you would normally, as the formalities of handing over the keys and tying up paperwork can take a little time. You may also have to leave your payment details to pay off any outstanding Salik charges or traffic fines when they are registered – check with the individual company about its policy.

[Dubai Metro services, routes and fare information](#) – Roads and Transport Authority

[Dubai Taxi services](#) – Dubai Taxi

[List of taxi fares](#) – Dubai Taxi

[Emirates chauffeur services](#) – Emirates Airline

[Baggage services in Dubai Airport](#) - Emirates Airline

[Marhaba departure service](#) – Marhaba

[Check in and boarding from Dubai Airport](#) - Dubai Airport

[Passenger departure schedules](#) - Dubai Airport

[Flight notification services](#) - Dubai Airport

11.E service

This page provides resources and eServices relevant to the category of your choice. Should you wish to give us any feedback or notify us of a broken link, please click the feedback button at the bottom of the website. Thank you.

- Get a Dubai visit visa for a family member**
- Get a driving license in Dubai**
- Renew your car registration in Dubai**
- Obtain a resident visa for your parents**
- Convert a foreign driving license to drive in Dubai**
- Avoid bringing banned items into the UAE**
- Get a health card in Dubai**
- Report lost items in Dubai**
- Get a telephone connection in Dubai**
- Get a residency visa for a new born baby in Dubai**
- Register a used car in Dubai**
- Get a Dubai Chamber membership**
- Get a mobile phone connection in Dubai**
- Get your postal mail in Dubai**
- Open a bank account in Dubai**
- Know more about work permits and contracts**
- Amend an employment contract**
- Get an online work permit**
- Join Car Pooling in Dubai**
- Register your rental contract in Dubai**
- Book Meet & Greet Services**
- Settle a rental dispute at Dubai Municipality's Rent Committee**
- Learn some basic Arabic phrases and responses**
- Obtain a replacement for a lost or damaged labour card**
- Get a Salik toll gate tag for your vehicle**
- Obtain a new labour card**
- Obtain a certificate of good conduct from Dubai Police**
- Get documents attested in Dubai**
- Register your child's birth in Dubai**
- Get an employment entry permit for government entities**
- Get an employment entry permit for private companies**
- Get a special entry permit for government entities and event organizers**
- Obtain an international driving permit in Dubai**
- Register your child for a Dubai school**
- Get an eGate Card for Dubai & Abu Dhabi**
- Register at a Dubai government hospital for your baby's delivery**
- Obtain a pre-paid parking card in Dubai**

Renew your driving licence in Dubai

Get a Dubai residency visa for your family

12.The central ePay gateway of Dubai eGovernment enables customers to settle the fees of government services online on a 24/7 basis in a secure environment.

Payment options

There are many online payment options accredited by Dubai government departments for settlements of transaction fees. These include credit cards and the option of direct debit payments for certain banks who have partnered with Dubai eGovernment.

These include [Commercial Bank of Dubai](#), [Abu Dhabi Commercial Bank](#), [Union National Bank](#), [Abu Dhabi Islamic Bank](#) and [Dubai Islamic Bank](#).

Cash Online

In early 2012, Dubai eGovernment, in co-operation with the Commercial Bank of Dubai, activated the CBD cash online option to promote direct debit from the customer's account for settling of government fees.

CBD Cash Online also allows customers who do not have accounts with the bank to benefit from the direct debit service. Anyone can sign up without a minimum balance to open a virtual account. [For more information & to sign up to cash online services..](#)

ePay services

More than 25 service providers in the UAE with around 140 online services offer ePay for their customers. These services include [Traffic fines enquiry & payment](#), [pay DEWA electricity bills](#), top up your [Salik credit online](#) or [pay for parking fines](#).

Online payment services can also be used for the transactions of [Dubai Municipality](#) and the services of [Dubai Airport](#), [Department of Economic Development](#), [Dubai Health Authority](#), [Dubai Chamber](#) and [Public Prosecution](#): Certificate from the Public Prosecution (based on details of the request), collection of passport, claim a civil right in a criminal case and request for a copy of judgment. You can also [pay your Zakat online](#), using ePay from Dubai eGovernment.

You can pay for courses of [Hamdan Bin Mohammed eUniversity](#) and also pay [Zakat online](#) using ePay

Online Health Services (for individuals)

DHA provides a package of [online health services for individuals](#) including health card issuance, health card renewal and setting reminders of upcoming appointments and health card status in addition to corporate health card renewal.

General Health Services

These are a package of [general services](#) that all segments of the society can benefit from.

Licensing Services

If you own a private medical facility, you can benefit from the eServices provided by DHA under [Licensing Services](#), which include renewing healthcare facility licence, changing facility name, issuing good standing certificate and paying fines.

Statistical Services

[Statistical Services](#) allows you to study statistical data of the private health sector. Private health facilities can notify DHA about [infectious diseases](#) as well as [births, deaths and abortions](#).

Search for doctors in Dubai

You can also search for doctors, healthcare companies, pharmacies and health insurance companies through [this Ministry of Health-licensed website](#). We also a list of [important telephone numbers and websites](#) in Dubai for easy reference in case of emergency.

Children's Health

Your child's health is equally important and right from [registration of your child's birth](#), Dubai government hospitals are designed to assist your child's primary health care, with regular check-ups, vaccinations and sound medical advice at [20 primary health care centres](#) located all around Dubai.

Dubai Healthcare City's services

The creation of [Dubai Healthcare City](#) (DHCC) has made it easy for you to register and obtain a [commercial licence for your medical establishment](#) or business as well as [obtain licensing provision for medical professionals](#). In addition, DHCC has tied up with Harvard Medical School to create the [Dubai Harvard Foundation for Medical Research](#) to drive a resurgence in scientific enquiry and lead to innovations to address the region's most pressing health problems

The media sector in Dubai and the UAE has witnessed a massive growth in all fields, after HH Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, provided his support for press freedom, on condition that journalists should abide by integrity and neutrality norms and seek the truth that would contribute to the development of society.

Leading media corporations and free zones

[Dubai Media City](#), a dedicated media free zone, has played a major role in the growth of media in Dubai. It is authorized to license activities related to publishing, broadcasting, film, media and related services.

[Dubai Media Incorporated](#) is a Dubai government department which owns and administers many local TV stations in Dubai, including [Dubai TV](#), [Sama Dubai](#), [Dubai One](#), [Dubai Sports Channel](#), [Dubai Racing](#) and [Noor Dubai](#); dailies including [Al Bayan](#), [Al Emarat Al Youm](#), [Emirates 24/7](#); in addition to [Masar Printing and Publishing](#), [Tawseel Distribution & Logistics](#); and a radio station called [Noor Dubai](#). [Ara](#), a weekly magazine, joined DMI in 2011.

News and information about the UAE

The National Media Council's [website](#) has much information about the UAE and is regarded as a significant and official reference for all aspects of life in the UAE. The website is available in 10 international languages.

[Emirates News Agency](#) (WAM) is the official news agency of the UAE. It provides daily news coverage of official and other events throughout the country. It is also a reference for UAE news for all mass media.

The well-being of any citizen comes from a secure family and home. With housing costs constantly on the rise, the government introduced rent cap measures to curb excessive rent rises.

Real Estate education and Home security

To secure your home, Dubai Police has a [Home Safety](#) Programme to protect you when you are away on vacation. This service is available to all Dubai citizens and residents. To learn about real estate including laws and regulations, you can sign up to do multiple courses through the [Dubai Real Estate Institute](#).

Searching for Property

You can check the website of [The Real Estate Regulatory Authority](#) (RERA) for updated housing information or keep track of daily land sales through the [Land Department](#). Tenants and landlords can register their rental contracts with RERA's [Ejari](#). Major property developers in Dubai include [Emaar](#) and [Nakheel](#). Their websites detail all major projects in the UAE and in other parts of the world. Many local banks and financial establishments provide loans for financing the purchase of houses. [Mawarid Finance](#) provides various programmes in this connection for both citizens and residents

The UAE focuses on charity with its charitable hand extended to needy people and those of limited income inside and outside the UAE. The charitable sector has made tremendous strides in recent years, coinciding with the development of the ICT sector.

International platforms for humanitarian activities

Dubai-based [International Humanitarian City](#) is a free zone that facilitates humanitarian efforts and has become an ideal platform for international humanitarian agencies.

[The Ministry of Social Affairs](#) has a comprehensive website with online services particularly for those who need support to develop their social, educational, intellectual, cultural and economic capabilities. The Ministry has recently launched a comprehensive portal, [Musahama](#), which lists all charities and NGOs in the UAE.

Dubai Cares

In 2007, HH Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, launched the [Dubai Cares](#) campaign with the aim of supporting the education of children and combating poverty and illiteracy in the Middle East, Asia and Africa. The campaign collected more than AED1.7 billion over 2 months through generous contributions from different segments of the society. Dubai Cares also supervises the management of the [Thirst for Education](#) campaign to provide pure drinking water to children round the world.

Charities in the UAE

Charities spread across the 7 emirates provide diverse charitable and humanitarian services to help needy individuals and families. A list of [charities in the UAE](#) as well as [Dubai-licensed charity associations](#) can be seen on the [Islamic Affairs and Charitable Activities Department](#). Those interested in doing charity work, can contact these associations directly.

Some services from charity associations

[Mohammed Bin Rashid Al Maktoum Humanitarian & Charity Establishment](#): The humanitarian services of this establishment go beyond Dubai and the UAE to all needy people round the world. These services include financial aid to needy families, both

national and expatriate, in addition to education and food. They include maintaining and building houses for citizens, financing charitable projects in the education and health fields, building mosques outside the UAE, providing aid to those with special needs and for sponsoring orphans.

[UAE Red Crescent Society](#): This society provides medical and financial assistance. It also supports local health, educational and cultural institutions as well as holy Quran Centres and new Muslims centres. In addition, the society provides aid for the sponsorship of poor families, orphans and people with special needs.

[Dubai Charity Association](#): In addition to orphan sponsorship and Eid clothes, the Dubai Charity Association encourages those interested in donating to charitable projects to tour its facilities and projects, so that philanthropists can choose which projects to participate in.

[Human Appeal International](#) (HAI): You can donate online for charitable activities and projects. HAI provides many services including the sponsoring of orphans and building of mosques and carries out health and educational projects in addition to drilling wells and many charitable activities and humanitarian aid.

[Zakat Fund](#): The fund is mainly concerned with receiving various kinds of alms and Zakat and donating them to needy people. It also provides online services for accurate calculation of all kinds of Zakat. You can also donate online for the Zakat Fund.

There are many other charities operating in the UAE that provide charitable services including the [Al Maktoum Foundation](#) and [Dar Al Ber Society](#). You can donate directly for disabled people being looked after by Dar Al Ber Society through Emirates Islamic Bank account 0014215598002. To support one disabled person for a month will cost AED 600. To get more details, please call Dar Al Ber Society on 04-3523333.

13. Dubai Park

Dubai provides beautiful parks and beaches with all the required facilities for leisure and recreation. Parks add to the beauty of the environment and moderate the temperature, All Dubai parks are managed by the Public Parks and Horticulture Department of Dubai Municipality. They include:

Mushrif Park: It is 15 kilometres away from the city centre and is the largest park in Dubai. Many facilities are available for families on more than 30 family zones inside the park. Apply [online](#) for swimming pool membership from Dubai Municipality. [Apply for annual membership from Dubai Municipality here.](#)

Creekside Park: It overlooks Dubai Creek and can also be accessed by boat. It also

has a landing pad for helicopters, a small golf course and an amphitheatre accommodating 1,200 people. [Apply for annual membership from Dubai Municipality here.](#)

Al Safa Park: It is located where Jumeirah and is especially popular among women and children. It includes a traffic village to teach children traffic rules. There is train that goes around the park and lots of recreational games. [Apply for annual membership from Dubai Municipality here.](#)

Jumeirah Beach Park: It overlooks the blue waters of the Arabian Gulf and has trained lifeguards, rescue boats and helicopter landing pads for use in emergency cases. Different desert plants are abundant in the park together with several rock formations. [Apply for annual membership from Dubai Municipality here.](#)

Al Mamzar Park: It is the second largest park in the city and located within the Al Mamzar residential area. In addition to the park's beaches, visitors can enjoy the large swimming pool, which is divided into areas for children and adults. The park includes changing rooms, showers, lifeguard stations and first aid facilities. There are also more than 30 barbecue sites and visitors seeking privacy can rent one of 15 chalets available there. [Rent online](#) from Dubai Municipality. [Apply for annual membership from Dubai Municipality here.](#)

Zabeel Park: It is situated between Dubai World Trade Center and Al Karama. It offers a 3-D cinema and educational and entertaining interactive shows in its Communications Zone, Techno Zone and Alternative Energy Zone. Its area is equal to that of 45 football playgrounds, features around 3,000 palm trees with almost 7,000 other trees of 14 different species. Dubai Municipality has launched a wireless Internet service for the park's visitors. The park provides a parking area accommodating 2,300 cars. Dubai Mall also offers the unique Dubai Aquarium and Underwater Zoo. [Apply for annual membership from Dubai Municipality here.](#)

Membership at Dubai Parks

Membership of some parks such as Al Mamzar, Zabeel, Creekside, Al Safa, Jumeirah Beach and Mushrif parks costs approximately AED 320 per adult or AED 640 per family. To apply for membership online from Dubai Municipality, click [here](#). Park timings (except for residential area parks) are from Sunday - Wednesday from 08:00am - 11:00pm, and Thursday - Friday from 08:00am - 11:30pm.

Beaches in Dubai

Dubai's beaches are distinguished for their marvellous white sands and clear crystal waters. Winter is especially wonderful for beachgoers. Those who seek extra fun and adventure can indulge in water sports. Beachgoers in Dubai, however, must abide by the regulations that prohibit alcoholic beverages and provocative outfits.

Dubai's major beaches include:

Jumeirah Beach: The Jumeirah Beach is adjacent to Corniche Street and is close to Burj Al Arab Hotel and Jumeirah Beach Hotel, extending along several kilometres and providing lovely beaches and barbecue spots. Trained lifeguards tour the beach round

the day, enabling a safe environment especially for children.

Al Mamzar Beach: It is part of the famous Al Mamzar Park. The beach is marked by its still water, which resembles the water of a closed peaceful lake. Admission to this beach is on a nominal charge and you can also reserve a chalet in case you wish to stay for the day.

Jebel Ali Beach: As it is adjacent to Dubai free zones, it is known for its prestigious golf clubs, luxury hotels and resorts, as well as being adjacent to the Palms with its luxury residential complexes.

For more information on beaches in Dubai including timings, please visit [Definitely Dubai from Dubai Tourism.](#)

Water Sports

The warm Gulf water and the shining sun round the year have made Dubai an ideal site for water skiing, while the facilities provided for amateur and professional skiers have helped Dubai gain fame as a [paradise for water skiers.](#)

Related eServices

[Apply for permission to do a videoshoot or professional photography at a Dubai Public Park](#)

One's mind jumps to a world of magic and fantasy when it comes to Dubai, the city which has changed over a short period of time from vast areas of sand into a vibrant city and a destination visited by a constantly increasing number of tourists.

14. Major Festivals

Festivals and events in Dubai continue round the year. In January every year, [Dubai Shopping Festival](#) (DSF) kicks off under the banner "One World...One Family", bringing with it a vast array of discounts, competitions, prizes, fireworks, fun and entertainment. By providing stunning discounts to shoppers, the DSF attracts tourists seeking extraordinary deals from all over the world. The DSF was launched in 1996 as an initiative by Dubai Government to promote trade exchange but it is expanding and developing year after year. It is not merely a retail festival but a festival for all family members as well.

The [Global Village](#) is the region's most famous venue for cultural, marketing and entertainment activities. Every summer, Dubai has an annual date with the [Dubai Summer Surprises](#), which attracts families from different nationalities to Dubai especially during the school summer holidays. For more information on Dubai Shopping Festival and Dubai's activities in general, please call Ahlan Dubai Call Center on +00971 600 54 5555.

GITEX Technology Week

[GITEX Technology Week](#) is one of the largest IT exhibitions in the world and is held annually in Dubai to showcase the very latest in ICT and eServices.

Dedicated Festivals

Dubai organizes world class festivals throughout the year. These range from the [Dubai International Film Festival](#), the [Dubai Desert Classic](#) for golf fans, the [Dubai World Cup](#) for racing fans, the [Bride Show](#), the [Dubai Duty Free Tennis Championships](#) for tennis fans and the [Dubai Rugby Sevens](#) for rugby fans.

Music fans can enjoy the [Dubai International Jazz Festival](#), while aviation fans look out for the [Dubai Airshow](#).

To get a comprehensive listing with accurate dates for each event, please visit the official [Dubai Events & Calendar](#) website.

15. CHOOSING A NURSERY OR CHILDCARE

Dubai's commitment to providing high standards in education, catering to all locals and expatriates is reflected in the wide range of government and private schools, offering a variety of international curricula and facilities like sports and other talent-enhancing programs. There are also plenty of government and private pre-schools, including play groups, nurseries, kindergartens and infant schools. Fees vary by school type and facilities. Child enrolment and registration procedures are based on certain criteria including necessary documents, as per the UAE education laws.

Choosing a nursery or childcare

Dubai offers a diversified learning environment including nursery schools, playgroups and crèches that aim to provide young children with a stimulating, exciting and safe environment for social and intellectual development. They are based on a variety of curricula and learning practices, including Montessori education. Most nurseries require that the children be at least 18 months of age. The fees may vary depending on the nursery type and facilities offered. The Ministry of Social Affairs released a website in February 2010 which lists services and locations of all nurseries in UAE.

[Nurseries in UAE](#) - Ministry of Social Affairs

[Laws regarding nurseries](#) (Arabic PDF)- Ministry of Education

[Listing of nurseries in Dubai](#) - ExpatWoman.com

[Special Needs Schools in Dubai](#) - Dubai.ae

[Educational Councils and Zones](#) - Ministry of Education

[School inspection reports](#) - Knowledge and Human Development Authority

16.COMPLYING WITH MARRIAGE AND PREGNANCY LAWS

Having a baby is a time of joy and of radical change in the life of both parents. There is so much to think about and prepare before bringing a new life into this world. It is important to be aware of the laws, rights, and services available to expectant mothers in the UAE. Your child can be born in either a government or a private hospital and your new baby's citizenship will be the same as the baby's father.

It is of utmost importance for a woman to be married if pregnant in the UAE. At the hospital when you go for your first check-up, you will need to show an original marriage certificate along with copies of your passport and visa. If you are unmarried and pregnant, you should either get married or expatriate unmarried expectant mothers should return to their home countries for the delivery. Also note that abortions in Dubai are illegal unless there are medical complications and the

abortion is sanctioned by the hospital.

The Sharia Court in Dubai can perform marriages as per Islamic law, provided the groom is Muslim. Expatriate resident couples who are not Muslim can choose to get married in a church (Christians) temple (Hindus) or a consulate/embassy, though all such marriages need to be registered and attested either by the country of your origin or your respective consulate/embassy.

[Consulates in Dubai](#) – Dubai Tourism

[Getting married in Dubai](#) – Dubai Explorer

[Dubai Courts location](#) – Google Maps

[Attestation of documents](#) – Dubai.ae

[Dubai Gynaecology and Fertility Center](#) – Dubai Health Authority

[Treatment for infertility](#) - Dubai Gynaecology and Fertility Centre

[Health card from government hospital](#) – Dubai Health Authority

17. PROCEDURES FOR MARRIAGE OF MUSLIMS AND NON-MUSLIMS

Under the Sharia Law applicable in the UAE, marriage is the only legal bond for a man and a woman to establish a relationship and have children. The economic boom in the UAE has attracted a large number of professionals from around the world to settle down in Dubai and raise a family. Dubai is an ideal place to raise children in a safe environment, with facilities like top class schools and family entertainment options.

Marriage in Islam is a legal contract between a man and a woman, aimed at safeguarding the rights of the couple and their children. The marriage contract must be registered in a Sharia court in the UAE, which ensures that the marriage meets legal requirements. For non-Muslims, marriage laws applicable in their home countries will be applied.

For Emirati nationals, both spouses along with their legal guardians and two Muslim witnesses, must be present. For expatriates, spouses should have valid Dubai residence visas. In case one of the spouses is on a visit visa, he/she must undergo a medical examination in Dubai before their marriage. Divorcees intending to marry must show adequate proof of their divorced status before proceeding further. In case of court marriage, Dubai Courts has some online services for marriage applicants with registration to be completed on the [online portal](#), under eZawaj.

Dubai Courts is currently building a new complex in Al Garhoud area called the Dubai Personal Status Courts Complex which will deal with all family issues including marriages, reconciliation sessions, divorces and settlements. To be ready in 2013, the complex will include 15 court chambers, a visitation centre and a wedding chapel.

[Grants for UAE nationals](#) – Marriage Fund
[Mass weddings for UAE nationals](#) – Marriage Fund
[List of legal attestations related to marriage](#) – Dubai Courts
[List of health centres and clinics that conduct pre-marital tests](#) – Dubai Health Authority
[List of licensed marriage officials](#) – Dubai Courts
[Issuing a UAE wife inclusion statement \(for UAE nationals\)](#) - General Directorate of Residency and Foreigners Affairs - Dubai
[Issuing a foreign wife inclusion statement \(for UAE nationals\)](#) - General Directorate of Residency and Foreigners Affairs - Dubai
[Residency permit for a wife](#) – General Directorate of Residency and Foreigners Affairs - Dubai
[Lawsuits related to marriage](#) – Dubai Courts
[Nuptial Contracts](#) - Dubai Courts
[Marriage process made easier for happy couples](#) - The National
[Dubai Personal Status Courts Complex to be ready in 2013](#) - The National

18. RETIRING FROM GOVERNMENT

While expatriates working in the government & private sector are not eligible for pension, they are eligible for end-of-service benefits also known as gratuity. For calculation of gratuity, please see '[Retiring from private sector](#)'.

Emiratis working in both the government and private sectors are eligible for pensions provided they have fulfilled certain conditions as stipulated by the General Authority for Pension & Social Security (GAPSS). These include: either reaching the retirement age of 60, or having worked for a minimum 20 years in total in government/private sectors, provided that he/she has submitted his/her resignation.

Pension is calculated based on 60% of the last received salary. Pension funds are built up and invested by GAPSS from initial investments made by the employee and employer. In the government sector, an employee contributes 5% of his salary towards the pension fund, while the government contributes 15%. Emiratis working in the private sector also contribute 5% of their salary, the private sector employer contributes 12.5% and the government contributes 2.5%.

The government also guarantees a social security allowance for women working in local or federal government who are sole bread-winners for their Emirati children. Eligible women having Emirati children include divorcees, widows or those married to Emirati men who are disabled/unable to work. For cases, where the husband is unemployed, the woman must give a written declaration to this effect, to be eligible for the social security allowance.

To ensure that you receive your rightful pension benefits, all retirees and eligible pensioners are required to regularly update their data with GPSSA. You can contact GPSSA on Toll free 800-10 from any emirate between 7.30 am and 5 pm.

[Post your question online regarding pensions](#) - General Authority for Pension & Social Security (GAPSS)
[Pension Guide for Emiratis working in government & private sector\(Arabic PDF\)](#) - GAPSS
[Pension Guide for GCC citizens working in UAE government & private sector](#) - GAPSS
[Retiring from private sector](#) - Dubai.ae
[Registration procedures with GAPPS for employers in the public sector](#) - GAPPS
[Insurance procedures for Emirati employees by employers](#) - GAPPS
[Social security allowance for mothers of Emirati children](#) - Gulf News report

19.CONTACTING DUBAI EGOVERNMENT

It has been Dubai's distinguishing feature to follow an 'open door' culture when it comes to facilitating interaction between the Ruler, his government and members of society. The Rulers' Courts and Majlis used to be the preferred venues frequented by those who needed help and aid. However, with increased demand and the unprecedented population growth, the government has also opened other innovative channels of communication, without abandoning the emirate's noble culture of listening to the people and satisfying their needs.

Communicating with Dubai Government

Dubai Government officials are rightly proud of their achievements in opening online channels for boosting and streamlining charitable activities. In fact, online activity has now overtaken the conventional manual procedures. Dubai is perhaps one of a few cities of the world where an ordinary man can get online access to any official, right from the topmost person in the hierarchy, the Ruler of the emirate, to any government official.

[Contact UAE Prime Minister, HH Sheikh Mohammed](#) - Official Prime Minister website
[Connect with HH Sheikh Mohammed on Facebook](#) - Facebook
[Contact HH Sheikh Mohammed through email on personal website](#) - sheikhmohammed.com
[Contact Commander-in-chief of Dubai Police](#) - Dubai Police Commander-in-chief website
[Contact the unified customer service centre of Dubai Government](#) - Dubai eGovernment
[Inquire about government transactions via SMS](#) - Dubai eGovernment
[Access the official portal of Dubai Government through your mobile phone](#) - Dubai

eGovernment

[File a complaint against a government organization](#) – eComplain system

[Submit your suggestions and notifications to Dubai Municipality's "Have Your Say" programme](#) – Dubai Municipality

[Report road violations and notifications through "madinati' scheme](#) – Roads & Transport Authority

[Submit ideas and suggestions to improve road services through "Fikrati" scheme](#) – Roads & Transport Authority

[Participate in Dubai Award for Sustainable Transport](#) – Roads & Transport Authority
[Submit ideas and suggestions to develop tourist services](#) – Department of Tourism and Commerce Marketing

[Suggest a creative idea to develop the work of Public Prosecution](#) – Public Prosecution

[Inquiries and suggestions to develop Dubai Customs' services](#) - Dubai Customs

[Dubai Strategic Plan](#)- Dubai eGovernment

20.FOR SUN AND SEA LOVERS

During their stay in Dubai, visitors can take advantage of a modern infrastructure, world-class leisure facilities, and a network of public transport options. These factors make it easy to enjoy Dubai's many attractions and experiences that combine fascinating heritage and culture with modern-day shopping and entertainment.

For Sun, Sand and Sea Lovers

Year-round sunshine makes Dubai a top attraction for those visitors who enjoy beaches, swimming pools and watersports. As it is a coastal city, Dubai has numerous beautiful beaches that visitors can enjoy. All hotels along the coastline have their own private beaches for the use of hotel guests; however it is possible with most hotels to pay a daily rate to use their beach facilities. Dubai has two beach parks, Al Mamzar and Jumeirah, which are open to the public for a minimal charge (Dhs.5 for individuals and Dhs.20 for vehicles).

There are also numerous open beaches that visitors can use free of charge: one of these, Jumeirah Open Beach, has facilities such as restrooms, sunshades and a jogging/cycling track, although the others offer no facilities – just miles of beautiful white sand and clear blue water.

Most of Dubai's hotels have impressive leisure facilities that include swimming pools and sunbathing areas – these are for the use of hotel guests but in many hotels non-guests can pay a day rate to use the facilities. Dubai is also home to three waterparks: Wild Wadi, Aquaventure and Wonderland – these offer hours of fun, especially for families. Dreamland is another popular waterpark, and is just a short drive from Dubai in the emirate of Umm Al Quwain.

When enjoying Dubai's beaches, swimming pools and waterparks, it is important to make note of the correct dress codes and etiquette. Proper swimwear should be worn at all times. Swimsuits, boardshorts and even bikinis are acceptable, while topless sunbathing is prohibited. Beachgoers should take note of the signs that are up on beaches, providing instructions regarding correct behaviour, forbidden items and swimming regulations

When it comes to beach and pool safety, swimmers should follow instructions from lifeguards at all times. Private beaches, beach parks and the Jumeirah Open Beach have lifeguards at most times of day, and they will advise swimmers of safety conditions using a flag system. While the water off Dubai's coast may look calm, swimmers should not underestimate the strength of the currents. Weak swimmers should be particularly careful when swimming on beaches or in swimming pools that are not manned by a lifeguard.

Visitors to Dubai can enjoy a range of watersports during their stay. Dubai's clear seas are perfect for diving and fishing, and both these activities can be arranged via a tour operator, through your hotel, or directly through dive centres or fishing companies.

Adventure watersports, such as parasailing, waterskiing and windsurfing, are available at certain beachfront hotels along Dubai's coastline. Non-motorised watersports are often offered free of charge to hotel guests.

Yachting and boating are other popular watersports in Dubai, which is home to some beautiful marinas. Whether you choose to take a dinner cruise on a traditional Arabian dhow, or charter a yacht for a day out on the water, tour companies and the concierge desk at your hotel will be able to point you in the right direction.

[More Information for Visitors to Dubai](#) – Dubai Tourism

[Public Parks and Beach Parks in Dubai](#) – Dubai.ae

[More Information on Dubai's Parks and Beaches](#) – Dubai Tourism

[Sports and Activities in Dubai](#) – Definitely Dubai

[Diving in Dubai and a list of dive companies](#) – Dubai Explorer

[Fishing in Dubai and a list of fishing charter companies](#) – Dubai Explorer

[Chartering a Yacht in Dubai](#) – Yacht Charter Guide

[Yachts Available for Charter in Dubai](#) – Marine Charter Concept

[Tours and Safaris in Dubai](#) – Dubai Tourism

[Sports activities in Dubai](#) - Dubai Tourism

21.GETTING TO THE AIRPORT

After a perfect holiday in Dubai, you will be reluctant for your break to draw to a close. Sadly, all good things must come to an end, but when the time arrives to return home, leaving Dubai is an easy, straightforward affair that takes some of the sting out of the looming post-holiday blues.

Getting to the Airport

Most major hotels offer a transfer service to Dubai International Airport, which you can arrange through the reception or concierge. Some holiday package bookings also include airport transfer, and if you are travelling business class the airline will usually provide a chauffeur pick-up.

Dubai Metro's Red Line has stops at Terminal 1 and Terminal 3, and trains run frequently from stops across the city. The Green Line connects more city locations to the airport. Metro fares start from AED1.80, and trains run from 05:00 to 00:30 daily. Walkways connect the Terminal 1 and Terminal 3 stations to the airport for convenience.

Taxis are another option for easy travel to the airport. If you are staying at a hotel, the concierge can book a taxi to collect you at a specific time, and most hotels also have a queue of waiting taxis outside their main entrance. Alternatively you can order one yourself by calling 04 2080808 or booking a time online. Unlike getting a taxi from the airport, there is no extra charge for cabs travelling to the airport, although there is a callout charge of Dhs.7 for taxis that are pre-booked. You will also pay slightly more for a larger Airport Van taxi, which you may need if you have a lot of luggage (the charge is Dhs.1.75 per kilometre rather than Dhs.1 per kilometre in a standard taxi). These can be requested when you book the cab.

If you hired a car from the airport when you arrived, you can drop the vehicle off again at the airport. You'll need to contact the car hire firm to let them know of your arrival time, and they will direct you to the drop off point and inform you of any charges or procedures. It's best to plan to arrive an extra half hour earlier than you would normally, as the formalities of handing over the keys and tying up paperwork can take a little time. You may also have to leave your payment details to pay off any outstanding Salik charges or traffic fines when they are registered – check with the individual company about its policy.

[Dubai Metro services, routes and fare information](#) – Roads and Transport Authority

[Dubai Taxi services](#) – Dubai Taxi

[List of taxi fares](#) – Dubai Taxi

[Emirates chauffeur services](#) – Emirates Airline

[Baggage services in Dubai Airport](#) - Emirates Airline

[Marhaba departure service](#) – Marhaba

[Check in and boarding from Dubai Airport](#) - Dubai Airport

[Passenger departure schedules](#) - Dubai Airport

[Flight notification services](#) - Dubai Airport