

Next Phase of Re-Opening Dubai

July 3rd 2020

Economic activities resumption (starting July 4th)

General Guidelines and Restrictions

Description

Med transmission risk

- Recreational Activities - DED
- Summer Camps - DED
- Spa and Massage Centres - DED
- Indoor Theme Parks (IMG) - DED
- Sports Facilities Rental (Inclusive of Dubai Sports World starting 2nd July)- Guidelines will be shared through the concerned entity

Resuming activities



Social Distancing

- 2m between individuals
- 2m between groups
- 4sqm per individual in a given space.



Cleaning and Hygiene

- Ensure cleaning and hygiene of all common area, equipment, other facilities
- Installation of hand sanitizers in all common areas.
- Refer to Dubai Municipality website for cleaning and hygiene guidelines and to select accredited cleaning and disinfection company.



National Sterilization Program

- Operating hours must be outside the national sterilization program timings (if reactivated)



Quarantine

- Adhere to test and quarantine guidelines set by the authorities for all traveling UAE residents, transit/transfer, and tourists.



Mandatory Temperature screening

- All staff, guests, clients, or anyone entering the facility must go through temperature screening.
- If temperature was equal or above 37.5, they will be denied entry.



Mandatory Wearing of masks

- All individuals must wear mask at all time (while considering the announced exemptions)



Clear SOPs

- Ensure documenting the SOPs for dealing with confirmed/suspect COVID cases in line with the guidelines set by the authorities.

Recreational Centers

Social Distance Risk

H	M	L
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Importance to Economy

H	M	L
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Activities included in the sector

- Fun fairs
- Facilities offering rides
- Soft play facilities, indoor playground and adventures
- Inflatable playgrounds
- Virtual reality facilities
- Edutainment facilities
- Facilities offering interactive entertainment activities
- Arcades
- Escape rooms

Activities excluded in the sector

- Parties and social gatherings
- Baby and toddler soft play areas (i.e Ball pit)

Operating Hours

N/A

Consumer Visiting Hours

N/A

Capacity Level

50%

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
1. Hygiene and Sanitization	<ul style="list-style-type: none"> • All facilities must ensure appropriate infection control measures are applied and sanitization is accomplished pre-opening and on daily basis. This can be arranged in-house or through an approved cleaning and disinfection company from the list provided by Dubai Municipality (DM) through https://www.dm.gov.ae/health-safety-approved-list/, or by contacting Dubai Municipality's command room by dialing 8004006. • An appropriate disinfection schedule should be adopted to ensure constant sanitization of the used area and avoid any harmful chemicals and materials that may compromise the health of the children and individuals with respiratory illnesses or medical conditions. • Clean all the common surfaces, and common areas of the facility after every use (or minimum once every hour) such as toilets, escalators, elevators, rails, counters, countertop, harness, frequently touched items, rides, helmets, virtual reality glasses, reused cash consoles, gadgets, vehicles ...etc. • The facility should designate a hygiene officer from the team to supervise the daily and continuous cleaning and be trained on the best practices based on DM requirements. Special disposal bins to be made available at all key entrances and in common areas for medical waste [masks, gloves etc.] and these should be frequently cleared [minimum once every two hours]. • All employees to be trained on DMHS Guidelines for application during operations. • Visitors shoes and bags are encouraged to be sanitized upon entry of any play area with soft flooring. • Mandatory provision of hand sanitizer dispensers across the facility and common areas. • The head-mounted devices or the headset, including the attached headphones, faceplate, straps and hand and foot trackers will be cleaned and disinfected after every use and wiped clean of chemical residue to ensure they are suitable for personal use. • For the lenses inside the headset, alcohol-wipe lens cleaners are to be used. 	CR	CM	CM	R

Recreational Centers

Social Distance Risk

H	M	L
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Importance to Economy

H	M	L
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Operating Hours

N/A

Consumer Visiting Hours

N/A

Capacity Level

50%

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
1. Hygiene and Sanitization (Conti)	<ul style="list-style-type: none"> • High intensity cleaning and disinfection to be undertaken at the end of every day on all VR equipment. 60 minute disinfection cycle for each set of VR equipment. • All room based games (escape room or jumble) should sanitize and disinfect after each and every used room before allowing the next group to use it. 				
2. Staff	<ul style="list-style-type: none"> • All health & safety guidelines/standards are followed in staff accommodation & transport facilities in line with DM Health & Safety Guidelines ["DMHS"]. • All protocols prescribed by DMHS must be adhered to prior to staff entering the premises. • Staff should wear masks at all time. • If anyone of the staff was confirmed positive according to a COVID-19 PCR test by an accredited facility, they are not to return unless they are granted a medical certificate (clearance certificate) endorsed by DHA stating that they are discharged from isolation. 	CR	CM	CM	R
3. Scanning and Emergency Plan	<ul style="list-style-type: none"> • Mandatory contactless screening for staff, guests, visitors & contractors based on DMHS guidelines [If a visitor temperature ≥ 37.5 Celsius, he/she will be prohibited to enter the facility]. • If a case of illness is detected amongst visitors or staff presenting COVID-19 symptoms such as fever ($\geq 37.5^{\circ}\text{C}$), cough, myalgia or fatigue, shortness of breath, sore throat, runny nose, diarrhea and nausea, headache, or loss of sense of smell or taste, DHA hotline number 800342 should be contacted by the facility. • The facility administration must dedicate an isolation room, and set procedures to handle COVID-19 suspect/confirmed cases as well as the disinfection procedures as per DHA/DM guidelines. • The facility must maintain adequate records of its staff and visitors (whether users or individuals accompanying them), including names, telephone numbers and visit dates, to assist if contact tracing becomes necessary. And also to maintain accurate work records of staff for contact tracing purposes. 	CR	CM	CM	R

Recreational Centers

Social Distance Risk

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Importance to Economy

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Activities excluded in the sector

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Operating Hours

N/A

Consumer Visiting Hours

N/A

Capacity Level

50%

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
4. Facility Restrictions	<ul style="list-style-type: none"> • Racks dedicated for bags and shoes must be sanitized after every use. • Lockers and changing rooms are permitted conditional that cleaning and sanitization is performed after every use, or at a minimum of once every hour, and social distancing must be maintained at all times in these areas. If operators unable to maintain the strict cleaning, sanitization regimes, and social distancing rules then these facilities must be closed. • All shared items, such as helmets, virtual reality glasses, joysticks, buttons, prize slots and card readers or others, they should be fully disinfected after every use. Reused items should also be disinfected/sanitized such as wrist bands, re-used money, tickets...etc. • Single use items should be provided especially for high risk items such as socks, and lanyards. • For enclosed soft play sections, external shoes should be forbidden, unless operators can provide the disposable shoes plastic cover. • Exposed soft toys for distribution should not be permitted, unless sanitized and/or wrapped properly. • If the facility includes role play activities then all facility's garments, or uniforms must be sanitized after every use. • For supplies and deliveries, the facility should have a designated drop off spot. Delivery and pick up should be a contactless procedure that happens outside operating hours. All items should be adequately disinfected before use in the facility. • All maintenance workers should operate outside operational hours. • Designated public entry and exit points should be specified. Staggered entry and exit should be arranged and crowding should be avoided/managed properly. • No party bookings, events or celebrations are allowed in the facility. 	CR	CM	CM	R

Recreational Centers

Social Distance Risk

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Consumer Visiting Hours

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Capacity Level

50%

RESTRICTIONS AND PROTOCOLS

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Actions	Short Description	Organization	Employees	Visitors	Gov
5. Capacity and Physical Distancing	<ul style="list-style-type: none"> • Ensure the 2m distancing measure is maintained throughout the facility. • Ticketing counters or F&B lanes should be alternately opened. • Physical distancing should be maintained while queuing using movable barriers. • If there are elevators in the facility, they must have markings on the floor that indicate social distancing and users must comply by standing on these markings. • To maintain distancing while queuing for registration, prize pick up, rides, or activities, stickers must be placed in such locations to ensure proper distancing. • The rides, sessions, play areas, or common areas should operate at 50% capacity based on the 2m social distancing and 4sqm per person. • In rides or games that involve multiple groups, people of a single group are allowed to be seated together. • Each ride to only allow 1 individual per vehicle [except direct family which can be seated together], while taking into consideration the ride balance. • Every alternate vehicle to be left empty, while taking into consideration the ride balance. • Wherever possible, a single person use of the ride, trampoline, or game is encouraged. For group games, a cap should be maintained to ensure the 2 meters distance. • The attending staff should supervise and ensure social distancing is maintained at all times. • Arcade games should be moved and spaced out, where possible, to maintain social distancing practices. Some games shall be kept inoperable if spacing is not possible due to difficulty in movement. • Any VR experience pod restricted to a private, single group, up to a maximum of 5 people i.e. pods will not be shared with a mixed group or individuals. • Frequency of experiences - staggered start times for experiences to avoid congestion in lobby and waiting areas. Experiences to run with 10 minutes internal gap. i.e. VR Pod 1 start 10:00am, VR Pod 2 start 10:10am • Dedicating cohorts/grouping system is encouraged in these venues. 	CR	CR	CM	R

Recreational Centers

Social Distance Risk

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Importance to Economy

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Operating Hours

N/A

Consumer Visiting Hours

N/A

Capacity Level

50%

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
6. Food & Beverages	<ul style="list-style-type: none"> • For staff eating areas, pantries can be opened for usage of staff only and strictly for food and drink consumption while maintaining a 2m physical distancing. • All food outlets seating, capacity and social distancing requirements to follow the previously announced guidelines for the F&B Sector. • Manual water dispensers are not allowed in the facility, only sealed water bottles or machine dispensers are allowed. 	CR	CR	CM	R
7. Digital Payments and Online ticketing	<ul style="list-style-type: none"> • Contactless payments to be encouraged, yet cash payments are allowed. • Encourage pre-booking & online tickets with contactless check-in through bar codes(online ticket purchase) 	CR	CR	CM	R
8. Provision of masks & hand sanitizers	<ul style="list-style-type: none"> • Visitors must wear masks at all times (except for the exempted segments as announced in the previous guidelines). • Touchless sanitizers should be available throughout the facility. 	CR	CR	CM	R
9. Communication	<ul style="list-style-type: none"> • All restrictions, new settings, practices and hygiene must be communicated to staff and visitors using different modes of communication (i.e. bookings website, screens in the facility, common areas in the facility, etc.). • Clear signage with guidelines should be provided across the facility premises. • Ensure that sufficient training is provided to the staff to maintain the precautionary hygiene. • Develop and communicate a Readiness Plan to ensure that appropriate procedures are in place to safeguard the continuity of operations and safety of everyone in the facility. 	CR	CR	CM	R

Spring and Summer Camps

Social Distance Risk

H	M	L
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Importance to Economy

H	M	L
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Activities included in the sector

- All summer camps running in all types of facilities including child centres, schools, hotels, sports clubs and gyms, libraries, art centres
- Only entertainment facilities that have reopened

Activities excluded in the sector

- Nurseries (follow the nurseries guidelines)

Operating Hours

N/A

Consumer Visiting Hours

N/A

Capacity Level (Staffing)

N/A

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
1. Set-up, PPE and Hygiene	<ul style="list-style-type: none"> • Daily clean up and sterilization of all areas and surfaces of the facility and effective sanitization post completion of each day to be conducted and cleaning process to be in-line with Dubai Municipality guidelines (the centers can refer to the Dubai Municipality website to select an accredited cleaning and disinfection company through the link https://www.dm.gov.ae/health-safety-approved-list/, or by contacting Dubai Municipality's command room by dialing 8004006). • Camps managements are encouraged to designate on Hygiene officer from their team to supervise the daily and continuous cleaning and be trained on the best practices and DM requirements. • Do not use cleaning/disinfecting products that carry a DANGER or a CORROSIVE label warning that may compromise the health of the children and individuals with respiratory illnesses or medical conditions. • All employees/visitors are mandated to wear masks at all times inside the facility. Non compliance will lead to denial of entry to facility. Note for camps involving learning activities, teachers and staff are encouraged to use transparent masks as available and maintain physical distancing of 2 meters. If transparent masks are not available then standard masks are to be used. • Touchless sanitizers shall be in place (cover the entire route from entry to exit). • 2 meters social distancing measures will be displayed on all clearly visible areas within the facility. • Anyone entering the premises must immediately wash / sanitize hands. • Encourage strict hand washing regime and breaks for all customers/visitors/staff of the facility. • [If possible] Staff and customers' bags and shoes are encouraged to be cleaned and sanitized once arriving at camp venue. • In facilities where taking off shoes is required, designate a shoe rack outside the entrances which must be sanitized after every use. 	CR	CR	CM	R

Spring and Summer Camps

Social Distance Risk

H	M	L
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Importance to Economy

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- All summer camps running in all types of facilities including child centres, schools, hotels, sports clubs and gyms, libraries, art centres
- Only entertainment facilities that have reopened

Activities excluded in the sector

- Nurseries (follow the nurseries guidelines)

Operating Hours

N/A

Consumer Visiting Hours

N/A

Capacity Level (Staffing)

N/A

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
1. Set-up, PPE and Hygiene (Continue)	<ul style="list-style-type: none"> ▪ Clear guidelines should be set for security staff and those who are cleaning the facility to ensure they follow the right measures such as wearing gloves while cleaning. • Pantries can be opened for usage by individuals strictly for food and drink consumption while maintaining a 2m social distancing and sanitizing after every use. • Events, celebrations, occasions, and any sort of social gathering is not permitted. • Any visits that happen to the camp such as for the purpose of registration, maintenance workers, deliveries, should happen after working hours. 	CR	CR	CM	R
2. Admission into the camps and entrance procedures	<ul style="list-style-type: none"> • Maintain social distancing in the camp facility to avoid crowding. • Camps are encouraged to modify their approach to deliver the activity in smaller groups that stay together (cohorting), and adopt staggered scheduling (drop-off and pick up). • In addition to online registration forms provided by the summer camps, it is encouraged to add declaration section relevant to COVID-19 in order to be able to trace and monitor any participants arriving from abroad or being in contact with individuals coming from abroad or with a confirmed COVID-19 case. • Ensure no high risk individuals (staff or customers) are admitted. Individuals with medical conditions that makes them medically unstable or immunocompromised, chronic diseases and respiratory illnesses shall be refrained from participating in the camp. Persons with disabilities can be admitted to the camp if they satisfy above health conditions. 	CR	CR	CM	R

Spring and Summer Camps

Social Distance Risk

H	M	L
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Importance to Economy

H	M	L
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Activities included in the sector

- All summer camps running in all types of facilities including child centres, schools, hotels, sports clubs and gyms, libraries, art centres
- Only entertainment facilities that have reopened

Activities excluded in the sector

- Nurseries (follow the nurseries guidelines)

Operating Hours

N/A

Consumer Visiting Hours

N/A

Capacity Level (Staffing)

N/A

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
2. Admission into the camps and entrance procedures (Continue)	<ul style="list-style-type: none"> ▪ Staff will be discouraged from exiting the camp during the day, but if they do for emergency purposes, they will need to sanitize and change gloves and masks upon return. ▪ Online services should be provided as much as possible to minimize direct interaction (i.e. registration and payment could happen online). 	CR	CR	CM	R
3. Toys, Equipment and materials	<ul style="list-style-type: none"> ▪ All equipment in camps such as toys, books, scissors, pens, pencils, crayons, arts and crafts materials and messy play resources as well as roleplay and other materials should be sanitized after each and every single use where possible. ▪ Toys to be sanitized after use, and immediately removed from play if sneezed on, coughed on or put in mouth. ▪ It is recommended that children get their own exclusive stationery items whenever possible. 	CR	CR	CM	R
4. Washrooms	<ul style="list-style-type: none"> ▪ Ensure toilets are cleaned and sanitized after every use. ▪ Safety signs for washing hands and maintaining hygiene to be in place. ▪ Strict hygiene measures including frequent handwashing and cleaning. 	CR	CR	CM	R

Spring and Summer Camps

Social Distance Risk

H	M	L
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Importance to Economy

H	M	L
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Activities included in the sector

- All summer camps running in all types of facilities including child centres, schools, hotels, sports clubs and gyms, libraries, art centres
- Only entertainment facilities that have reopened

Activities excluded in the sector

- Nurseries (follow the nurseries guidelines)

Operating Hours

N/A

Consumer Visiting Hours

N/A

Capacity Level (Staffing)

N/A

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
5. Screening & Contingency/Emergency Plan	<ul style="list-style-type: none"> ▪ Mandatory contactless screening for staff, guests, visitors & contractors based on DMHS guidelines [If temperature equals or exceeds 37.5 Celsius, he/she will be prohibited to enter the facility]. ▪ The official authorities should be immediately notified in case of detected cases with COVID-19 symptoms such as fever ($\geq 37.5^{\circ}\text{C}$), cough, myalgia or fatigue, shortness of breath, sore throat, runny nose, diarrhea and nausea, headache, or loss of sense of smell or taste amongst staff or if an emergency case is detected amongst users of the facility. ▪ If staff were confirmed positive according to a COVID-19 PCR test by an accredited facility, they are not to return unless they are granted a medical certificate (clearance certificate) endorsed by DHA stating that they are discharged from isolation. ▪ The facility administration must dedicate an isolation room, and set procedures to handle COVID-19 suspect/confirmed cases as well as the disinfection procedures as per DHA/DM guidelines. ▪ The facility must maintain adequate records of its staff/guests/members, including names, telephone numbers and visit dates, to assist if contact tracing becomes necessary. And to maintain accurate work records of its staff for contact tracing purposes. ▪ Parents are encouraged to check their children temperature and notice any symptoms before leaving the house. If child is unwell, the parents are requested not to drop-off the child to the camp as they won't be permitted to enter the facility. 	CR	CR	CM	R

Spring and Summer Camps

Social Distance Risk

H	M	L
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Importance to Economy

H	M	L
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Activities included in the sector

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- Only entertainment facilities that have reopened

Activities excluded in the sector

- Nurseries (follow the nurseries guidelines)

Operating Hours

N/A

Consumer Visiting Hours

N/A

Capacity Level (Staffing)

N/A

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
6. facility restrictions	<ul style="list-style-type: none"> • Only registered customers are allowed to attend the camps and be admitted to the facilities. • Ensure the 2m distancing measure is maintained in all facility common areas, elevators, escalators, service desks, customer service, etc. • All elevators must have markings on the floor that indicate social distancing and users must comply by standing on these markings. Priority will be given to persons with special needs and pregnant women. • Seating and tables should be setup to ensure attendees are maintaining 2m distance at all times. • In case of usage of auditoriums, then each alternating row should be left empty, and every occupied seat should have 2 seats empty to the right and left. • No buffet offered during breaks and lunches, camps attendees are encouraged to bring their own food. • Pre-packed F&B is allowed, conditional they follow necessary guidelines for the sector [only disposable containers with frequent sanitization and maintain 2m between the tables]. • Contactless payments to be encouraged, yet cash payments are allowed. 	CR	CR	CM	R
7. Communication	<ul style="list-style-type: none"> ▪ Ensure that sufficient training and communication channels are utilized to keep all staff, parents and children informed of new settings, practices and hygiene approaches. ▪ Develop a Readiness Plan that ensures that there are appropriate procedures in place that safeguard the continuity of operations and the safety of everyone in the camp. 	CR	CM	CM	R



Massage and Spa Services

Social Distance Risk

H	M	L
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Importance to Economy

H	M	L
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Activities included in the sector

- Massage services
- Spa services
- In hotel facilities, inside malls and grade A&B list of spas, salons and barbershop outside malls

Activities excluded in the sector

- Steam rooms, saunas, inhalation rooms, ice rooms, Jacuzzis, hot bath/Moroccan bath/Turkish hammam

Operating Hours

N/A

Consumer Visiting Hours

N/A

Capacity Level (Staffing)

N/A

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
1. Hygiene and Sanitization	<ul style="list-style-type: none"> • All facilities must ensure appropriate infection control measures are applied and sanitization is accomplished pre-opening and on daily basis. This can be arranged in-house or through an approved cleaning and disinfection company from the list provided by Dubai Municipality (DM) through https://www.dm.gov.ae/health-safety-approved-list/, or by contacting Dubai Municipality's command room by dialing 8004006. • An appropriate disinfection schedule should be adopted to ensure constant sanitization of the used area and avoid any harmful chemicals and materials that may compromise the health of individuals with respiratory illnesses or medical conditions. • Sanitize and disinfect all the common surfaces, and common areas of the facility after every use (or minimum once every hour) such as escalators, elevators, rails, counters, countertop, doorknobs, light switches, washrooms including toilet handles, handrails, arm rests, and electronics, bath tubs, showering facilities...etc • The facility should be completely sterilized post closure. • The treatment room and its equipment such as stones, wheel roller massage stick etc. must be cleaned and disinfected after each use and between clients. • Clean and disinfect the face cradle after each client. • Change any face cradle cover (or linen) after each client. • Items that are frequently shared, difficult to clean and/or not necessary to achieving treatment outcomes should be removed. Some examples may include: magazines and other entertainment items; water dispenser; product samples or testers; and re-usable refreshing hand towels. • Linens (including towels), blankets and pillows, bedsheets must be changed between clients, and washed and sanitized as per DM guidelines. • Disposable bed cover shall be provided and changed between clients. • The facility should assign a hygiene champion from the team to supervise the daily and continuous cleaning and be trained on the best practices and DM requirements.. • Special disposal bins to be made available at all key entrances and in common areas for medical waste [masks, gloves etc.] and these should be frequently cleared [minimum once every two hours]. • Visitors shoes and belongings including bags are encouraged to be sanitized upon entry. • Mandatory provision of hand sanitizer dispensers across the facility and common areas. 	CR	CR	CM	R



Massage and Spa Services

Social Distance Risk

H	M	L
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Importance to Economy

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Activities included in the sector

- Massage services
- Spa services
- In hotel facilities, inside malls and grade A&B list of spas, salons and barbershop outside malls

Activities excluded in the sector

- Steam rooms, saunas, inhalation rooms, ice rooms, Jacuzzis, hot bath/Moroccan bath/Turkish hammam

Operating Hours

N/A

Consumer Visiting Hours

N/A

Capacity Level (Staffing)

N/A

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
1. Hygiene and Sanitization (Conti.)	<ul style="list-style-type: none"> • Schedule appointments in a way that allows enough time between clients to implement new cleaning and disinfecting protocol and limit crowding. • Showering facilities, lockers and changing rooms are permitted conditional that cleaning and sanitization is performed after every use, or at a minimum once every hour, and social distancing must be maintained at all times in these areas. If operators are unable to maintain the strict cleaning, sanitization regimes, and social distancing rules then these facilities must be closed. • Each locker should contain individually wrapped amenity kits. Shared amenity kits in the changing area must be removed and only provided to clients upon request. • Providers must spray and sanitize all skincare bottles and products used after each treatment, where possible single use products to be provided. • Use disposable wood sticks while applying creams and scrubs. • Provide a proper ventilation for the rooms as per the DM guidelines. [if possible]. 	CR	CR	CM	R



Massage and Spa Services

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Consumer Visiting Hours

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Capacity Level (Staffing)

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RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
2. Staff	<ul style="list-style-type: none"> • All health & safety guidelines/standards are followed in staff accommodation & transport facilities in line with DM Health & Safety Guidelines ["DMHS"]. • All protocols prescribed by DMHS must be adhered to prior to staff entering the premises. • Staff should wear masks at all times. • Staff are encouraged to wear gloves at all times, but they must maintain proper hygiene and hand washing regimes whenever they can. If used, gloves must be disposed of and changed between each client. • If anyone of the staff was confirmed positive according to a COVID-19 PCR test by an accredited facility, they are not to return unless they are granted a medical certificate (clearance certificate) endorsed by DHA stating that they are discharged from isolation. • Therapist must adhere to a strict hand washing routine before and after every client. • All employees to be trained on DMHS Guidelines. 	CR	CR	CM	R
3. Scanning and Emergency Plan	<ul style="list-style-type: none"> • Mandatory contactless temperature screening for staff, guests, visitors & contractors based on DMHS guidelines [If a visitor temperature ≥ 37.5 Celsius, he/she will be prohibited to enter the facility] • If a case of illness is detected amongst visitors or staff presenting COVID-19 symptoms such as fever ($\geq 37.5^{\circ}\text{C}$), cough, myalgia or fatigue, shortness of breath, sore throat, runny nose, diarrhea and nausea, headache, or loss of sense of smell or taste, DHA hotline number 800342 should be contacted by the facility. • The facility administration must develop SOPs on how to handle COVID19 suspect/confirmed cases as well as the disinfection procedures as per DHA/DM guidelines. • The facility must maintain adequate records of its staff and visitors (whether users or individuals accompanying them), including names, telephone numbers and visit dates, to assist if contact tracing becomes necessary. And also to maintain accurate work records of staff for contact tracing purposes. 	CR	CR	CM	R



Massage and Spa Services

Social Distance Risk

H	M	L
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Importance to Economy

H	M	L
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Activities included in the sector

- Massage services
- Spa services
- In hotel facilities, inside malls and grade A&B list of spas, salons and barbershop outside malls

Activities excluded in the sector

- Steam rooms, saunas, inhalation rooms, ice rooms, Jacuzzis, hot bath/Moroccan bath/Turkish hammam

Operating Hours

N/A

Consumer Visiting Hours

N/A

Capacity Level (Staffing)

N/A

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
4. Capacity and Physical Distancing	<ul style="list-style-type: none"> • Ensure the 2m distancing measure is maintained throughout the facility except during the services being offered. • The facility should have clear floor markings and signage that indicate clear social distancing i.e. while queuing at the reception or separate seats in waiting areas by at least two (2) meters to ensure physical distancing of non-household members. • If there are elevators in the facility, they must have markings on the floor that indicate social distancing and users must comply by standing on these markings. • Where possible, space out all furniture to comply with social distancing guidelines including the relaxation lounges. 	CR	CR	CM	R
5. Facility Restrictions	<ul style="list-style-type: none"> • Treatments are provided strictly by appointments. • No social gatherings or parties are allowed in the facility. • Only clients receiving the treatment can enter the facility, and they should arrive as close to their appointment time as possible. • Ensure the client washes their hands or use sanitizers upon arrival and after treatment. • Ensure managing number of clients at the locker, changing and shower facilities to avoid crowding. • Any F&B offering must be served in disposable or single use utensils and containers. 	CR	CR	CM	R



Massage and Spa Services

Social Distance Risk

H	M	L
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Importance to Economy

H	M	L
---	---	---

Activities included in the sector

- Massage services
- Spa services
- In hotel facilities, inside malls and grade A&B list of spas, salons and barbershop outside malls

Activities excluded in the sector

- Steam rooms, saunas, inhalation rooms, ice rooms, Jacuzzis, hot bath/Moroccan bath/Turkish hammam

Operating Hours

N/A

Consumer Visiting Hours

N/A

Capacity Level (Staffing)

N/A

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
6. Provision of masks & hand sanitizers	<ul style="list-style-type: none"> • Visitors must wear masks at all times (except for the exempted segments as announced in the previous guidelines). • Touchless sanitizers should be available throughout the facility. • It is encouraged to offer visitors masks if it gets spoiled during the treatment. • The facility must designate bins to throw used items (preferably touchless) and should be indicated across the facility. 	CR	CR	CM	R
7. Food & Beverages	<ul style="list-style-type: none"> • For staff eating areas, pantries can be opened for usage of staff only and strictly for food and drink consumption while maintaining a 2m physical distancing. • All food outlets seating, capacity and social distancing requirements to follow the previously announced guidelines for the F&B Sector. • Manual water dispensers are not allowed in the facility, only sealed water bottles or machine dispensers are allowed. 	CR	CR	CM	R
8. Digital Payments and Online ticketing	<ul style="list-style-type: none"> • Contactless payments to be encouraged, yet cash payments are allowed. 	CR	CR	CM	R
9. Communication	<ul style="list-style-type: none"> • All restrictions, new settings, practices and hygiene must be communicated to staff and visitors using different modes of communication (i.e. bookings website, screens in the facility, common areas in the facility, etc.). • Clear signage with guidelines should be provided across the facility premises. • Develop and communicate a Readiness Plan to ensure that appropriate procedures are in place to safeguard the continuity of operations and safety of everyone in the facility. 	CR	CR	CM	R



Theme Parks

Activities included in the sector

- Theme parks (Indoor/IMG World)

Activities excluded in the sector

- One to one Meet and Greet
- Events, Live Entertainment and Parties
- Parade
- Social gathering

Operating Hours

N/A

Consumer Visiting Hours

N/A

Capacity Level (Customers)

50%

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
FOH Theme Parks	<p>1. Staff: [Direct and Indirect including concessionaires]: Employers to ensure that:</p> <ul style="list-style-type: none"> ▪ All health & safety guidelines/standards are followed in staff accommodation & transport facilities in line with Dubai Municipality Health & Safety Guidelines [“DMHS”] ▪ All protocols prescribed by DMHS must be adhered to – prior to staff entering the premises “for Public Interaction” ▪ Mandatory Temperature Checks for all onsite staff ▪ Compulsory wearing of masks for all staff (except for the exemptions announced in the latest guidelines) ▪ Compulsory wearing of Gloves for staff in specific occupational activities such as handling patients, disinfecting surfaces or handling waste ▪ All staff to practice social distancing guidelines as approved by DMHS in BOH and FOH areas ▪ Pre-Shift briefings to be held virtually wherever possible <p>2. Hygiene Requirements</p> <ul style="list-style-type: none"> ▪ Prior to Opening: Complete park wash down and sterilization to be conducted especially guest facing areas and back of house areas including green rooms, ride control rooms, training facilities, admin offices, washrooms/changing rooms/lockers and parking facilities. ▪ Frequent Sanitization of all high touch frequency areas [ATMs, credit card machines, handrails, benches, toilets, dining surfaces, counter tops, handrails, slides, lockers and structures for climbing or playing etc..] in-line with DMHS guidelines [Minimum once every hour or after every use]. ▪ Mandatory provision for touch free hand sanitizer dispensers across the facility ▪ Post Closure: Complete wash down and sanitization of common areas [similar to prior to opening list] ▪ Mandatory Full Sterilization of facility once every week ▪ Facilities can visit Dubai Municipality website to select an accredited cleaning and disinfection company through the link https://www.dm.gov.ae/health-safety-approved-list/, or by contacting Dubai Municipality’s command room by dialing 8004006. ▪ Ensuring that ventilation systems of indoor spaces operate properly. 	CR	CR	CM	R



Theme Parks

Activities included in the sector

- Theme parks (Indoor/IMG World)

Activities excluded in the sector

- One to one Meet and Greet
- Events, Live Entertainment and Parties
- Parade
- Social gathering

Operating Hours

N/A

Consumer Visiting Hours

N/A

Capacity Level (Customers)

50%

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
FOH Theme Parks	<p>3. SOP's to be devised & approved in-line with DMHS requirements for staff, customers, tenants & contractors [incl. RACI Matrix] covering hygiene requirement.</p> <p>4. Dedicated Hygiene manager/clean team</p> <ul style="list-style-type: none"> ▪ Staff to be assigned to ensure compliance to all DMHS guidelines and SOPs. <p>5. Screening & Contingency/Emergency Plan:</p> <ul style="list-style-type: none"> ▪ Mandatory contactless screening for staff, guests, visitors & contractors based on DMHS guidelines [If a visitor temperature equals or exceeds 37.5 Celsius, he/she will be prohibited to enter the facility]. ▪ The official authorities should be immediately notified in case of detected cases with COVID-19 symptoms such as fever ($\geq 37.5^{\circ}\text{C}$), cough, myalgia or fatigue, shortness of breath, sore throat, runny nose, diarrhea and nausea, headache, or loss of sense of smell or taste amongst staff or if an emergency case is detected amongst users of the facility. ▪ If staff were confirmed positive according to a COVID-19 PCR test by an accredited facility, they are not to return unless they are granted a medical certificate (clearance certificate) endorsed by DHA stating that they are discharged from isolation. ▪ The facility administration must dedicate an isolation room, and set procedures to handle COVID-19 suspect/confirmed cases as well as the disinfection procedures as per DM guidelines https://www.dm.gov.ae/health-safety-approved-list/, by contacting Dubai Municipality's command room by dialing 8004006. ▪ The facility must maintain adequate records of its staff/guests/members, including names, telephone numbers and visit dates, to assist if contact tracing becomes necessary. And to maintain accurate work records of its staff for contact tracing purposes. 	CR	CR	CM	R



Theme Parks

Activities included in the sector

- Theme parks (Indoor/IMG World)

Activities excluded in the sector

- One to one Meet and Greet
- Events, Live Entertainment and Parties
- Parade
- Social gathering

Operating Hours

N/A

Consumer Visiting Hours

N/A

Capacity Level (Customers)

50%

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
FOH Theme Parks	<p>6. Ticketing area:</p> <ul style="list-style-type: none"> ▪ Customers with online pre-paid tickets, annual passes or other forms of electronic access to the park are given priority. However, walk-in customers are allowed subject to maintaining social distancing and capacity cap. ▪ Compulsory wearing of masks for all visitors, bearing in mind those except for the ones excluded from mask wearing such as people having respiratory problems, kids below 6 etc (based on the recently announced masks guidelines) ▪ 50% capacity cap at this stage. ▪ In-House security to monitor capacity restrictions [Applies to all Facilities & Areas referenced in the document] ▪ 2m clear distance between people and 2m clear distance between two groups of people. Not more than 10 people in one group [can be family or friends] provided all pass through screening process at entrance of the park. ▪ Strollers and Wheel Chairs to be allowed for renting and will need to be sanitized post every use, but guests are encouraged to bring their own strollers and wheel chairs. ▪ Wrist bands to be made available preferably through automated dispensers [wherever possible] or distributed by hand at the entrances post screening and must be worn by visitors at all times within the premises until exit. ▪ Any customer without wrist band will be taken out from premises. <p>7. In-Park Staff and Guest Interaction Rules:</p> <ul style="list-style-type: none"> ▪ In-park interaction of staff with guests only limited to dedicated information service booths, and during times of emergency. ▪ Staff must wear mask and gloves at all times. ▪ Character appearances to be allowed only at fixed schedule at limited venues with no meet or greet allowed with guests [Minimum 2m distance between character and guests with park security responsible to monitor and ensure compliance] . ▪ Ride Pre-shows only allowed on digital formats. 	CR	CR	CM	R



Theme Parks

Activities included in the sector

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Activities excluded in the sector

- One to one Meet and Greet
- Events, Live Entertainment and Parties
- Parade
- Social gathering

Operating Hours

N/A

Consumer Visiting Hours

N/A

Capacity Level (Customers)

50%

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
FOH Theme Parks	<p>8. Restrictions</p> <ul style="list-style-type: none"> ▪ Adult supervision of their children at all times to ensure maintaining discipline and social distancing while in the venue. ▪ Valet Parking service is allowed conditional that they follow the announced guidelines. ▪ Bus/buggy service from parking areas to the park to follow social distancing guidelines for public transportation [To be sanitized after every use]. ▪ Water dispensers and water fountains are not allowed. ▪ Elevators/escalators to operate with social distancing measures and clear markings on the floors. ▪ Social gatherings of any sort, group events, and parties are not allowed. ▪ Cashless admission payment is encouraged, cash is still accepted. ▪ The facility management should be empowered to enforce the guidelines without fear of abuse or harassment by users who do not want to comply with the guidelines. Users who endanger others' safety and wellbeing by refusing to comply with guidelines should not be allowed in the premises after repeated warning. ▪ Shower facilities, lockers and changing rooms are permitted conditional that cleaning and sanitization is performed after every use, or at a minimum once every hour, and social distancing must be maintained at all times. If operators unable to maintain the strict cleaning, sanitization regimes, and social distancing rules then these facilities must be limited/closed. 	CR	CR	CM	R



Theme Parks

Activities included in the sector

- Theme parks (Indoor/IMG World)

Activities excluded in the sector

- One to one Meet and Greet
- Events, Live Entertainment and Parties
- Parade
- Social gathering

Operating Hours

N/A

Consumer Visiting Hours

N/A

Capacity Level (Customers)

50%

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
FOH Theme Parks	<p>9. Social Distancing Rules:</p> <ul style="list-style-type: none"> ▪ Visitors should maintain 2m social distancing at all times inside and outside the theme parks. Members of a single group (up to 10 members) can be seated together while maintain 2m social distancing between two groups. Floor markings must be used to indicate social distancing at key areas i.e. queuing, seating...etc ▪ Maintain capacity in the theme park to 1 person per 4 square meters (density requirement), and the capacity signage should be placed at the entrance. ▪ The theme park staff to observe at all times the 2m distancing between users/guests/visitors. ▪ Parents/Minders/Carers are responsible and accountable for their children behavior in the theme park/attraction area and children must be supervised by an adult at all times to ensure social distancing. 	CR	CR	CM	R



Theme Parks

Activities included in the sector

- Theme parks (Indoor/IMG World)

Activities excluded in the sector

- One to one Meet and Greet
- Events, Live Entertainment and Parties
- Parade
- Social gathering

Operating Hours

N/A

Consumer Visiting Hours

N/A

Capacity Level (Customers)

50%

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
Ride Operations Theme Parks	<ol style="list-style-type: none"> Ride Entrances <ul style="list-style-type: none"> ▪ Queuing at a minimum of 2m distance with clear floor markings ▪ Rides Entrance Areas to operate at a maximum capacity of 50%. ▪ No F & B allowed to be carried or consumed in ride entrance areas. ▪ Every entrance and exit should have an installed touchless sanitizer machine [if possible] Ride Operations: <ul style="list-style-type: none"> ▪ Each ride to only allow 1 individual per vehicle [except direct family/same group which can be seated together] ▪ Every alternate vehicle to be left empty (while taking into consideration the ride/device balance) ▪ Face masks are mandatory at all times, except when engaging in an activity that may hinder normal breathing. ▪ Walk through attractions to maintain one way flow of guests and maintain 2m distance with floor markings Hygiene and Etiquette Requirements <ul style="list-style-type: none"> ▪ Prior to Opening: Complete park washdown and sterilization to be conducted for all rides and equipment. ▪ Installation of touchless sanitizers at common areas. If touchless is not possible, usage of normal one is mandatory. ▪ Staff and guests should maintain hygiene, safe and desirable etiquette at all times (i.e. no spitting in the pool, washing their hands more often, cover their sneeze and coughs, maintaining social distancing, and wearing masks wherever applicable...etc.) ▪ Provide gloves for rides where equipment [shooting etc.] needs to be used. ▪ Sanitize control and dispatch panel, safety gates and railings after every employee rotation. ▪ Increase duration between rides to ensure wipe-down after every use and thorough sanitization once every hour at minimum [timelines to be customized in-line with types of rides ensuring compliance to hygiene requirements]. 	CR	CR	CM	R



Theme Parks

Activities included in the sector

- Theme parks (Indoor/IMG World)

Activities excluded in the sector

- One to one Meet and Greet
- Events, Live Entertainment and Parties
- Parade
- Social gathering

Operating Hours

N/A

Consumer Visiting Hours

N/A

Capacity Level (Customers)

50%

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
Retail	<ul style="list-style-type: none"> ▪ Staff: Same Rules as “Theme Parks” FOH ▪ Changing Rooms Usage to be allowed as per DM/DED Restrictions and Regulations for Retail Sector ▪ All Theme Park retail outlets to follow the same guidelines and restrictions as applied by DM/DED to all retail outlets elsewhere in the city including the fitting rooms, and return/refund policy ▪ No Tester Allowed [Personal Care, Cosmetics, Perfumes etc.] ▪ In-House Security to maintain capacity restrictions ▪ Queuing for Payments to maintain minimum social distance requirements per DMHS guidelines 	CR	CR	CM	R
Food and Beverage	<ul style="list-style-type: none"> ▪ Staff: Same Rules as “Theme Parks” FOH ▪ All rules and regulations to be followed as per DMHS guidelines announced for the sector [including social distancing requirements] ▪ Regular self-service buffets are not allowed, only canteen style serving is allowed as per DTCM/DM guidelines [e.g. Breakfast, Brunch, Lunch, Dinner] 	CR	CR	CM	R