

UPDATES: Guidelines & Protocols for Reopening

Economic activities resumption (starting June 17th)

Description

Med transmission risk

Resuming activities

- Stages 1, 2 and 3 (100%) while strictly maintaining social distancing measures
- Swimming pools and all aquatic sports and venues
- Private Museums, Cultural Centre & Art Galleries
- Public Libraries
- Water Parks
- Hotels (pools, meeting rooms, and kids clubs)
- Home services (beauty services and care facilities for elderly and PoD)
- Sports equipment and kids playground areas in public parks and beaches
- Elective surgeries (procedures beyond 2.5 hours)
- Cinemas (3D and 4D)
- Desert Camp

General Restrictions

- Normal operations and working hours must be aligned to national sterilization program hours
- Ensure all individuals (whether staff/employees or visitors/guests/customers/passengers/patients) entering any facility or engaging in any activity to undergo mandatory temperature screening
- All members of society to wear face mask when leaving their homes (Except for the temporary conditions, and exemptions announced in the guidelines)
- Mandatory installation of hand sanitizer dispensers at all common areas, preferably contactless dispensers
- Social distancing (2m) between individuals and (4m) between groups
- Home/institutional quarantine for returning UAE residents
- Hygiene & personal protection
- Sterilization & use of disposables

Sectoral reopening plan – Prioritization and Restrictions – Responsibility Matrix

	Economic Activities included	Owner
Swimming pools and all aquatic sports and venues	<ul style="list-style-type: none"> Swimming pools (at different venues) Aqua fitness sports Swimming sports Water Polo Synchronized swimming 	DM, DTCM [only for Swimming pools], DED, DSC
Culture and Arts	<ul style="list-style-type: none"> Private Museums Art Galleries Public libraries (excluding Al Ras) 	DED and Dubai Culture
Water Parks	<ul style="list-style-type: none"> All aqua and water parks 	DED, DTCM, DM
Entertainment	<ul style="list-style-type: none"> Kids clubs in hotels Playground areas in public beaches and parks 3D and 4D cinemas 	DTCM, DED and DM
Home Services	<ul style="list-style-type: none"> Beauty services Homecare services for PWD and Elderly 	DM, CDA, DED
Outdoor Tourism	<ul style="list-style-type: none"> Desert Camp 	DTCM
Elective Surgeries	<ul style="list-style-type: none"> Elective surgeries (procedures beyond 2.5 hours) 	DHA and DHCC

Protocols update – Stage 1, 2 and 3 Reopened Activities

All previously announced protocols to be maintained, plus the following amendments:

Cinemas:

- 3D and 4D Cinemas to reopen while maintaining all the precautionary measures, social distancing rules, and hygiene & sanitization guidelines announced previously for cinemas.
- Cinemas must only provide disposable 3D glasses.
- Cinemas must reduce the intensity of the effects used in 4D cinema, specially the ones that may instigate the cough (such as smoke or water sprays).

Entertainment

- All previously announced entertainment activities (Ice Rinks, Go Karting, Observation Decks and Platforms, The Green Planet, Museums, Dolphanarium, Ski Dubai, Aquariums, Open air shows i.e. fountain and festival laser show) to operate at 100% capacity while maintaining all the precautionary measures, social distancing rules, and hygiene & sanitization guidelines announced previously.
- The excluded activities that are offered by some of the entertainment venues such as interactive sessions, animal encounter, and experiences (such as diving, and submarine in aquarium) are allowed with the following conditions:
 - Sessions must be offered to individuals or single group members (not more than 5).
 - If the venue space allows multiple groups then ensure maintaining distance of 4m between groups, and leaving 2 seats between each occupied seats (members of a single group can be seated together).
 - The venue or equipment used during the interactive sessions must be cleaned and sanitized after every use.
 - The sessions' hosts must avoid any physical contact with the guests and maintain social distancing at all times.

Protocols update – Stage 1, 2 and 3 Reopened Activities

All previously announced protocols to be maintained, plus the following amendments:

Clinics and Hospitals

- All elective complicated surgeries that exceeds 2.5 hours are allowed while still maintaining all measures and guidelines announced previously by DHA

Gyms and Fitness Centers

- All gyms and fitness centers will operate at 100% capacity, while maintaining all the precautionary measures, social distancing rules, and hygiene & sanitization guidelines announced previously.
- All aquatics sports (Swimming, Diving, Water Polo & Synchronized Swimming), Aqua based activities (aqua bike, aqua aerobics..etc.) will resume as per the guidelines set by Dubai Sports Council.
- 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 in these facilities. If operators unable to maintain the strict cleaning, sanitization regimes, and social distancing rules then these facilities must be closed.
- Sports academies operating on educational institutions premises are permitted conditional that operators must follow the Dubai Sports Council Guidelines.
- Events/Tournaments are not allowed.
- All venues offering Billiard/Snooker, Darts, and Bowling must adhere to the guidelines set by Dubai Sports Council.
- Marine competition are permitted conditional that:
 - No spectators are allowed
 - Competitions are not carried in venues that may trigger crowding
 - Focused on individualistic competition and not team based

Protocols update – Stage 1, 2 and 3 Reopened Activities

All previously announced protocols to be maintained, plus the following amendments:

Outdoor Tourism Activities

- Desert camp as part of the Safari are permitted to resume conditional that they follow the guidelines issued by DTCM.

F&B Outlets

- All F&B outlets are permitted to serve buffet subject to application of minimum social distancing guidelines of 2m for queuing and only if served by Waiting Staff (canteen style serving) or Served on Guest Table [No Self-Service Allowed]. This buffet style of serving will not allow sharing or touching of the serving utensils, and drinks to be delivered to the tables. The venue management/operator must ensure no crowding between people at the buffet, and queuing is managed properly.

Public Parks and Public Beaches

- Playgrounds, rides and sports equipment in public beaches and parks are permitted to open conditional that:
 - Parents/carers/minders must supervise their children at all times to maintain social distancing.
 - Install sanitizer dispensers around the playground and near the sports equipment.
 - Dedicate cleaning and hygiene staff for these facilities.
 - Ensure cleaning and sanitizing playground and all rides at minimum once every hour.
 - Playgrounds that are difficult to maintain social distancing at, must operate at limited capacity to ensure 2m distancing (i.e. three seaters swings, must have one swing closed in the middle).
 - Families/carers/individuals are discouraged from sharing items that are difficult to clean or disinfect.

Training Institutions (Tutoring Institutes)

- Tutoring institutions are permitted to operate conditional they follow KHDA's Educational and Training Institutions Published Guidelines

Protocols update – Stage 1, 2 and 3 Reopened Activities

All previously announced protocols to be maintained, plus the following amendments:

Elderly above 60 years old and children below 12 years old

- Lifting all restrictions on elderly above 60 and children below 12 in all settings and activities, while taking the necessary precautionary measures.

Actions	Short Description
Hygiene and Social Distancing	<ul style="list-style-type: none">• Maintain social distancing (2m), hygiene and sanitization at all times.• Wear masks at all time, except for the conditions exempted in previous announcements
Priority Services	<ul style="list-style-type: none">• Dedicate certain/priority queues and counters for senior citizens and residents in all applicable reopened activities.• Seniors are encouraged to work in a single office or a desk with 2m distancing measures.
Guidelines and Regulations	<ul style="list-style-type: none">• Seniors with underlying medical conditions and chronic diseases such as diabetes, hypertension, heart diseases, pulmonary and other illnesses that compromise their immunity are encouraged to stay at home.• Seniors who require assistance from caregivers are advised to stay homes.• Seniors are encouraged not to spend more than 3 hours outside the house (unless going for office work)• Seniors should avoid crowded places.• Parents are responsible to take care of their children when being outside the house and ensure social distancing is maintained and masks are worn for children above 6 years old.• Children to be under the supervision of their parents/guardians/carers/adults at all times when they are outside the house.

Swimming Pools

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

- Swimming Pools and public aquatic venues (indoor and outdoors)
- Applied to Hotel Establishments, Health Clubs/Gym Facilities, Recreation Clubs, Residential and Commercial Facilities

Activities excluded in the sector

- Social gatherings, parties, and events
- All massage services, spa, sauna, and jacuzzi
- Pool Bar

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, Cleaning and Sanitization:	<ul style="list-style-type: none"> Prior to reopening, all swimming pools should go under deep cleaning after a prolonged facility shutdown to minimize the risk of Legionnaires' disease and other diseases associated with water. Water Quality test should be done before reopening (TBC & legionnaires) Swimming pools to maintain the hygiene and sanitization requirements as per DM guidelines inclusive of maintaining regular cleaning regime, water testing, the chlorine concentration (between 1.0 and 2.0 PPM), suggested list of cleaning and disinfection companies can be found at DM website: https://www.dm.gov.ae/health-safety-approved-list/ Cleaning and disinfecting frequently touched surfaces and common areas at least once every hour and shared objects each time they are used (handrails, lounge chairs, tabletops, pool noodles, kickboards, pool side showers, etc.) Visitors and pool users should maintain safe and desirable etiquette before and during swimming (i.e. no spitting in the pool, washing their hands more often, cover their sneeze and coughs, and showering (the side pool showers only) before and after using the swimming pool) Shower facilities, 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. If operators unable to maintain the strict cleaning, sanitization regimes, and social distancing rules then these facilities must be closed. Washrooms/Toilets must be cleaned after every use or at minimum once every hour. Providing towels not permitted, visitors and guests must bring their own towels. Sunbeds must be covered an extra layer of linen, which should be removed and replaced by a new linen after every use and to be provided by the operator. [Including full sanitization of sunbeds after every use]. Install touchless hand sanitizers at the common areas. Ensuring that ventilation/cooling and air conditioning system for indoor spaces operate properly with an adequate intake of fresh air. Refrain people from sharing items that are difficult to clean, sanitize, or disinfect or that are meant to come in contact with the face (for example, goggles, nose clips, and snorkels). Discouraging the sharing of items such as food, equipment, toys, and supplies with guests from other households. Ensuring adequate equipment for patrons and swimmers, such as kick boards and pool noodles, to minimize sharing to the extent possible, or limiting use of equipment by one group of users at a time and cleaning and disinfecting between use. Operators unable to maintain the strict cleaning regimes, must not provide these equipment. Provide all staff with training on safety, hygiene and social distancing protocols. 	CR	CR	CM	R

Swimming Pools

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Operating Hours

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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. Screening and Admission	<ul style="list-style-type: none"> All staff and guests/visitors/trainers must go through temperature screening before entering the pool and must follow the approved DMHS Guidelines. Anyone with temperature equal or more than 37.5° C won't be allowed to enter the pool. All Staff Rules for accommodation, transportation etc. should follow previously approved DMHS Guidelines. Guest/visitors with underlying medical conditions, respiratory illness, or chronic diseases must not enter swimming pool area. All swimming pools and public aquatic venues administration must dedicate an isolation room, and set procedures to handle COVID-19 suspect/confirmed cases as per DHA guidelines. If the swimming pool is within a facility that has isolation room, then the current isolation room is sufficient. 	CR	CR	CM	R
3. Social Distancing	<ul style="list-style-type: none"> Visitors and pool users should maintain 2m social distancing at all times inside and outside the pool. Members of a single group (up to 5 members) can be seated together while maintain 4m social distancing between two groups. Sun-Beds should be placed at a minimum distance of 2m between single people and 4m between groups of people. Maintain capacity in the pool to 1 person per 4 square meters (density requirement), and the capacity signage should be placed at the entrance. For lane swimming pools used for sports purposes, they must follow Dubai Sports Council Guidelines. The pool staff to observe at all times the 2m distancing between the pool users/guests/visitors. Parents/Minders/Carers/Coaches are responsible and accountable for their children behavior in the pool area and children must be supervised by an adult at all times to ensure social distancing in their designated pool. 	CR	CR	CM	R
4. General Rules and Restrictions	<ul style="list-style-type: none"> Pool visitors/guests are encouraged not to spend more than 2 hours in the pool area. All sports and aquatic related activities (including coaching and training) taking place in indoor/outdoor pools or at facility must follow the guidelines set by Dubai Sports Council F&B to follow the DM set guidelines (i.e. 2m distancing between the tables, disposable cutleries, no Buffet allowed, and food can be served in a very specific area and not in any place around the pool) Pool Bars are not allowed Pool staff, trainers and visitors must wear face shield or mask at all times, but shall remove it during the activity which require body and face submersion (i.e. during swimming sessions inside the pool, when coach is demonstrating techniques) 	CR	CR	CM	R

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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. General Rules and Restrictions	<ul style="list-style-type: none"> Public announcements and placement of rules in highly visible areas including entrances and other common areas, to promote protective measures. All massage services, spa, sauna, and jacuzzi are not allowed. Social gatherings of any sort, group events, and parties are not allowed. Cashless admission payment is encouraged, cash is still accepted. Renting items that are difficult to clean, sanitize, or disinfect or that are meant to come in contact with the face (for example, goggles, nose clips, and snorkels) are prohibited. Parents/Minders/Carers/Coaches must ensure their children are staying within their designated kids pool areas. Swimming pool management (including lifeguards) 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. 	CR	CR	CM	R

Specific Sports Restrictions

Social Distance Risk

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Importance to Economy

H	M	L
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RESTRICTIONS AND PROTOCOLS

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

Actions	Restrictions	Operating Hours	Consumer Visiting Hours	Capacity Level (Staffing)
<p>Academies (Inclusive of academies operating on Educational Institution premises)</p>	<ul style="list-style-type: none"> ▪ Sport Academies needs to adhere to the above sport restrictions based on your nature of activity ▪ Prepare full training plan that includes information required in terms of selected Coaches/Trainers, registered Players/Members, and Training Schedules on weekly basis and follows the following measurements: <ul style="list-style-type: none"> ▪ Placing training priorities ▪ Weekly Training Schedule ▪ Approving players/members who will take part of the training that week ▪ Prepare Contingency and Emergency operational and training plans ▪ As part of the registration process, it is encouraged to add a declaration section relevant to COVID-19 in order to be able to trace and monitor any participants arriving from abroad or who have been a close contact of individuals coming from abroad or with a confirmed COVID-19 case. ▪ Guidelines should be clearly communicated to the academies, and the academies shall communicate any guidelines/measures/instructions that the participants should follow through any available platform (i.e. website, email, etc.) ▪ Clear guidelines should be set for security staff and those who are cleaning the facility to ensure they follow the right measures (as per the hygiene requirements) ▪ Any academy permitted/licensed to sell equipment or gears must follow the wholesale retail guidelines, and the return/exchange policy communicated by Dubai Economic Development Department. ▪ Participants are encouraged to bring their own supply of food & beverage. Food catering must follow DM guidelines and academies are responsible to ensure following the hygiene measures. . ▪ Vending machines and pantries and pre-packed F&B is allowed, conditional they follow necessary guidelines for the sector [only disposable containers, frequent sanitization of machines, and pantries items, maintain 2m between the tables]. ▪ Contactless payments to be encouraged, yet cash payments are allowed. ▪ The companies running sport academies within schools/universities/colleges are responsible for the daily cleaning and sanitization of the used areas and surfaces throughout the utilized premises including any equipment or gear- effective sanitization of post completion of each day to be conducted and cleaning process to be in-line with Dubai Municipality guidelines. Accredited sanitization companies are listed on https://www.dm.gov.ae/health-safety-approved-list/, or by contacting Dubai Municipality’s command room by dialing 058 5758871. ▪ The companies running sport activities within Schools/Universities/Colleges are responsible for obtaining an approval from the schools or Educational Institution Management before resuming operation. ▪ The academies are also responsible for all preparations for handling any detected or probable COVID-19 cases including securing a separate isolation room within the premises and contact the emergency COVID 19 helpline once a case is found. The interaction with the case should restricted to a designated staff who should be wearing full PPE until the ambulance arrives. Crowding should be managed in such a case. ▪ In addition to these measures and protocols, the academies must adhere to the general contractual rules in order to resume operating for sport academies/regular training/commercial use and follow Specific Sports Restrictions for the facilities they are operating on. 	<p>6AM – 10PM</p>	<p>N/A</p>	<p>Not Limited</p>

Specific Sports Restrictions

Social Distance Risk

H	M	L
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Importance to Economy

H	M	L
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RESTRICTIONS AND PROTOCOLS

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

Actions	Restrictions	Operating Hours	Consumer Visiting Hours	Capacity Level (Staffing)
Billiard & Snooker	<ul style="list-style-type: none"> ▪ Venues providing these activities must adhere to all the set rules and guidelines by DSC. ▪ Maintain 4m Distance between each Playing tables ▪ Sanitizing Playing table and related equipment e.g. (Cues, Balls, Chalks, Mechanical Bridges & Rack, etc..) [after every use or at minimum once every hour if used frequently] ▪ Add signage/markers on benches/seats to maintain social distancing (keeping gaps between the seats) 	6AM – 10PM	N/A	Not Limited
Darts	<ul style="list-style-type: none"> ▪ Venues providing these activities must adhere to all the set rules and guidelines by DSC. ▪ Sanitizing Dartboard & Darts after every use. ▪ Allowing maximum of 5 members from a single group. ▪ Ensure placing dart boards at distances to maintain social distancing rules, and avoid congregation. 			
Bowling	<ul style="list-style-type: none"> • Venues providing these activities must adhere to all the set rules and guidelines by DSC. • Open alternating bowling lanes. • Sanitizing Balls, shared furniture in a lane after every use. • Maximum 5 players of a single group per lane. • Keeping side benches/seating offered in the lane only for the single group members. 			

Specific Sports Restrictions

Social Distance Risk

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Importance to Economy

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RESTRICTIONS AND PROTOCOLS

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

Actions	Restrictions	Operating Hours	Consumer Visiting Hours	Capacity Level (Staffing)
Aqua Based Facilities	<ul style="list-style-type: none"> Sport Academies needs to adhere to the above sport restrictions based on your nature of activity, operational and training plans Swimming pools must maintain water quality standard as per the guidelines of Dubai Municipality. Safe and efficient regular water disinfectant measures to be considered as per the guidelines of Dubai Municipality. Increase water sanitation level - keep chlorine concentration levels between 1.0 PPM to 2.0 PPM. Shower facilities, 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. If operators unable to maintain the strict cleaning, sanitization regimes, and social distancing rules then these facilities must be closed. If poolside showers are available, all swimmers must shower before and after each session The use of training equipment should be limited to only necessary items. Equipment items to be used in the pool must be cleaned/disinfected after every use. Jacuzzi, steam and sauna shall be closed. Members are encouraged to bring their own equipment, however, if shared equipment such as floats, pull buoys, fins and kickboards are offered, then they should be sanitized and disinfected after every use. Staggered entry and exit times must be introduced to avoid queues and overcrowding. Each group training shall not exceed one hour. All common areas and equipment must be disinfected after each use. Coaches and trainee must wear face shield or mask at all times, but shall remove it if the activity require body and face submersion (i.e. during swimming sessions inside the pool, when coach is demonstrating techniques) Equipment used for aqua activities to be placed at a minimum of 2m distance and any additional equipment that do not fit the social distancing requirements to be removed from the facility. In case these equipment are difficult to move/remove/transfer to achieve the required distancing then just keep "not in use" sign on them. 	6AM – 10PM	N/A	Not Limited
Swimming	<ul style="list-style-type: none"> Maximum of 3 swimmers are allowed in each 25m pool lane at one time. Maximum of 6 swimmers are allowed in each 50m pool lane at one time. A minimum distance of 2 meters shall be maintained between swimmers. Swimmers are to start at opposite ends of each alternate lane. Swimmers are to start, rest and end swimming at the assigned starting point. Swimmers are to shower before and after swimming. Swimmers are to complete warm up exercises at home before arriving at the pool. Overtaking or any form of physical contact is not permitted. Relay training is permitted. Only one swimming equipment is allowed per swimmer for each training session and must be disinfected after each use. Coaches must avoid the use of white boards or any other methods which require athletes to congregate. Coaches and trainee must wear face shield or mask at all times, but shall remove it if the activity require body and face submersion (i.e. during swimming sessions inside the pool, when coach is demonstrating techniques) Coaches must keep an attendance record of each training. 			

Specific Sports Restrictions

Social Distance Risk

H	M	L
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Importance to Economy

H	M	L
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RESTRICTIONS AND PROTOCOLS

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

Actions	Restrictions	Operating Hours	Consumer Visiting Hours	Capacity Level (Staffing)
Diving	<ul style="list-style-type: none"> Maximum of 7 divers are allowed to train at one time. Minimum distance of 2 meters per diver on land must be observed, and 2 meters in the pool. Parallel jumps are not allowed. Any form of physical contact is not permitted. Athletes shall avoid touching of objects, ladders and handrails unnecessarily. Athletes can use spring boards but maintain social distancing at all times. Coaches and trainee must wear face shield or mask at all times, but shall remove it if the activity require body and face submersion (i.e. during swimming sessions inside the pool, when coach is demonstrating techniques) 	6AM – 10PM	N/A	Not Limited
Synchronized Swimming	<ul style="list-style-type: none"> Maximum of 10 athletes are allowed in each training session. Up to 2 lanes from the side of pool shall be assigned for training in a 25m pool. Up to 2 coaches are allowed. Up to 1 lane from the side of pool shall be assigned for training in a 50m pool. Up to 2 coaches are allowed. Minimum distance of 2 meters between athletes must be observed at all times. Coaches and trainee must wear face shield or mask at all times, but shall remove it if the activity require body and face submersion (i.e. during swimming sessions inside the pool, when coach is demonstrating techniques) Coaches must maintain social distance of 2 meters from other coaches and athletes at all times. No physical contact is permitted. 			
Water Polo Training	<ul style="list-style-type: none"> Maximum of 6 players including the goalkeeper are allowed in the pool at one time. A minimum distance of 2 meters shall be maintained between players, and 4 meters to the goalkeeper. Any form of physical contact or close tackling exercises are not permitted. Water Polo equipment such as balls, trolleys, and goalpost shall only be used by the players and coaches and disinfected after each group's use. Ball collection and pick up must be performed by venue staff. Players must wear their own caps. Coaches and trainee must wear face shield or mask at all times, but shall remove it if the activity require body and face submersion (i.e. during swimming sessions inside the pool, when coach is demonstrating techniques) Coaches will be responsible to observe and guide the players to maintain the agreed distance for this sport. 			

Culture & Entertainment - Creative Cluster

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

- Private Museums
- Cultural Centers
- Cultural Associations (non for profit organizations)
- Art galleries

Activities excluded in the sector

- Events and celebrations

Operating Hours

N/A

Consumer Visiting Hours

N/A

Capacity Level (Customers)

N/A

RESTRICTIONS AND PROTOCOLS

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

Actions	Short Description	Organization	Employees	Visitors	Gov
Health, Hygiene and Social Distancing					
1. Admission into Premises	<ul style="list-style-type: none"> • Masks are must before entering the site • Up to 5 members of single groups are allowed per entry • All guided tours to not exceed groups of 5 • Touchless sanitizers shall be in place (cover the entire route from entry to exit) • Ensure that anyone entering the site including all staff and customers undergo temperature screening • Unwell staff/customers/contractors and those showing symptoms with temperature equal or above 37.5 Celsius will be prohibited from entering • Individuals with medical condition, chronic diseases and respiratory illnesses are advised not to visit the premises, especially during peak hours. 	CR	CR	CM	R
2. Ticketing Counters	<ul style="list-style-type: none"> • Guests to be encouraged to use smart payment methods, however, ticketing counters to be alternately opened for sale • Social distancing markings to be posted on floor for queue • Movable barriers to be in place to control queue • Touchless hand sanitizers will be in place • Counter staff to be wearing masks, gloves and use hand sanitizer (over gloves) after each transaction • Counter equipment to be sanitized every hour • Self ticketing machines to be sanitized every hour • It is encouraged that only one person from group shall come in queue to buy tickets 	CR	CR	CM	R
3. 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 	CR	CR	CM	R

Culture & Entertainment - Creative Cluster

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- Private Museums
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Activities excluded in the sector

- Events and celebrations

Operating Hours

N/A

Consumer Visiting Hours

N/A

Capacity Level (Customers)

N/A

RESTRICTIONS AND PROTOCOLS

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

Actions	Short Description	Organization	Employees	Visitors	Gov
Health, Hygiene and Social Distancing					
4. Regulation & Policies	<ul style="list-style-type: none"> • All staff and customers to maintain 2m social distancing • 2 meters social distancing measures will be displayed on all clearly visible areas within the facility • Events & Activities are not permitted • Ensure signages & notices are placed at regular intervals with high visibility and clear instructions • Clear communication on maximum number of visitors allowed in the galleries and surrounding facilities (at each round when applicable) • F&B and retail outlets to maintain social distancing measures through queues management and must follow all guidelines set by DM and DED 	CR	CR	CM	R
5. Screening and Contingency Plans	<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 DHA/DM guidelines. Suggested list of cleaning and disinfection companies can be found at DM website: https://www.dm.gov.ae/health-safety-approved-list/, or by contacting Dubai Municipality's command room by dialing 058 5758871 • 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
6. Souvenir Shop	<ul style="list-style-type: none"> • Customers are encouraged not to touch items • Any item touched or tried by customer to be sanitized prior to putting them back on display • Encouraging online shopping 	CR	CR	CM	R

Culture & Entertainment - Libraries

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

Public Libraries:

- Al Twar Library
- Al Mankhool Library
- Al Rashidiya Library
- Hor Al Anz Library
- Umm Suqeim Library
- Al Safa Art & Design Library
- Hatta Public Library

Private Libraries

Activities excluded in the sector

- Al Ras Public Library
- Events/celebrations/activities of mass gathering
- Classroom and multi-purpose hall reservation

Operating Hours

9:30 am – 5:30pm

Consumer Visiting Hours

10:00 am – 5:30pm

Capacity Level (Customers)

N/A

RESTRICTIONS AND PROTOCOLS

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

Actions	Short Description	Organization	Employees	Visitors	Gov
Health, Hygiene and Social Distancing					
1. Admission into Premise	<ul style="list-style-type: none"> • Masks are must before entering the site • Touchless sanitizers shall be in place (cover the entire route from entry to exit) • Ensure that anyone entering the site including all staff and customers undergo temperature screening • Unwell staff/customers/contractors and those showing symptoms with temperature equal and above 37.5 Celsius will be prohibited from entering • Individuals with medical condition, chronic diseases and respiratory illnesses are advised not to visit the libraries, especially during peak hours. 	CR	CR	CM	R
2. Library Visitors Service Counters	<ul style="list-style-type: none"> • Guests are encouraged to create library membership using smart services, but manual membership will be available • Library visitors are allowed to enter by reserving an appointment to request a visit, however, walk-in customers are allowed subject to no full capacity reached and ability to maintain social distancing. • Visitors for the books borrowing service are only allowed to stay for 1 hour in the library. • Classroom reservation service will be unavailable. • The multi-purpose hall reservation service will be unavailable. • Social distancing markings to be posted on floor for queue • Movable barriers to be in place to control queue • Touchless hand sanitizers will be in place • Counter staff to be wearing masks, gloves and use hand sanitizer (over gloves) after each transaction • Counter equipment to be sanitized every hour • Self borrowing device for books to be sanitized every hour • Contactless payments to be encouraged, yet cash payments are allowed 	CR	CR	CM	R

Culture & Entertainment - Libraries

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

- Al Twar Library
- Al Mankhool Library
- Al Rashidiya Library
- Hor Al Anz Library
- Umm Suqeim Library
- Al Safa Art & Design Library
- Hatta Public Library

Private Libraries

Activities excluded in the sector

- Al Ras Public Library
- Events/celebrations/activities of mass gathering
- Classroom and multi-purpose hall reservation

Operating Hours

9:30 am – 5:30pm

Consumer Visiting Hours

10:00 am – 5:30pm

Capacity Level (Customers)

N/A

RESTRICTIONS AND PROTOCOLS

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

Actions	Short Description	Organization	Employees	Visitors	Gov
Health, Hygiene and Social Distancing					
3. 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 	CR	CR	CM	R
4. Regulation & Policies	<ul style="list-style-type: none"> • All staff and customers to maintain 2m social distancing • 2 meters social distancing measures will be displayed on all clearly visible areas within the facility • Events & Activities are not permitted • Ensure signages & notices are placed at regular intervals with high visibility and clear instructions • Clear communication with the maximum number of visitors allowed in the reading halls and library building spaces 	CR	CR	CM	R
5. Screening and Contingency Plans	<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 DHA/DM guidelines. Suggested list of cleaning and disinfection companies can be found at DM website: https://www.dm.gov.ae/health-safety-approved-list/, or by contacting Dubai Municipality's command room by dialing 058 5758871 • 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

Water Parks

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 water and aquatic parks and venues (Inclusive of all water parks attached to hotel facilities)
- All water attractions (rides, slides...etc)
- Interactive sessions (any interactive sessions involving characters or animal encounter)
- Lockers/Showers/Changing Rooms

Activities excluded in the sector

- All other Attractions such as (Kids Soft Plays, Ball Pit, Rock-Climbing Wall, inflatable, Trampoline, Arcade games/Gaming zones... etc)
- One to one Meet and Greet
- Events, Live Entertainment and Parties
- Parade

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 Water 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 and Gloves for staff who are “in Direct Contact with Customers” and “In Kitchen for Restaurants & all Dining Facilities” or concessionaires operating in park ▪ 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. ▪ Ensure that all water systems are safe to use after a prolonged facility shutdown to minimize the risk of Legionnaires’ disease and other diseases associated with water. ▪ 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 [if possible] ▪ 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 should be referred 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 058 5758871 ▪ Ensuring that ventilation systems of indoor spaces operate properly. 	CR	CR	CM	R

Water Parks

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 water and aquatic parks and venues (Inclusive of all water parks attached to hotel facilities)
- All water attractions (rides, slides...etc)
- Interactive sessions (any interactive sessions involving characters or animal encounter)
- Lockers/Showers/Changing Rooms

Activities excluded in the sector

- All other Attractions such as (Kids Soft Plays, Ball Pit, Rock-Climbing Wall, inflatable, Trampoline, Arcade games/Gaming zones... etc)
- One to one Meet and Greet
- Events, Live Entertainment and Parties
- Parade

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 Water 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/, or by contacting Dubai Municipality's command room by dialing 058 5758871 ▪ 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

Water Parks

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 water and aquatic parks and venues (Inclusive of all water parks attached to hotel facilities)
- All water attractions (rides, slides...etc)
- Interactive sessions (any interactive sessions involving characters or animal encounter)
- Lockers/Showers/Changing Rooms

Activities excluded in the sector

- All other Attractions such as (Kids Soft Plays, Ball Pit, Rock-Climbing Wall, inflatable, Trampoline, Arcade games/Gaming zones... etc)
- One to one Meet and Greet
- Events, Live Entertainment and Parties
- Parade

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 Water 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.... ▪ 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 4m 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 consumer 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

Water Parks

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 water and aquatic parks and venues (Inclusive of all water parks attached to hotel facilities)
- All water attractions (rides, slides...etc)
- Interactive sessions (any interactive sessions involving characters or animal encounter)
- Lockers/Showers/Changing Rooms

Activities excluded in the sector

- All other Attractions such as (Kids Soft Plays, Ball Pit, Rock-Climbing Wall, inflatable, Trampoline, Arcade games/Gaming zones... etc)
- One to one Meet and Greet
- Events, Live Entertainment and Parties
- Parade

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 Water 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. ▪ All massage services, spa, sauna, and jacuzzi are not allowed. ▪ Social gatherings of any sort, group events, and parties are not allowed. ▪ Cashless admission payment is encouraged, cash is still accepted. ▪ The facility management (including lifeguards) 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

Water Parks

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 water and aquatic parks and venues (Inclusive of all water parks attached to hotel facilities)
- All water attractions (rides, slides...etc)
- Interactive sessions (any interactive sessions involving characters or animal encounter)
- Lockers/Showers/Changing Rooms

Activities excluded in the sector

- All other Attractions such as (Kids Soft Plays, Ball Pit, Rock-Climbing Wall, inflatable, Trampoline, Arcade games/Gaming zones... etc)
- One to one Meet and Greet
- Events, Live Entertainment and Parties
- Parade

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 Water Parks	<p>9. Social Distancing Rules:</p> <ul style="list-style-type: none"> ▪ Visitors and water park/attraction users should maintain 2m social distancing at all times inside and outside the water park/attraction . Members of a single group (up to 10 members) can be seated together while maintain 4m social distancing between two groups. ▪ Sun-Beds should be placed at a minimum distance of 2m and 4m between groups of people. ▪ Maintain capacity in the water park/attraction pool to 1 person per 4 square meters (density requirement), and the capacity signage should be placed at the entrance. ▪ The water park/attraction staff to observe at all times the 2m distancing between the water park/attraction pool users/guests/visitors. ▪ Parents/Minders/Carers/Coaches are responsible and accountable for their children behavior in the water park/attraction pool area and children must be supervised by an adult at all times to ensure social distancing in their designated pool. 	CR	CR	CM	R

Water Parks

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 water and aquatic parks and venues (Inclusive of all water parks attached to hotel facilities)
- All water attractions (rides, slides...etc)
- Interactive sessions (any interactive sessions involving characters or animal encounter)
- Lockers/Showers/Changing Rooms

Activities excluded in the sector

- All other Attractions such as (Kids Soft Plays, Ball Pit, Rock-Climbing Wall, inflatable, Trampoline, Arcade games/Gaming zones... etc)
- One to one Meet and Greet
- Events, Live Entertainment and Parties
- Parade

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 Water 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 turn/gondola/gate/tube (while taking into consideration the ride/device balance) [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 water related activities or rides which require face and body submersion. ▪ Walk through attractions to maintain one way flow of guests and maintain 2m distance with floor markings Attractions not Permitted <ul style="list-style-type: none"> ▪ Children's Soft Plays, Ball Pit, Rock-Climbing Wall, Trampoline etc. and any other attractions that create crowding, cannot maintain social distancing, or difficult to clean and disinfect. 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 operating cycles 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

Water Parks

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 water and aquatic parks and venues (Inclusive of all water parks attached to hotel facilities)
- All water attractions (rides, slides...etc)
- Interactive sessions (any interactive sessions involving characters or animal encounter)
- Lockers/Showers/Changing Rooms

Activities excluded in the sector

- All other Attractions such as (Kids Soft Plays, Ball Pit, Rock-Climbing Wall, inflatable, Trampoline, Arcade games/Gaming zones... etc)
- One to one Meet and Greet
- Events, Live Entertainment and Parties
- Parade

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 (Cont.) Water Parks	<p>5. Additional Requirements:</p> <ul style="list-style-type: none"> ▪ Water areas within rides and park to comply with DMHS guidelines for hygiene requirements ▪ Areas like pools, wave pools, lazy rivers etc. to limit capacity to 50% [managed by security at entrances of these areas] ▪ Rafts and Tubes to be sanitized post every use ▪ Linens to be available on rent subject to DMHS Laundry Guidelines and should not be reused prior to re-sterilization based on DMHS Guidelines ▪ Staggered use (no crowding) are allowed for open and closed showers. 	CR	CR	CM	R
Retail	<ol style="list-style-type: none"> 1. Staff: Same Rules as "Water Parks" FOH 2. Changing Rooms Usage to be allowed as per DM/DED Restrictions and Regulations for Retail Sector 3. All Water Parks 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 4. No Tester Allowed [Personal Care, Cosmetics, Perfumes etc.] 5. In-House Security to maintain capacity restrictions 6. Queuing for Payments to maintain minimum social distance requirements per DMHS guidelines 	CR	CR	CM	R
Food and Beverage	<ol style="list-style-type: none"> 1. Staff: Same Rules as "Water Parks" FOH 2. All rules and regulations to be followed as per DMHS guidelines announced for the sector [including social distancing requirements] 3. Regular service buffets are not allowed [e.g. Breakfast, Brunch, Lunch, Dinner] 	CR	CR	CM	R

Kids Clubs

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

- Kids Clubs in hotel facilities

Activities excluded in the sector

- Parties, gatherings and events
- Electronic/arcade games
- Ball pit
- Inflatable area

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. Entrance/Admission Procedures	<ul style="list-style-type: none"> Ensure that anyone entering the facility undergoes temperature screening & checks. A dedicated staff needs to screen all staff and children for fever and symptoms upon arrival, during the day and upon leaving. Staff will be discouraged from exiting the kids clubs during the day, but if they do for emergency purposes, they are requested not to return to the premises unless they have fully sanitized and changed gloves, masks and clothes upon return. Only authorized family members or carers are allowed to enter the facility for drop off/pick up his/her child. Elderly with medical conditions should not come for drop off and pick up Staggered entry and exit times for families for drop off and pick-up. Families drop off and pick up at one allocated area with no interaction inside the facility. There is to be no access to the rest of the kids club by parents/adults and their stay inside the facility should be limited to a maximum of 10 minutes. Any visits that happen to the facility such as for the purpose of maintenance workers, deliveries, should happen after the facility closing hours. Proper precautionary measures should be applied. 	CR	CR	CM	R

Kids Clubs

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

- Kids Clubs in hotel facilities

Activities excluded in the sector

- Parties, gatherings and events
- Electronic/arcade games
- Ball pit
- Inflatable area

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. Screening & Contingency/Emergency Plan	<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 kids club administration must liaise with the hotel to 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. Suggested list of cleaning and disinfection companies can be found at DM website: https://www.dm.gov.ae/health-safety-approved-list/, or by contacting Dubai Municipality's command room by dialing 058 5758871 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 also to maintain accurate work records of its staff for contact tracing purposes. Parents/Carers are encouraged to check their children temperature and notice any symptoms before admitting their children into the club. If child is unwell, the parent is requested not to drop-off the child to the club as they won't be permitted to enter the club. 	CR	CR	CM	R

Kids Clubs

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

- Kids Clubs in hotel facilities

Activities excluded in the sector

- Parties, gatherings and events
- Electronic/arcade games
- Ball pit
- Inflatable area

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
3. Set-up, PPE and Hygiene	<ul style="list-style-type: none"> • Daily clean up and sterilization of all areas and surfaces of the facility premises and effective sanitization post completion of each day to be conducted and cleaning process to be in-line with Dubai Municipality guidelines (the facility should be referred 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 058 5758871) • Follow DM cleaning and disinfecting guidelines (DM-PH&SD-GU94-CDCN2) (for both daily routine disinfection and for terminal disinfection). 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. Do not mix cleaners and disinfectants under any circumstances • All employees/visitors are mandated to wear masks at all times inside the facility from entry. Non compliance will lead to denial of entry to facility. • Staff must wear gloves at all time, change them often, and are encouraged to sanitize/wash their hands regularly. • Children below 6 are exempted from wearing masks or any face coverings. • Staff who are in direct contact with children are encouraged to wear transparent masks, if available, to enable lip reading, and facial expression. • Ensure hand sanitizer is available with the staff and supervising its location and use in order to avoid a child accidentally drinking it. Anyone entering the premises will immediately wash / sanitize hands. • Encourage strict hand washing regime and breaks for children, and avoid using sanitizers for children who have the tendency to lick their hands or suck on their fingers. Assist children with handwashing, including infants who cannot wash hands alone. • Staff and children's bags and shoes will be immediately cleaned and sprayed with sanitizer once arriving at the facility. • In facilities where taking off shoes is required, designate a shoe rack outside at the entrances rather than taking them inside the club. • Nappy changing areas, and the bathroom usage routine for the little children should follow specific guidelines for disinfection and sanitization as per the DM guidelines. 	CR	CR	CM	R

Kids Clubs

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

- Kids Clubs in hotel facilities

Activities excluded in the sector

- Parties, gatherings and events
- Electronic/arcade games
- Ball pit
- Inflatable area

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
3. Set-up, PPE and Hygiene (Cont.)	<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 Frequently touched areas/surfaces to be cleaned before disinfected/sanitized to ensure the highest efficacy of disinfectant action Use disinfecting wipes on electronic items that are touched often, such as phones and computers Place awareness/educational posters describing handwashing steps near sinks. Supervise children with disabilities to receive the support they need. 	CR	CR	CM	R
4. Physical Distancing	<ul style="list-style-type: none"> Ensure the 2 meters distancing measure is maintained in the facility, playgrounds, common areas, service desks, etc. The facility should support sufficient room for guests to maintain social distancing, estimated at 4 square meters per child. Encourage outdoor activities whenever possible, with no more than one group of children [Maximum 8 kids per group with one kids club staff to supervise] in outside area at a time. A distance of 4 square meters per child should be maintained during playground play time. Staff entry/exit times and break times will be staggered to limit amount of staff in the staff room. During break times, staff will be required to sit with a distance of 2m between them when eating. Pantries can be opened for usage by individuals strictly for food and drink consumption maintaining a 2m social distancing All coffee stations should follow 2m social distancing guidelines and queuing is avoided, no manual water dispenser allowed, only sealed water bottles. Cancel or postpone special events such as festivals, holiday events, and special performances 	CR	CR	CM	R

Kids Clubs

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

- Kids Clubs in hotel facilities

Activities excluded in the sector

- Parties, gatherings and events
- Electronic/arcade games
- Ball pit
- Inflatable area

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. Toys, Equipment and Gadgets	<ul style="list-style-type: none"> Use of soft toys and toys with intricate parts or that are otherwise hard to clean should be removed. All equipment in the facility 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. Keep a designated bin for separating toys that have been in children's mouths. When a child is done with a mouthed toy, place it in a bin that is inaccessible to other children and wash hands. Clean and sanitize prior to returning to children's area. It is recommended that children get their own exclusive stationery items whenever possible. Certain types of play sections/areas shall be closed/removed (i.e. dress up sections, indoor soft play areas) unless they are completely sanitized after each use. Toys should not be shared with other groups of children, unless they are washed and sanitized before being moved from one group to the other. Limit children grouping around each toy/equipment to maximum 4 at a time 	CR	CR	CM	R

Kids Clubs

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

- Kids Clubs in hotel facilities

Activities excluded in the sector

- Parties, gatherings and events
- Electronic/arcade games
- Ball pit
- Inflatable area

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. Staff and Guests Ratio	<ul style="list-style-type: none"> At least one staff member holding a current certification in pediatric first aid and CPR needs to be available at all times. One staff should be assigned for every 8 children One group should not exceed 8 children. A safe distance of 2 meter per child or person needs to be maintained. 	CR	CR	CM	R
7. Communication and Readiness Plans	<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 the safety of everyone in the building. 	CR	CR	CM	R
8. Food & Beverages	<ul style="list-style-type: none"> Food catering at this stage is allowed under DMHS guidelines and in a designated area. Using of disposable utensils is mandatory. Ensure that children mind their own food containers and do not share food with each other. Meal breaks should be staggered. 	CR	CR	CM	R
9. Restrictions	<ul style="list-style-type: none"> No guardians to be allowed in the kids club. Children who are required to be monitored by their guardians are not allowed in the kids club. The age limit is linked to the Hotel SOPs whereas the kids club staff will be responsible for the kids without their guardians. In an effort to maintain order, security and discipline, but also to avoid compromising the integrity of the child and/or of others, if the child demonstrates lack of discipline or does not obey the instructions of the staff, parent/guardian will be requested to pick up their child. Kids Club is not a personalized babysitting service so parents/legal guardians will be asked to remain within the facility premises (i.e. hotel) at all times while their child is registered within Kids Club. Children will not be permitted to enter the kids club if they are ill or show signs of any communicable diseases or conditions. The decision to admit a child is at the sole discretion of the kids club supervisor. The staff are not allowed to administer any medications. 	CR	CR	CM	R

Home Care for Elderly and PWD

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

- Physical Therapy services
- Occupational and Speech therapy services
- Rehabilitation services
- Health services
- Home nursing services
- One to one Sessions

Activities excluded in the sector

- Massage sessions (non-medical)
- Personal/beauty care services

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. Health and Hygiene	<ul style="list-style-type: none"> • Only one-to-one sessions with patients are allowed. • It is mandatory for home care service providers to provide material to wipe/disinfect equipment before and after use of equipment according to DM guidelines. • Intensive Sterilization is required of containers and items used to store the equipment before and after items are stored. • Provision of medical waste containers to dispose of hazardous waste material (masks and gloves) according to DM requirements. • It is mandatory for home care service providers to clean all surfaces and material used for session before and after the session. • Elderly & PWD home care service providers should be referred to the Dubai Municipality website to select an accredited company for sterilization of equipment used during the session through the link https://www.dm.gov.ae/health-safety-approved-list/, or by contacting Dubai Municipality's command room by dialing 058 5758871. • It is recommended that families provide their own equipment for the sessions, where possible, to minimize contact with outside equipment. • Home care managements are encouraged to designate a Hygiene Officer from their team to supervise the daily and continuous cleaning and be trained on the best practices and DM requirements. 	CR	CR	CM	R

Home Care for Elderly and PWD

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

- Physical Therapy services
- Occupational and Speech therapy services
- Rehabilitation services
- Health services
- Home nursing services
- One to one Sessions

Activities excluded in the sector

- Massage sessions (non-medical)
- Personal/beauty care services

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. Practitioners	<ul style="list-style-type: none"> • Elderly & PWD home care service providers must have sick leave policies that are non-punitive, flexible, and consistent with public health policies that allow ill staff to stay home. • All health & safety guidelines/standards are followed in staff accommodation & transport facilities in line with DM Health & Safety Guidelines ["DMHS"]. • All protocols prescribed by DHA & DMHS must be adhered to - prior to practitioners interacting with Elderly & PWD. • Mandatory temperature checks for all practitioners prior to being dispatched for Elderly & PWD home care service (temperature threshold is <37.5°C). • Practitioners must not be dispatched to home care service if they have COVID19 symptoms. Symptoms include but not limited to fever (≥37.5°C), cough, myalgia or fatigue, shortness of breath, sore throat, runny nose, diarrhea, nausea, headache, or loss of sense of smell or taste. Practitioners to be asked about presence of all symptoms before they are dispatched. • Dedicated practitioner should be assigned to each patient and rotations should not be allowed unless for emergency or reasons out of control (e.g. resignation or illness of the practitioner). • At the onset of symptoms, therapists/staff should start quarantine, and shall be referred to conduct the COVID-19 screening and PCR. They should not come to work until the result is confirmed. • Masks and gloves should be worn by practitioners when providing care service to Elderly & PWD. If the session requires facial gestures such as speech therapy, masks could be taken off by each party once at a time (staff first then patient), while maintaining two meters apart (when possible and depending on the nature of the treatment). • All staff and trainers to practice social distancing of 2m as per the guidelines approved by DMHS whenever possible. • Practitioners older than 60 years or anyone with chronic diseases or who immunocompromised should not be dispatched for home care service. • Prior to the session, the practitioner must check the patient's temperature and ask about the presence of any symptoms; if the patient presents any symptoms, or if the practitioner notices any symptoms during the session, then they have the right to terminate the session and leave immediately. • Practitioners must not consume any food or beverage provided by patients and should limit interaction with others at home. Practitioners should not move within the premises unnecessarily. 				

Home Care for Elderly and PWD

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

- Physical Therapy services
- Occupational and Speech therapy services
- Rehabilitation services
- Health Services
- Home nursing services
- One to one Sessions

Activities excluded in the sector

- Massage sessions (non-medical)
- Personal/beauty care services

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
3. Screening and Contingency Plans	<ul style="list-style-type: none"> • Mandatory contactless screening for staff, Elderly & PWD based on DMHS guidelines, and if the temperature was equal or exceed 37.5°C then the service will be terminated. • 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 services. • If staff were confirmed positive according to a COVID-19 PCR test by an accredited facility, they are not to engage in service provision unless they are granted a medical certificate (clearance certificate) endorsed by DHA stating that they are discharged from isolation. • The service provider must maintain adequate records of its staff/guests/members, including names, telephone numbers and visit dates, to assist if contact tracing becomes necessary. And also to maintain accurate work records of its staff for contact tracing purposes. 	CR	CR	CM	R
4. Elderly and PWD Household	<ul style="list-style-type: none"> • Elderly and PWD Households must also conduct temperature screening for the staff before starting the session. If staff have a temperature of ($\geq 37.5^{\circ}\text{C}$), or presents any symptoms, during the session, then patients have the right to terminate the session and ask them to leave immediately. • Elderly and PWD Households must choose a place or room for the service that is not frequently used or a space that the household don't spend most of their time in. • Not allow presence of other persons in service area except service provider and patient, specially persons who have underlying medical conditions. 	CR	CR	CM	R
5. Digital Payment	<ul style="list-style-type: none"> • Promote smart payment solutions (cards, online and other related means). 	CR	CR	CM	R

Home Service

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

- Personal/Beauty Care Services

Activities excluded in the sector

- Spa, massages, steam, bath, 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. Health and Hygiene	<ul style="list-style-type: none"> Only one-to-one sessions with customers are allowed. It is mandatory for beauty home service providers to use disposable tools and towels, and carry intensive sterilization of the used items before and after use which are all cutting tools/material/equipment. The service providers must provide containers to dispose hazardous waste material (masks and gloves) according to DM requirements. It is mandatory for service providers to clean all surfaces, tools, materials and bags used for the service before and after delivering the service. The service providers should be referred to the Dubai Municipality website to select an accredited company for cleaning and disinfection as well as sterilization of equipment used during the sessions through the link https://www.dm.gov.ae/health-safety-approved-list/, or by contacting Dubai Municipality's command room by dialing 058 5758871. It is recommended that customers provide their own equipment and tools for the service, where possible, to minimize contact with outside equipment and tools. Home service providers are encouraged to designate a Hygiene Officer from their team to supervise the daily and continuous cleaning and be trained on the best practices and DM requirements. Staff must leave shoes outside customers houses and use disposable shoes indoors only, if permitted. Ensure availability and use of hand sanitizer before and after each service and encouraging clients to wash hands. 	CR	CR	CM	R
2. Staff	<ul style="list-style-type: none"> Home service providers must have sick leave policies that are non-punitive, flexible, and consistent with public health policies that allow ill staff to stay home. All health & safety guidelines/standards are followed in staff accommodation & transport facilities in line with DM Health & Safety Guidelines ["DMHS"] Staff must maintain personal hygiene at all times and wear suitable uniform. All protocols prescribed by DHA & DMHS must be adhered to - prior to staff interacting with customers. Mandatory temperature checks for all staff prior to being dispatched for home service (temperature threshold is <37.5°C). 	CR	CR	CM	R

Home Service

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

- Personal/Beauty Care Services

Activities excluded in the sector

- Spa, massages, steam, bath, 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
2. Staff (Conti.)	<ul style="list-style-type: none"> Staff must not be dispatched to home service if they have COVID19 symptoms. Symptoms include but not limited to fever ($\geq 37.5^{\circ}\text{C}$), cough, myalgia or fatigue, shortness of breath, sore throat, runny nose, diarrhea, nausea, headache, or loss of sense of smell or taste. Practitioners to be asked about presence of all symptoms before they are dispatched. At the onset of symptoms, therapists/staff should start quarantine, and shall be referred to conduct the COVID-19 screening and PCR. They should not come to work until the result is confirmed. Masks and gloves should be worn by staff when providing home services to customers. Staff older than 60 years or anyone with chronic diseases or who are immunocompromised should not be dispatched for home care service. Prior to the session, the staff must check the customer temperature and ask about the presence of any symptoms; if the customer presents any symptoms, or if the staff notices any symptoms during the session, then they have the right to terminate the session and leave immediately. Staff must not consume any food or beverage provided by the customer and should limit interaction with others at home. The staff should not move within the premises unnecessarily. 	CR	CR	CM	R
3. Customers	<ul style="list-style-type: none"> Customers must also conduct temperature screening for the staff before starting the session. If staff has a temperature of ($\geq 37.5^{\circ}\text{C}$), or presents any symptoms during the session, then customers have the right to terminate the session and ask them to leave immediately. Customers must choose a place or room for the service that is not frequently used or a space that the household don't spend most of their time in. Not allow presence of other persons in service area except service provider and customer, specially persons who have underlying medical conditions. 	CR	CR	CM	R
4. Digital Payment	<ul style="list-style-type: none"> Promote smart payment solutions (cards, online and other related means) 	CR	CR	CM	R

Trainings/Meetings/Exams

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

- Trainings
- Meetings
- Halls used for academic purposes “Exams”

Activities excluded in the sector

- MICE
 - Exhibitions
 - Exhibition Events
 - Conferences/Associations [Including Seminars.]
- Leisure
 - Concerts/Live Events [Indoor] – Applies to Theme Parks and Global Village Events
 - Concerts/Live Events [Outdoor] – Applies to Theme Parks and Global Village Events
- Other Events
 - Weddings
 - Banquet Parties
 - Award Ceremonies & Graduations
 - Sports [Only Indoor Venues – Not Stadiums]
 - Brand Sales
 - Product Launches
 - Exhibition Tents / Temporary Structures
 - Night Club Events
 - City Promotions

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. Staff	<p>1. General Staff Requirements [Includes Venue Staff, Security, Housekeeping, FM Staff, Kitchen, Organizers/Training Staff, Third-Party Contractors, Production– Employers to ensure the following:</p> <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 ▪ Mandatory temperature checks for all onsite staff at regular intervals ▪ All Staff should wear masks at all times while the staff who are “in Direct Contact with Customers” and “In Kitchen for Restaurants and Dining Facilities” should wear gloves as well ▪ All staff to practice social distancing guidelines as approved by DMHS in Back-of-House [“BOH”] and Front-of-House [“FOH”] areas ▪ Pre-shift briefings to be held virtually wherever possible ▪ All employees to be trained on DMHS Guidelines for application during operations 	CR	CR	CM	R

Trainings/Meetings/Exams

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

- Trainings
- Meetings
- Halls used for academic purposes “Exams”

Activities excluded in the sector

- **MICE**
 - Exhibitions
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 - Sports [Only Indoor Venues – Not Stadiums]
 - Brand Sales
 - Product Launches
 - Exhibition Tents / Temporary Structures
 - Night Club Events
 - City Promotions

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. Hygiene Requirements	<ol style="list-style-type: none"> Disinfection [Prior to Re-Opening of Venue] <ul style="list-style-type: none"> ▪ Thorough sterilization of all assets, equipment and public areas as prescribed by DMHS prior to re-opening of Venue Non Event Days <ul style="list-style-type: none"> ▪ Frequent Sanitization of all Training/meeting rooms and halls and applicable areas [After every use] ▪ Frequent Sanitization of all high touch public areas [ATMs, credit card machines, handrails, elevators, garbage bins, toilets, counter tops, parking machines/counters etc..] in-line with DMHS guidelines [After every use] ▪ Fumigation of Toilets [Every Night for 2 Hours] ▪ Special disposal bins to made available at all key entrances and in washrooms for medical waste [masks, gloves etc.] and these should be frequently cleared [minimum once every two hours] ▪ Mandatory provision of hand sanitizer dispensers across the facility ▪ All “BOH” and “FOH” deliveries must go through thorough sanitization and full checks and must be certified as being checked by receiver ▪ Sterilization of full Venue must be conducted once every week Prior to Opening of Event Venues <ul style="list-style-type: none"> ▪ Sterilization of all assets, equipment and public areas at Venue ▪ Sterilization of all equipment required for training, F&B Areas/equipment - Comprehensive List of All Applicable Assets to be provided by Venue Operator 	CR	CR	CM	R

Trainings/Meetings/Exams

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

- Trainings
- Meetings
- Halls used for academic purposes “Exams”

Activities excluded in the sector

- **MICE**
 - Exhibitions
 - Exhibition Events
 - Conferences/Associations [Including Seminars.]
- **Leisure**
 - Concerts/Live Events [Indoor] – Applies to Theme Parks and Global Village Events
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 - Banquet Parties
 - Award Ceremonies & Graduations
 - Sports [Only Indoor Venues – Not Stadiums]
 - Brand Sales
 - Product Launches
 - Exhibition Tents / Temporary Structures
 - Night Club Events
 - City Promotions

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. Hygiene Requirements (Continued)	<p>4. During Event Days</p> <ul style="list-style-type: none"> ▪ Same as “Non Event Days” ▪ <i>Additional Sanitization Requirements</i> <ul style="list-style-type: none"> ○ Frequent Sanitization of all equipment required for training, F & B Areas/equipment - Comprehensive List of All Applicable Assets to be provided by Venue Operator ▪ <i>Additional Requirements for Meetings</i> <ul style="list-style-type: none"> ○ For multiple training sessions conducted within one day– sanitization to be undertaken after training and sufficient time intervals [minimum 30 minutes for all training types < 25 Pax and 60 minutes for all training Types > 25 Pax] to be provisioned post training for effective sanitization 	CR	CR	CM	R
	<p>5. Post Close of Day for Event trainings</p> <ul style="list-style-type: none"> ▪ Sanitization of Full venue <p>6. Post Event Tear Down” Period [where tear-down is required]</p> <ul style="list-style-type: none"> ▪ Same as “Non Event Days” ▪ Post Event Tear Down” – full sterilization of Venue is required <p>7. Dedicated Hygiene Champion and SOPs :</p> <ul style="list-style-type: none"> ▪ Dedicated and Trained Hygiene Champions to be assigned across multiple functions/areas within Venue to ensure compliance with all DMHS rules ▪ SOPs to be devised and approved for implementation from staff, tenants, contractors and organizers <p>8. Isolation Zones</p> <ul style="list-style-type: none"> ▪ Mandatory Isolation Zones provisioned to host suspected cases until transition to Dubai Health Authority [“DHA”] for further checks wherever applicable 				

Trainings/Meetings/Exams

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

- Trainings
- Meetings
- Halls used for academic purposes “Exams”

Activities excluded in the sector

- **MICE**
 - Exhibitions
 - Exhibition Events
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 - Award Ceremonies & Graduations
 - Sports [Only Indoor Venues – Not Stadiums]
 - Brand Sales
 - Product Launches
 - Exhibition Tents / Temporary Structures
 - Night Club Events
 - City Promotions

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
3. Venue Entrance Procedures for FOH	<ol style="list-style-type: none"> Venue Entrances [Including Parking] <ul style="list-style-type: none"> ▪ Mandatory thermal scanners across all entry points for screening visitors or all Visitors to be screened through Contactless temperature checks prior to entering the Venue [through main gates and parking areas] ▪ Mandatory to wear face masks at all times in the Venue Registration Areas <ul style="list-style-type: none"> ▪ Visitors to pre-register online prior to visiting the Event including relevant details required to allow for contact tracing [In-line with DTCM Registration requirements] ▪ Registration Areas mainly to be used to scan pre-registered guests for entry and must ensure a minimum 2m distance for queuing with floor markers ▪ No Give-Away allowed at registration areas ▪ For Venues with multiple Events – screening and registration should only be done at main entrances [similar to Mall] 	CR	CR	CM	R

Trainings/Meetings/Exams

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

- Trainings
- Meetings
- Halls used for academic purposes “Exams”

Activities excluded in the sector

- **MICE**
 - Exhibitions
 - Exhibition Events
 - Conferences/Associations [Including Seminars.]
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 - Brand Sales
 - Product Launches
 - Exhibition Tents / Temporary Structures
 - Night Club Events
 - City Promotions

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, Social Distancing Requirements and Restrictions	<p>1. Training/Meetings/Exams [Including Meeting Rooms/Halls]</p> <ul style="list-style-type: none"> ▪ Capacity & Social Distancing Requirements <ul style="list-style-type: none"> ▪ Minimum 1.5m Social Distancing corresponding into 1 Person per 2.25 Sqm gross ▪ Capacity will be applicable on the below set-up styles: <ul style="list-style-type: none"> ▪ Theatre Style <ul style="list-style-type: none"> ○ Maximum of 10 people per block with a minimum of 2 vacant seats equivalent between each block ▪ Classroom Style <ul style="list-style-type: none"> ○ Minimum 2m Distance between each table ○ Maximum of 2 People per Table ▪ Cabaret Style <ul style="list-style-type: none"> ○ Maximum of 4 people per table with a minimum 2m distance between each table ○ Maximum of 10 people per table with a minimum 4m distance between each table or 2m distance if separated by physical dividers ▪ Boardroom Style and U Shape Style <ul style="list-style-type: none"> ○ Minimum of 2 vacant seats equivalent between each person/seat ▪ Banquet Style <ul style="list-style-type: none"> ○ Maximum of 4 people per table with a minimum 2m distance between each table ○ Maximum of 10 people per table with a minimum 4m distance between each table or 2m distance if separated by physical dividers ▪ Sanitization to be undertaken after every training and sufficient time intervals [minimum 30 minutes for trainings < 25 Pax and 60 minutes for trainings > 25 Pax] to be provisioned post training for effective sanitization ▪ Registration to follow same procedures as defined at “Venues entrance procedures in FOH” ▪ Clearly Marked and separate entry and exit points ▪ Other Social Distancing : Same as ‘Concourse/Common/Lobby Areas” ▪ Sanitization to be done at end of every day and Sterilization to be conducted post tear down of training session ▪ Sanitizers to be provisioned for inside the facility <p>▪ Restrictions</p> <ul style="list-style-type: none"> ▪ Visitor Restrictions : Same as ‘Concourse/Common/Lobby Areas” ▪ Buffet allowed subject to application of minimum social distancing guidelines of 2m for queuing and only If served by Waiting Staff (canteen style serving) or Served on Guest Table [No Self-Service Allowed]. This buffet style of serving will not allow sharing or touching of the serving utensils, and drinks to be delivered to the tables. The venue management must ensure no crowding between people at the buffet, and Queuing is managed properly. 	CR	CR	CM	R

Trainings/Meetings/Exams

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

- Trainings
- Meetings
- Halls used for academic purposes “Exams”

Activities excluded in the sector

- **MICE**
 - Exhibitions
 - Exhibition Events
 - Conferences/Associations [Including Seminars.]
- **Leisure**
 - Concerts/Live Events [Indoor] – Applies to Theme Parks and Global Village Events
 - Concerts/Live Events [Outdoor] – Applies to Theme Parks and Global Village Events
- **Other Events**
 - Weddings
 - Banquet Parties
 - Award Ceremonies & Graduations
 - Sports [Only Indoor Venues – Not Stadiums]
 - Brand Sales
 - Product Launches
 - Exhibition Tents / Temporary Structures
 - Night Club Events
 - City Promotions

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. Other Facilities	<p>1. F & B Services/Facilities</p> <ul style="list-style-type: none"> ▪ Restaurants <ul style="list-style-type: none"> ○ Seating, Capacity and Social Distancing requirements to follow previously announced guidelines for the F & B Sector ▪ In-Hall Café wherever applicable <ul style="list-style-type: none"> ○ Seating Capacity and Social Distancing requirements to follow previously announced guidelines for F & B Sector ○ Take-Away is encouraged with pre-packaged containers and disposable cutleries and to be consumed only in dedicated public F & B Areas ○ Queuing to follow social distancing guidelines with minimum 2m distance and floor markings ▪ Designated Public F&B Areas [Internal and External] <ul style="list-style-type: none"> ○ Designated public areas for F & B consumption to be provisioned for visitors to consume F & B purchased as take-ways from Venues ○ Seating, capacity and social distancing requirements to follow previously announced guidelines for the sector ○ Dedicated cleaning staff to sanitize/clean tables and seating areas after ever use <p>2. Retail</p> <ul style="list-style-type: none"> ▪ Capacity, Social Distancing, Changing rooms, Testers, goods exchange to follow previously announced guidelines for the sector <p>Applicable to all Above : Sanitization to be done at end of every day and Sterilization to be conducted post tear down of Events</p>	CR	CR	CM	R

Trainings/Meetings/Exams

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

- Trainings
- Meetings
- Halls used for academic purposes “Exams”

Activities excluded in the sector

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 - Night Club Events
 - City Promotions

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. Other Facilities	<p>3. Parking Facilities, Taxi Stations and Shuttle Bus Stations:</p> <ul style="list-style-type: none"> • Signage boards will be located at both taxi ranks and shuttle bus stops outlining the venue regulations • Additional traffic marshals will be positioned to ensure safe distances [2m distance] are adhered to at taxi and shuttle bus stations • Sanitization of frequently-touched parking areas like payment machines and attendant booths • Sanitizers to be provided in key indoor public areas and elevators • Social distancing stickers will be placed in all elevators and walkways from the parking facilities and all at all taxi and shuttle bus stations. • Social distancing will be adhered to on each shuttle bus – with social distancing stickers placed on alternating seats. [with shuttle bus sanitized after every use] • Contactless Payments encouraged and highly recommended <p>4. Valet Parking Services</p> <ul style="list-style-type: none"> • Valet parking services will be offered with the following guidelines for the staff • Gloves and masks to be worn at all times • Protective shields required if they come in direct contact with customers • Changing gloves and sanitizing hands after every car valet service • Disposable covers and steering wheels to be used • Regular cleaning and disinfecting of facilities, equipment and car surfaces • Each valet station to use sanitization wipes to wipe down the frequently touched surfaces (steering wheel, gear stick, key fobs etc.) before handing over the car • Before handing the car back to the customer, the valet attendant to switch on the AC with the doors and windows open to achieve the right amount of fresh air circulation • Valet attendant can also use fogging sanitation or special strong fans for ventilation purposes. <p>5. Washrooms</p> <ul style="list-style-type: none"> • Cleaning and disinfecting of toilets, including toilet bowls and accessible surfaces in the toilet with disinfectant every hour • Cleaning mirrors in all restrooms every hour • Cleaning and disinfecting wash basins/sinks and faucets every hour • Disinfecting of tissue roll dispenser, C-fold dispenser and soap dispenser (wall and sink) every hour • Floor mopping with the prepared disinfectant solution every hour In addition to the above, extra housekeeping attendants will be placed in the restrooms to ensure social distancing is adhered to and to keep all rest rooms clean and disinfected 	CR	CR	CM	R

Trainings/Meetings/Exams

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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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. Other Facilities	<p>6. Elevators and Escalators</p> <ul style="list-style-type: none"> • To follow previously announced DM Guidelines across all sectors <p>7. Not Permitted</p> <ul style="list-style-type: none"> • Prayer Rooms • Manual Water Dispensers (but the machine dispenser for water bottles are all allowed) • Nursing Rooms 	CR	CR	CM	R
6. Communication	<ul style="list-style-type: none"> • Signage Boards and Digital Signage will be installed at key locations across the premises to spread awareness of these rules and regulations. • All organizers to provide additional signage inside the halls (in the form of banners or digital screens) with guidelines on social distancing, sneeze/cough etiquette, wearing masks and gloves etc.. • Guidelines to be accessible to relevant websites [Venues, Training Institutes and Organizers etc.] and should be sent to Visitors on registration. 				

Thank you for your cooperation.

Stay Safe!