



المجلس

للاقتصاد والسياحة
Economy and Tourism

E-PERMIT & E-TICKETING

Code of Practice

PART A: INTRODUCTION

The e-Permit and eTicketing Code of Practice (COP) complements the existing Laws, Rules and Regulations governing the events industry in the emirate of Dubai.

It outlines the best practice pertinent to event permits, ticketing and related matters.

OBJECTIVES

The objectives of the code are as follows:

- Outline all information required to conduct an event in Dubai and define the process.
- Encourage high standards of service throughout the industry.
- Promote better and clear information for all stakeholders.

SCOPE & INTENDED AUDIENCE

The Code of Practice document is intended for existing and new event organisers, ticket sellers and registration agents.

This document covers specific information and sets out expectations related to organising and ticketing events in Dubai. It includes a best practice when dealing with other related matters such as complaints handling, disputes and ticket resellers.

EXISTING LAWS, RULES AND REGULATIONS

Events in Dubai are governed by existing Laws, Rules and Regulations listed below:

- Events | Decree No 25 of 2013
- Events | Executive Council Resolution No 1 of 2015

Please visit the below link for all laws, decrees, regulations and circulars related to events in Dubai.

<https://www.dubaitourism.gov.ae/en/legislative-news>



PART B: DEFINITIONS

DEFINITIONS

- **E-Permit Platform:** is an online portal that allows event organisers to apply for and submit the documents required for an event permit across different Dubai government departments.
- **Permit:** is a document approved by different authorities based on the nature of the event and location: DET, Dubai Police, Dubai Sports Council, Islamic Affairs and Charitable Activities Department, DMCC, TECOM, Trakhees, DIFC, DWTC and other relevant authorities.
- **Permit Number:** Is the unique number that the system generated automatically after submitting the application successfully.
- **Venue NOC:** No objection certificate from the venue to hold the event at their premises.
- **Event Organiser:** An entity duly licensed to organise Events in the Emirate of Dubai and registered in the E-Permit system.
- **Venue:** An indoor or outdoor venue, owned publicly or privately, that is duly permitted to host events or permitted to be used for the purpose of hosting events by those who have rights.
- **Permit Fees:** The fees relating to e-Permit system depending on event type.
- **Event:** Every gathering of any number of people that takes place at a certain time, in a location within the emirate that is approved by the Department; for a certain purpose whether ticketed or not, for consideration or free, for one time or more; indoors or outdoors.
- **Virtual Event:** Events with a speaker that take place online requiring a permit and using online conferencing tools.
- **Private events:** Activities that require the venue to notify DET only such as party for wedding/engagement, wedding anniversary, new born, graduation (personal), family, birthday party, corporate staff and client, approved Religious Gathering, community, talent competition. For business events, such as internal staff events, graduation, incentive, training and workshops etc. unless attendance thereof requires presenting tickets, or aimed at generating financial returns.
- **Registration Events:** Events requiring registration of attendees' details and exhibiting or presenting a badge rather than a ticket.
- **Contact / System User:** The authorized person using e-Permit system and applying for activity/event permits.
- **NOC registration letter:** A letter from the organisation authorising a specific person acting as a Public Relation Officer (PRO) to manage the account and the government transactions.

PART B: DEFINITIONS

DEFINITIONS

- **Event Manager:** The person who manages/owns the event.
- **Registration Number:** Is an account number where you can note for reference and follow up with DET about the status of record or any other inquiries.
- **Association Activities:** Refers to those meetings, seminars and similar forms of activities by associations that are registered at local federal regional or international levels where the association are tied by shared subject, activities or interests.
- **Continues Professional Development (CPD) Activities:** refer to those meeting symposia and similar forms of activity provides professional or academic development in the respective field of business
- **E-Ticketing:** The electronic system for marketing and distribution of tickets; enacted pursuant to the decree and run by the department.
- **Ticket:** An instrument having a barcode issued by eTicketing system that is used to register that a person has satisfied the requirements of entry or participation in an event (which may include paying money); that comprises printed tickets as well as those issued electronically or through telecommunications
- **Ticket Seller:** an entity duly permitted to sell tickets and registered in the eTicketing system.
- **Event attendee:** The natural person who attends an event, by means of a ticket or not, for a consideration paid for such a ticket or otherwise.
- **Ticket Buyer:** The natural or juridical persons who purchases tickets irrespective of their physical attendance of the event or not.
- **Ticketing Fees:** The fees relating to the eTicketing system as enacted by the Executive Council Resolution.
- **Application Programming Interface 'API':** A facility provided by the Department allowing ticket sellers who wish to use such platform "API Partners", to integrate with the e-Ticketing systems, provided they meet technical requirements prescribed by the Department, to regulate ticket sales in accordance with the regulatory framework.
- **API Partners:** refers to approved ticket sellers whose ticketing system has been integrated with the eTicketing system.
- **eForm:** a platform used by registered event organisers to submit their new events details to be actioned by the eTicketing team.

PART B: DEFINITIONS

EXCLUSIONS

The following activities shall be excluded from the scope of definition of Event:

- Events of personal nature (birthday, engagement, wedding, banquets, consolation etc...) unless the organiser gains financial returns out of such events, in whatsoever manner including, without limitation, levying entrance fees.
- Sport events organised by local, federal and international sport federations; where such events form part of the official calendar of such federations.
- Meetings held by companies and corporations, unless aimed at generating funds.
- Receptions and meetings held by diplomatic missions, unless aimed at generating financial returns.
- Universities and schools internal celebrations taking place within their facilities, unless aimed at generating financial returns.
- Meetings and symposia held by government entities, unless attendance thereof requires presenting tickets, or aimed at generating financial returns.

Visit below link for more details about events The Electronic System for Event Permitting Marketing & Distribution of Tickets within the Emirate of Dubai (Events | Executive Council Resolution No 1 of 2015)

<https://www.dubaitourism.gov.ae/en/legislative-news>





E-PERMIT

PART A: HOW TO GET STARTED



1 HOSTING AN EVENT IN DUBAI

If you are planning to host an event in Dubai, you might require an event permit as per Dubai Government decree no. 25 of 2013.

2 THINGS TO KNOW BEFORE YOU APPLY FOR A PERMIT

- The event organising company must have a Dubai Trade License (Mainland and/or Freezone).
- Freezone event companies can only apply for events in Freezone areas.
- Company trade license should include event related activities. (See Point 3)
- An active account on e-Permit platform with a Valid trade license (Mainland or Freezone).
- Venues can apply for Business permits on behalf of international organisers.
- Local organisers can apply for permits on behalf of international organisers.

3 TRADE LICENSE ACTIVITIES

Event type	Trade License Activity
Entertainment events	Parties and Entertainment Services
Sport events	Rallies and Sport Tournaments Organising Services, Sports Exhibitions Organising or Sports Services. (any type of activities without specification)
Business events	Conference and Exhibition organisation. Government entities Associations company/ Dubai chamber Traders Hotel on behalf of international companies
All Free Zone Events	A Freezone company license should clearly state 'Event Management'
Charity/Religious events	Only charity associations/foundations licensed by Islamic Affairs & Charitable Activities Department (IACAD) can apply for charity events

Note: Fundraising is not categorised as a Charity Event. The event organiser is required to select the fundraising request via the e-Permit portal and Islamic and Charity Affairs Department Authority will review the application for approval.

PART B: E-PERMIT REGISTRATION



1 REGISTRATION ON E-PERMIT PORTAL

As an event organizing company, you are required to register on e-Permit portal and submit the following documents:

- Trade License: a valid Dubai trade license (Mainland or Freezone).
- NOC Registration letter.
- Emirates ID of PRO/System User.



e-Permit Registration:

<https://epermits.dtcn.gov.ae/ePermit/Welcomes.aspx>



Registration manual:

<https://epermits.dtcn.gov.ae/ePermit/pdfs/ePermitRegistrat>

2 AFTER COMPLETING THE REGISTRATION PROCESS

- Note down the Registration ID as a reference.
- A notification email will be sent to the registered email address and the account will be activated within 24 Hours
- Upon approval, an e-mail will be sent to the registered email address with the username and an automatically generated password.
- The annual registration fee AED 320 is to be paid in order to start using the e-Permit portal. The fee can be paid either online or bank transfer to DET's bank account.

***Government entities** upload the Decree on registration instead of trade license.

***Associations** upload Registration Certificate or similar document upon registration.

3 WHAT'S NEXT?

After the registration is approved, you are now ready to apply for event permits via e-Permit portal.

PART C: TICKETED VS. NON-TICKETED



1 APPLY FOR AN EVENT PERMIT

Permits are typically issued within 1 business day. However, applications with unclear or missing information might delay the approval process.

Please Note:

- Business event permits can be applied for up to **12 months** in advance.
- Entertainment, Sports, Religious and Charity events can be applied for up to **6 months** in advance.
- Permit applications are accepted at least **2 business days** prior to event date.
- Adding participants, updating the sub-venue or adding a venue for an issued permit is possible within **1 business day** prior to event date.
- Changing the main venue requires a new permit.
- Permit applications are only considered once the payment has been made in full.

For more information on e-Permit process, please visit our comprehensive FAQs:



<https://epermits.dtcn.gov.ae/ePermit/FAQDocumentEN.html>

2 TICKETED VS. NON-TICKETED EVENTS

Events are categorised as either ticketed or non-ticketed. Below is a table to help you define your event type:

Event type	Trade License Activity
Ticketed Event	<p>Events that are free or paid and require a printed or electronic pass are considered a ticketed event and should go through the e-Ticketing system.</p> <p>The ticket may be in the following forms :</p> <ul style="list-style-type: none">• Tickets (Hard Copy or Electronic)• Proof of Registration (Free/ Paid/ Online)• Invitations (Hard Copy or Electronic)• Event Passes or Badges
Non-ticketed Event	<p>Events that are open to public, free and do not require registration, a ticket or data collection.</p>

PART D: E-PERMIT REQUIREMENTS



REQUIRED DOCUMENTS BY EVENT TYPE

To apply for an event permit, you must obtain and submit the following documents depending on event type:

Entertainment Event

- Venue NOC letter with event details and maximum event capacity.
- Event owner's passport copy.
- Passport and photo copies of all performers

Sport Event

- Venue NOC letter with event details and maximum event capacity.
- Event owner's passport copy.
- Event brief and sponsorship package (if applicable).

Business Event

- Venue NOC letter with event details and maximum event capacity. (if applicable)
- Event owner's passport copy.
- Emirates ID of all Local/ Resident speakers.
- For exhibitions, a list of all exhibitors taking part is required.

Charity & Religious Event

- Venue NOC letter with event details and maximum event capacity.
- Event owner passport copy, Emirates ID, and company Trade License.
- Copy of advertising material (if applicable).
- Photos of items listed in the auction (if applicable).
- Passport and photo copies of all speakers/ lecturers

PART E: VIRTUAL EVENTS



Virtual Event permit is a new permit type that has been created for Business events where conferences, seminars and forums that include speakers are conducted virtually.

This option allows organisers to select a virtual location instead of a physical one/venue when applying for Business permits.

- Organisers are required to submit the below additional information:
- URL for the Online Event.
- Meeting Username and Password.

PART F: CPD AND ASSOCIATION EVENTS



1 ASSOCIATION AND CPD EVENTS

Association and CPD Events that meet Executive Resolution No (3/2016) are exempted from 10% ticketing fees.

Registered venues and event organizing companies can apply on behalf of Associations or Authorised CPD/CME for Business events only and request 10% ticketing fees exemption.

Please Note:

- You can amend issued permits and request for 10% ticketing fees exemption.
- DET will review your ticketing fees exemption application and get back to you for missing data or documents.
- In case the exemption request is rejected by DET, the event permit will continue to be valid and another 10% ticketing fees exemption request can be submitted.
- Association and CPD 10% ticketing fees exemption request is free of charge.

2 CPD AND ASSOCIATION REQUIRED DOCUMENTS

Event type	Trade License Activity
Continuous Professional Development (CPD) And Continuous Medical Development (CME)events	<p>Letter from event organiser providing CPD/CME program.</p> <p>Description:</p> <ul style="list-style-type: none">• Local/ regional/international CPD.• Confirmation from event organisers of element of the event that provide a professional or academic development for attendees example (Credit hours the program offering or schedule of the training or overall objective of such CPD).• Event Name• Event Date and time• Event description• Event location
Association Events (non-profit organization)	<p>Signed Letter and copy of association valid license / certificate of registration from association, society, federation or club stating that the event is owned or organised by them .</p> <p>Letter Description</p> <ul style="list-style-type: none">• Letter head should be issued by the Association stating that they are event owner• Event Name should be mentioned on the Letter• Event Date should be mentioned on Letter <p>Exemption letter is accepted in Arabic or English only.</p>

PART G: CANCELLED AND POSTPONED EVENT



1 CANCELLED AND REQUESTING REFUND

If your event is cancelled and you would like to request a refund, you are required to send the following documents to epermit@dubaitourism.ae:

- An official letter signed and stamped from your company confirming the cancellation, requesting the refund and mention the reasons of your request
- Copy of the company trade license.
- Copy of the company Tax certificate.
- Copy of the issued permit.
- Copy of payment confirmation email from DSG for the payment of the permit with transaction number TRN (Sent at time of online payment from epay-no-reply@dubai.ae).
- The completed, signed and stamped company bank details form.
- The request will be reviewed within 1 business day.

For ticketed events, please refer to e-Ticketing's cancelled event process page.

2 POSTPONED EVENT

If your event is cancelled and you would like to request a refund, you are required to send the following documents to epermit@dubaitourism.ae:

If your event is postponed, you are required to:

- Obtain an updated venue NOC with new event date.
- Login to e-Permit system and amend your permit by selecting the new event date.

The amended permit will undergo the same approval process by the approving authorities.

For ticketed events, please refer to e-Ticketing's postponed event process page.

For further information on permit amendments, please visit:

<https://epermits.dtcn.gov.ae/ePermit/pdfs/ePermitRegistrationProcessEN.pdf>

Or contact us on:

DET Call Centre: +971 600 55 5559

E-Permit Email: epermit@dubaitourism.ae



E-TICKETING

PART A: APPLY FOR TICKETING

1 APPLY FOR TICKETING

To apply for ticketing for your event, you must be registered on eForm as an organiser. To register on eForm, please visit the below link:

[eForm.etixdubai.com](https://eform.etixdubai.com)



https://eform.etixdubai.com/App_Resources/files/UserManual_eFORM_Aug19.pdf



An application with your event details must be created and submitted for review by e-ticketing. Once reviewed, your request will be actioned within 24 Hours for General Admission (GA) events and within 5 working days for more complex, seated events.

2 REQUIRED DOCUMENTS

Prepare and attach the following documents with your application:

- Valid Ticketed Event Permit
- Venue NOC with event capacity: Supplied by the venue, the NOC must state the event name, venue name, date, expected maximum event capacity.
- Ticket Fee Form: used to breakdown the ticket types, prices and calculate Ticketing Fees for your event.
- Ticket Fees Receipt or Manager's cheque guarantee: (if applicable) 10% of total revenue for all ticket sales.
- Venue Map Layout: (if applicable) A detailed layout of the map outlining rows names, seat numbers and categories. General Admission events do not require a map.

PART B: CAPACITY AND FORMAT

1 **MANAGING CAPACITY**

- Your event's capacity must not exceed the venue's licensed capacity as mentioned on the venue's NOC.
- Additional capacity can be added provided an updated Venue's NOC and additional ticket fee payment or manager's cheque guarantee.
- The organiser must submit capacity change requests to the eTicketing team via email attaching the updated Venue NOC
- Seats to be placed on hold must be communicated to the ticket sellers
- Multiple categories can be added to your event to differentiate between the areas and/or price point in your event. These can be named as per your event requirements.

2 **GENERAL ADMISSION VS RESERVED SEATING**

All events whether General Admission, Reserved Seating or a mixture of both formats can be catered for.

For General Admission events or areas, please provide:

- Category Names
- Section Names
- Capacities

For Reserved Seating events or areas, Please provide a detailed venue map showing:

- Seating Layout and Categories
- Section Names
- Row and Seating names or numbering

PART C: PRICING AND COMPLIMENTARY TICKETS

1 TICKET PRICING

- Include ticket value in a clear and visible manner on the ticket, irrespective of the means of sale or ticket medium.
- Include all fees and commissions pertaining to the sale in the advertised ticket price.
- Complimentary tickets must be clearly stated as such in English and/or Arabic.
- Advertised prices must include VAT and its inclusion must be clearly stated.
- Additional prices can be added at any point during the event lifecycle by emailing the ticketing team.
- Paid events attract a 10% ticketing fee on sold tickets and Free events attract AED1 on all tickets.

2 COMPLIMENTARY TICKETS

- Complimentary tickets (Comps) are tickets/badges issued by the organisers to be distributed to attendees free of charge.
- Complimentary tickets should be clearly labeled as such and should not have a value printed/displayed on them.
- Complimentary tickets can be issued from all events regardless of the type and should be within the designated quota. Please refer to Executive Resolution 1/2015. For more details, please visit <https://www.dubaitourism.gov.ae/en/legislative-news>
- Complimentary tickets over the allowable quota will attract the ticketing fees of the corresponding category issued from.

For more information please visit e-ticketing FAQ's

https://eform.etixdubai.com/App_Resources/files/FAQ_eTicketing_Aug19.pdf



PART D: SALES

1 SELECTING A TICKET SELLER

When selecting a ticket seller, please ensure they are approved by DET to operate in the Emirate of Dubai (Mainland or Freezone).

Tickets can be sold via one or multiple approved ticket sellers with the option to activate all simultaneously or at different times.

- A list of approved ticket sellers and contact details is available to download on https://eform.etixdubai.com/App_Resources/files/ListofAPI.pdf



- If you are an approved ticket seller, your company details can be added to the list by emailing eticketing@dubaitourism.ae
- If you are a ticketing/registration company and would like to integrate, please email us on eticketing@dubaitourism.ae

2 STARTING SALES

Once your application has been submitted and event is built, the eTicketing team will share the event map with all parties.

- Sales can only start once the event is configured on the seller's ticketing platform.
- Sales start and stop date and time are set as per the application and permit details.
- Organisers can opt for an event to start at a later date by notifying the ticket sellers and eTicketing team.
- Stop sales date and time can be changed by the organisers by notifying the ticket sellers and eTicketing team.

PART E: RECONCILIATION & TICKETING FEES

1 ADJUSTING SALES REPORTS

Once your event concludes, you will have the opportunity to adjust the sales within 10 days post-event if required. Late adjustments are subject to approvals.

For Ticket Sellers:

- Take the event off sale from your platform.
- Share your sales report with eTicketing team in the agreed upon format.
- Include the event organisers in all the communication with the eTicketing team.
- If reports are not matching, you will be instructed to make adjustment through your system.
- Once the reports match, an invoice for due ticketing fees will be generated.

2 TICKETING FEES PAYMENT

As a general rule, Paid events attract a 10% ticketing fee on sold tickets whilst Free events attract AED1 on all tickets.

Unless your event is exempt or the ticketing fees were paid in advance, an invoice will be generated within 10 days and payment will be due within 30 days post-event.

Business Events

- For Business events, the invoice will be automatically generated in the event organiser's/permit holder's epayment centre account.

Entertainment, Sports and Charitable events

- For Entertainment, Sports and Charitable events, the invoice will be generated under the ticket seller's epayment centre account.

*Please note that fines apply to late settlement of Ticketing Fees

*Events paid for in advance will not be invoiced provided the receipt is attached with the application.

*Ticketing fees calculation excludes VAT rate.

PART F: CANCELLED & POSTPONED EVENT

1 CANCELLED EVENT

If your event is cancelled, you are required to Immediately:

For Organisers:

- Notify the eTicketing team by completing a Cancelled/Postponed event form available on eForm.
- Instruct your ticket sellers to start issuing full refunds.

For Ticket Sellers:

- Take the event off sale from your platforms and announce/publicise the cancellation.
- Notify the eTicketing team.
- Issue refunds in full within 10 days business days.

2 POSTPONED EVENT

If your event is postponed, you are required to immediately:

For Organisers:

- Notify the eTicketing team by completing a Cancelled/Postponed event form available on eForm.
- Apply for an ePermit with new date (if known).
- Once approved, share the new ePermit with the team.

For Ticket Sellers:

- Take the event off sale from your platforms and announce/publicise the postponement.
- Notify the eTicketing team.
- Start issuing refunds to customers (if requested).

PART G: OPERATIONS AND BECOMING A TICKETSELLER

1 EVENT DAY OPERATIONS

Event organisers are required to keep a permit copy during the event. Also, the below practices are expected to ensure compliance with the regulations:

- Points of sale should be clearly identifiable and sales to be directly through the approved ticketing system.
- Event attendees are to keep their tickets at all time during the event.
- Guest lists and VIP attendees are to be issued with barcoded event tickets.
- All tickets must be scanned to ensure validity and any counterfeit tickets should be seized and reported.
- Unauthorised resale of tickets at venue should be discouraged and reported.

2 BECOMING AN APPROVED TICKET SELLER

Ticket sellers wishing to sell Dubai based events must be integrated with DET's eTicketing system via Application Programming Interface 'API'.

As a pre-requisite, the company must possess a

- Valid Dubai trade license with relevant activities
- Ticketing platform ready to be integrated with eTicketing system
- A technical team to oversee and perform the integration

The technical integration allows both systems to communicate via an API in compliance with the regulations.

Please contact the ticketing team to initiate the integration process.

*For more information please visit e-ticketing FAQ's

https://eform.etixdubai.com/App_Resources/files/FAQ_eTicketing_Aug19.pdf





PROMOTE YOUR EVENT

PROMOTING YOUR EVENT

1 START PROMOTING YOUR EVENT

Once you have the permit in place, you can list your event on Dubai Calendar for free and begin to connect with audiences. To do this, please follow the steps listed below:

For Event Organiser:

- Visit below Dubai Calendar Link:
<https://www.dubaitourism.gov.ae/en/services/list-an-event-on-dubai-calendar>



- Fill the required fields.
- Submit the application.

Once Submitted, DET will contact you to request content for your listing.

For a leisure event to be eligible for listing on Dubai Calendar, the event must meet the following criteria:

- Event is held in Dubai
- Hold an approved Dubai Government event permit or be a recognised annual event by DET.
- Have a start and end date and be open to the general public - ticketed or non-ticketed.

2 SPONSORSHIP SUPPORT

DET supports events and festivals in multiple ways.

The schemes usually targets sport, entertainment and/or cultural events and allows for event organisers to apply for sponsorship.

Organisers eligible for sponsorship are those hosting an event that is:

- Ticketed
- Open to the public
- Eligible to apply for or hold a Leisure Event Permit

For available sponsorship support schemes, please visit:

<https://www.visitdubai.com/en/business-in-dubai/contact-us/support-for-leisure-events>



ENQUIRIES, COMPLAINTS & SUGGESTIONS



1 SUBMIT AN ENQUIRY, SUGGESTION OR A COMPLAINT

Our professional team will help you get the information you need and resolve your complaints. Our multilingual personnel cater to all enquiries in Arabic and English. We also receive comments and suggestions from the public and can direct you to the customer care number for the appropriate agency or entity. The call center operates from 8am to 8pm Saturday - Thursday.

Please visit below link to Submit a Enquiry, suggestion or a complaint

<https://www.dubaitourism.gov.ae/en/services/submit-a-suggestion-or-a-complaint>






DET Call Centre: +971 600 55 5559

E-Permit Email: epermit@dubaitourism.ae

E-Ticketing Email: eticketing@dubaitourism.ae



APPENDIX: PERMIT AND TICKETING SELF-CHECK - ENTERTAINMENT

DO I NEED A PERMIT AND TICKETS?					
WHAT YOU ARE PLAN TO CONDUCT?		*Entertainment Event		**Private Activities – Entertainment	
WHERE THE EVENT WILL BE HELD?		Public Venue (Hotel, Club, Theater, Park, Auditorium, etc...)		Public Venue (Hotel, Club, Theater, Park, Auditorium, etc...)At their premises	
WHAT ARE THE TYPE OF AUDIENCE?		Invitees Or Open to public		Public Venue (Family, Friends, Internal Company Staff, Corporate Clients)	
IS IT TICKETED OR FREE ENTRY?		Ticketed/ Registration/ Pre- Registration/ Invitation		Free Entry	
				Free Entry/ Registration/ Invitation	
DECISION ON PERMIT AND TICKETS?				 Permit and Tickets  Permit  Tickets  Permit and Tickets	

*Entertainment Event

such as [Dance, Fashion Show award Ceremony with entertainment element , DJ Events, Karaoke show, Amusements, Music , Theatre]






**Private Activities – Entertainment

such as [Wedding / Wedding Anniversary/ New Born /Birthday Party/ Graduation [personal]/ Family Gathering /Corporate stuff /Corporate client/ Religious Gathering Community / Talent competition/ National day.]

*** Private Activities

Require the venue to notify DET on behalf of client via e-Permit portal

APPENDIX: PERMIT AND TICKETING SELF-CHECK – BUSINESS

DO I NEED A PERMIT AND TICKETS? 			
WHAT YOU ARE PLAN TO CONDUCT?	*Business Event:	**Business Activities	
WHERE THE EVENT WILL BE HELD?	Public Venue (Hotel, Club, Theater, Park, Auditorium, etc...)	Public Venue (Hotel, Club, Theater, Park, Auditorium, etc...)At their premises	
WHAT ARE THE TYPE OF AUDIENCE?	Invitees Or Open to public	Invitees /Private Internal Company Staff, Corporate Client	
IS IT TICKETED OR FREE ENTRY?	Ticketed/ Registration/ Pre- Registration/ Invitation	Free Entry	Free Entry/ Registration/ Invitation
DECISION ON PERMIT AND TICKETS? <div>  Permit and Tickets  Permit  Tickets  Permit and Tickets </div>			

*Entertainment Event

such as Conference/ ExhibitionProduct Launch/ Auction Forum / Networking / Seminar

**Private Activities – Entertainment

Meeting / Incentive/ Training / Workshop / Symposium

*** Private Activities

Venue to notify DET on behalf of client via e-Permit portal.

Organizer Institute / Training center/ company with KHDA Approval

Doesn't require permit, only notify DET.

Award Ceremony:

Doesn't require permit, only notify DET.

APPENDIX: TABLE OF FEES

DESCRIPTION	FEE
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ADMINISTRATION FEE APPLIED FOR ALL EVENTS

Registration on e-Permit portal	AED 300 (annually)
Urgent event application fee	AED 500
Knowledge dirham ¹⁴	AED 10
Innovation dirham	AED 10

EVENT PERMIT AND TICKETING FEE PER THE TYPE OF EVENT

Entertainment Events

	TICKETED / REGISTRATION EVENTS	NON-TICKETED / NON-REGISTRATION EVENTS
e-Permit fee	AED 200	AED 200
Event permit fee	All venues: AED 800 /day	Hotels: AED 800 Other venues: AED 500
Performer fee	Not applicable	Hotels: AED 750 each performer Other venues: AED 350 each performer
Ticketing fee	Paid ticketed/registration event: 10% of total ticket/registration income Free ticketed/registration event: AED 1 per ticket/registration	Not applicable
DET Management fee	AED 500	AED 500

Optional Amendment to application fee: AED 800¹⁵

Sport and Charity Events		
	TICKETED / REGISTRATION EVENTS	NON-TICKETED / NON-REGISTRATION EVENTS
e-Permit fee	AED 200	AED 200
Ticketing fee	Paid ticketed/registration event: 10% of total ticket/registration income Free ticketed/registration event: AED 1 per ticket/registration	Not applicable

Business Events			
		TICKETED / REGISTRATION EVENTS	NON-TICKETED / NON-REGISTRATION EVENTS
e-Permit fee		AED 200	AED 200
DET Management Fee		AED 50	AED 50
Event permit fee per the type of business event	Exhibition / product launch	AED 1000	AED 1000
	Conference / forum / seminar / summit	AED 1000	AED 250
	Exhibition / product launch Plus Conference / forum / seminar/summit	AED 1500	AED 1500
Ticketing fee		Paid ticketed/registration event: 10% of total ticket/registration income Free ticketed/registration event: AED 1 per ticket/registration	Not applicable

¹⁴ Knowledge Dirham and Innovation Dirham are charged for every transaction with all government departments, entities and public authorities by Department of Finance.

¹⁵ If adding new performer, a DET management fee of AED 500 will be charged.

For further information or inquires about e-permit and e-ticketing:

Website: <http://www.dubaitourism.gov.ae/en/services>

DET Call Centre: +971 600 55 5559

E-Permit Email: epermit@dubaitourism.ae

E-Ticketing Email: eticketing@dubaitourism.ae