



الفردان العقارية  
Alfardan Properties

Alfardan  
*Elite*  
Collection

# TENANT HANDBOOK



Dear Valued Tenant,

On behalf of the Management, we would like to extend a warm welcome to you upon entering your new residence at Alfardan Properties' Elite Collection. Here, you are privy to a lifestyle of exceptional taste that is filled with extraordinary privileges, curated just for you.

As a tenant at Alfardan Properties' Elite Collection, you are invited to partake in the Alfardan Living Privilege Programme to transport you to a world of new experiences. From fine dining to wellness and more, our privilege programme entitles you to an array of preferred rates and exclusive privileges that encompass all the essentials of true Distinctive Living - the very ethos of Alfardan Properties.

Please find enclosed in this handbook, a detailed guide on every aspect of your tenancy as well as our community guidelines to help you manoeuvre your way around as you begin familiarising yourself with your new residence.

We hope your tenancy with us is filled with memorable experiences and precious moments.

Best wishes,  
The Management  
Alfardan Properties



الفردان العقارية  
Alfardan Properties

عالم من التميّز  
Distinctive Living

# TABLE OF CONTENTS

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## 1. GOVERNANCE

1.1	Citation	7
1.2	Authority	7
1.3	Purpose	7
1.4	Rights of Use	7
1.5	Authorisations & Approvals	7
1.6	Amendments	7
1.7	Liabilities	7

## 2. GENERAL CONDITIONS

2.1	General Behaviour	9
2.2	Noise Disturbances	9
2.3	Residence Usage and Restrictions	9
2.4	Pets	9
2.5	Cleaning Services	10
2.6	Concierge	10
2.7	Smoking	10
2.8	Access Regulations	11
2.9	Moving In & Out	11
2.10	Home Delivery of Bulk Items	11
2.11	Parking	11
2.12	Road Usage and Safety	11
2.13	External Appearance and Ambient Conditions	12
2.14	Utilities, Kitchen Appliances and Furniture	12
2.15	Keys/Cards and Locks	13
2.16	Children Responsibility	13
2.17	Domestic Help	13
2.18	Postal Address	13
2.19	Extended Leave	13
2.20	Gym Facility	13
2.21	Swimming Pool and Pool Area	13
2.22	Pest Control Services	14
2.23	Fire Precautions, Evacuations and Emergency Procedures	14
2.24	Fire Alarm	15
2.25	Landlord's Right to Access Residential Unit	15
2.26	Additional Measures During Elevated Threat Condition	15



# TABLE OF CONTENTS

---

## **3. TENANT HANDBOOK – ALFARDAN TOWERS**

3.1	Alfardan Towers Management Contact Details	16
3.2	Access to the Alfardan Towers, Common Areas and Residential Unit	17
3.3	Channel List	17
3.4	Children's Play Area	17
3.5	Convenience Shopping	17
3.6	Electrical Power	17
3.7	Fitness	17
3.8	Guerlain Spa, Alfardan	17
3.9	Alfardan Living Privileges	18
3.10	Housekeeping Services	18
3.11	Laundry & Dry Cleaning Service	18
3.12	Lounge	18
3.13	Preventive Maintenance Service	18
3.14	Safety & Security	19
3.15	Trash Chute	19
3.16	Parking Assignment	19
3.17	Wireless Internet	19
3.18	Safe Deposit Box	19

<b>DIRECTORY</b>	<b>21</b>
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Alfardan Towers

أبراج الفردان



## **1. GOVERNANCE**

### **1.1 Citation**

The statements and requirements contained in this document as amended from time to time shall be known as “Alfardan Properties Residential Tenant Handbook” (Tenant Handbook).

### **1.2 Authority**

Alfardan Properties Management shall be authorised to ensure the compliance of the Tenant Handbook by all tenants and its visitors, contractors and business associates.

### **1.3 Purpose**

The purpose of the Tenant Handbook shall be to regulate the use of the Leased Area and the Common Facilities in order to protect the rights of privacy and enjoyment of all tenants, whilst ensuring a high standard of upkeep and safety are maintained.

### **1.4 Rights of Use**

All tenants shall be entitled to enjoy the right of privacy within their residences and the right to enjoy a clean and well maintained area designated as Common Facilities.

### **1.5 Authorisations and Approvals**

All requests shall be submitted in writing to the Property Manager or Customer Service and no verbal approvals shall be offered nor deemed official. All approvals shall be granted in writing.

### **1.6 Amendments**

Alterations may be made from time to time at the discretion of Alfardan Properties Management without prior notice.

### **1.7 Liability**

All persons at Alfardan Properties shall be knowledgeable and adhere to the contents of the Tenant Handbook.

Utilisation of the common grounds, recreational facilities and other areas shall be fully at the tenant's own risk.

Alfardan Properties shall not be responsible for any loss, damage, theft or injury to persons or property that may arise from the use or presence on residence.

Alfardan Properties shall not be responsible for any claim of damage to tenant property.

The tenant shall maintain throughout the lease term, at its own expense, insurance from a reputable insurer in Qatar, to cover the tenant's own property.







## **2. GENERAL CONDITIONS**

### **2.1 General Behaviour**

All tenants and visitors shall respect the culture, traditions and religion of the State of Qatar.

Qatar is an Arab Islamic State, therefore, all tenants are requested to be mindful of their behaviour and dress code while in public and common areas. This shall include but not be limited to eating and drinking in public or common areas during the Holy Month of Ramadan. Tenants are encouraged to familiarise themselves with acceptable behaviour and shall comply strictly with laws and regulations of the State of Qatar and be solely accountable for the consequence of non-compliance.

### **2.2 Noise Disturbances**

Disturbances are deemed as any activity that negatively influences the peaceful enjoyment of the property in the event that the disturbance affects the adjacent neighbour, where the windows and doors are closed. This includes, but is not limited to any activity that generates noise, light, odour or smoke.

Alfardan Properties shall not be responsible for any disturbance emanating from any source outside the residence.

All tenants shall refrain from activities that generate disturbances during:

Weekdays 7pm-7am

Weekends/Public Holidays 10pm-10am

### **2.3 Residence Usage and Restrictions**

Residences at Alfardan Properties are strictly only to be availed as private residential units for the use of single families which includes the tenants and their direct family members, guests and household staff. No residence shall be used in any way whatsoever for anything other than a residential purpose such as for any business, commercial or revenue-generating activities or any other non-residential purposes. Visitors of tenants shall not use any common use facilities without prior written consent from the management.

The residential unit shall not be modified in any shape or form, without the prior expressed written consent of Alfardan Properties.

### **2.4 Pets**

Tenants with pets shall apply for authorisation (Pet Authorisation Form) and obtain approval from the Property Manager.

Domestic pets and animals such as dogs, cats, birds and fish may be kept in the residence provided that they are not kept for commercial purposes, nor kept in unreasonable numbers. Approvals are based on factors, but not limited to size and breed.

Pets shall be cared for in accordance with best international practices on animal care.

All pets shall wear appropriate identification on an official collar with the tenant's name, residence number and contact number at all times when outdoors and kept either in appropriate containers or on a leash with a maximum length of 2 meters.

All pet feces and waste shall be promptly removed and properly disposed of in a sanitary manner by the tenant.

Feeding of pets shall be strictly prohibited in the common areas. Likewise, feeding of stray animals shall be strictly prohibited.

All pets shall be sterilised, licensed, and vaccinated as appropriate and required by the Health Laws of the State of Qatar.

No animal shall be left unattended on balconies or common areas.

No animal shall be allowed to make unreasonable noise or disturbance or the tenant shall be notified by Property Manager to remove the pet permanently from the premises.

Tenants shall be responsible to cover and/or protect any furniture used by the pet and Alfardan Properties Management reserves the right to perform random inspection to the premises to ensure it is kept in a suitable and acceptable manner.

No pet shall be allowed near the pool area, common areas, play, sport facility areas or during tenant gatherings and events.

Tenants shall be responsible for any action deemed unacceptable from the pet and shall be fully responsible for any medical expenses, legal claims and damage fees caused by it.

Alfardan Properties Management shall not accept any claim or liability towards any injury or damage caused. Alfardan Properties Management retains the right and full authority to ask for the immediate removal of the pet due to complaints, injuries or damages.

The tenant shall be responsible to cover any expenses arising from the animal or pet in terms of damages to the residence.

## **2.5 Cleaning Services**

Alfardan Properties shall provide cleaning/sanitising services to the common areas twice a day. It shall be the responsibility of the tenant to maintain the residential unit in a clean and hygienic condition.

The exterior façade of the building is cleaned a minimum of 4 times per year.

In addition, housekeeping services may be obtained at an additional fee. Tenants may contact the Concierge or Customer Service to avail or to learn more of such services.

## **2.6 Concierge**

For cultural, dining and entertainment information, please contact the concierge.

## **2.7 Smoking**

Smoking is prohibited in all public and common areas within the residences. This shall include, but not limited to the:

- a) Children's play area
- b) Gymnasium
- c) Basement area
- d) Inside the lifts
- e) Corridors & staircases
- f) Social rooms/lounges/The Gathering

## **2.8 Access Regulations**

Tenants shall have the right to access and utilise the common and recreational areas in accordance with opening times.

Service providers, building contractors and workers are allowed access to Alfardan Properties' residences upon securing prior approval from Alfardan Properties Management.

Alfardan Properties Management reserves the right to perform preventative maintenance or corrective maintenance works to the residence at any time which might have a temporary effect on the usage and access of the common areas or recreational facilities.

## **2.9 Moving In & Out**

Tenants shall inform the Property Manager of the date and time of move-in/out, to ensure a safe, efficient and hassle-free experience. Tenants shall be responsible for all costs associated with restoring damages to Alfardan Properties.

Shifting of items during move-in and move-out shall be done utilizing the lift and entry point designated by the Property Manager (e.g. for Alfardan Towers – utilize the service elevator on Basement 2 of each Tower).

The service lift and all doors must be protected prior to any shifting.

## **2.10 Home Delivery of Bulk Items**

Tenants shall inform the Property Manager the expected date and time of delivery to allow entry to the premises. Packing materials shall be removed and disposed of immediately by the contractor.

Alfardan Properties shall not be responsible nor shall be held accountable at any time for any personal injuries to tenants during time of delivery and/or assembly.

## **2.11 Parking**

Tenants shall park vehicles in areas only designated by the Property Manager.

Parking made available is reserved for those who have registered with the Property Manager and tenant shall notify the Property Manager of any unauthorised use of their space. No mobile homes, boats, jet skis, or other recreational vehicles shall be parked in the allocated parking area or common areas without prior written approval of Alfardan Properties Management.

All vehicles are parked at the tenant's own risk; Alfardan Properties shall not be responsible and/or liable for any theft, loss, damage, or other misdemeanor caused to vehicles and/or their contents.

Parking privileges are non-transferable.

## **2.12 Road Usage and Safety**

Tenants shall adhere to the speed limits on the community roads; please note that the posted speed limit signs shall apply. The speed limit within the Premises is set to a maximum of 15 km/hr.

No motorised vehicles of any kind may be operated in any manner which is dangerous, noisy or which creates a nuisance.

Any violation of the speed limit or driving considered to be dangerous by the Alfardan Properties Management, shall be deemed to be a serious violation.



Pedestrians shall always have the right of way.

### **2.13 External Appearance and Ambient Conditions**

All incidents of serious vandalism shall be reported to Doha Police for their further action as per Qatari local laws.

Cigarettes shall be disposed of appropriately and not to be thrown into the common areas such as gardens, pools or sidewalks.

Waste and garbage items that shall not be allowed to be placed inside of the disposal chute are, but not limited to: furniture, appliances and cardboard, dangerous chemicals, flammable substances, stones, metal, odorous waste, animal feces and remains, adhesives, cushions, pillows, blankets and comforters.

Barbecues shall be permitted in designated areas only.

Any weapon or hunting gear including but not limited to toy guns which can inflict damage to persons or property shall be prohibited from the residence.

Nothing shall be done or kept in the boundaries of Alfardan Properties areas which shall increase the rate of insurance or cause it to be cancelled. Any damage caused by the keeping of any hazardous material shall be the responsibility and liability of tenants.

Windows shall not to be covered by paper, paint, tinfoil sheets or similar items.

No items shall be added or placed in the common areas such as hallways or corridors whether for decorative or storage purposes as this will affect the overall look and ambience and cause disturbance for neighbouring tenants.

Temporary holiday lighting shall be permitted inside each residential unit for private use but not outside the unit or on any balcony or window.

Balconies shall not be used as storage areas for any item.

No cloth, plant pots, blankets, rugs or clothing washing lines shall be hung on balcony railings or windows and in the common areas.

No items on the balcony may extend higher than the balcony wall or railing.

Bicycles, tricycles, "Big Wheels", skateboards, scooters and roller blades are prohibited from being used on the premises corridors, car parks, lifts except baby strollers and wheelchairs.

Signs, advertisements, notices or other collateral shall not be displayed on any wall or elevator or at concierge prior without approval of Alfardan Properties Management.

Removal or the addition of any vegetation/landscaping shall not be permitted.

### **2.14 Utilities, Kitchen Appliances and Furniture**

Tenants shall be responsible for the opening of a utilities account directly from the concerned vendor before move-in date and to make prompt payments on or before the due date.

Tenants shall be expected to use the appliances, furniture and fittings provided with care. A periodic inspection by the Property Manager shall be conducted from time-to-time to assess the condition of the appliances, furniture and fittings. Refurbishing of the furniture without consent from Alfardan Properties Management is strictly prohibited.

### **2.15 Keys/Cards and Locks**

Alfardan Properties Management will supply a set of keys/cards to each residential unit. The keys/cards handed over to the tenant shall be recorded in the access card request form which shall be filled and signed by the tenant at the time of unit handover.

All keys/cards shall be returned upon vacating the premises. Tenants shall not be permitted to make modifications to the lock or install a replacement and shall contact the Management for any loss or for additional keys/cards. Tenants shall be charged for any key/card loss. Additional keys/cards request shall be granted but the cost shall be borne by the tenant.

### **2.16 Children Responsibility**

Tenants shall be responsible for the conduct of their children and their guests' children. Children playing in the recreational play areas and pool area shall be under the proper supervision of their parents/guardians. Parents are advised to ensure that proper behavior and etiquette of their children are maintained. Alfardan Properties Management shall not be responsible for the injury or loss of life to any child.

### **2.17 Domestic Help**

Tenants shall provide the Property Manager, details of hired domestic helpers whether on a permanent stay, on scheduled visits or on a callout basis.

All temporary domestic helpers are expected to register with the Property Manager prior to commencing duties.

Tenants shall be responsible for the conduct & behavior of their domestic helpers.

### **2.18 Postal Address**

Tenants shall send/receive postal mail through the address of the tenant's employer/sponsor. For courier services, the property address may be utilised.

### **2.19 Extended Leave**

Tenants shall register with the Property Manager their emergency contact details when on extended leave of at least two weeks. This is to ensure that the Property Manager is able to contact the tenant in the event of an emergency.

Tenants are encouraged to complete the Extended Leave Checklist provided in the Handbook prior to their extended leave.

### **2.20 Gym Facility**

Where Alfardan Properties has provided an equipped gymnasium, tenants shall become familiar and adhere to the rules and regulations of the facility.

In the event where tenants exhibit inappropriate behaviour, Alfardan Properties reserves the right to ban the tenant from the facility.

### **2.21 Swimming Pool and Pool Area**

No lifeguard on duty and swim at own risk.

Tenants shall be appropriately attired whilst in the area.

Tenants shall not consume beverages, food, tobacco products in or near 1 meter of the pool water.

Tenants shall not keep any item made of glass or any sharp object in the area. Children shall be accompanied and supervised at all times by their parents/guardians.

Alfardan Properties Management shall not be liable for any incident, loss of personal items, injuries or death from the use of the facility.

Tenant should exercise good hygiene by placing clean towel over sunbeds during use.

Sunbeds are at a first come first serve basis.

Tenants should be knowledgeable and adhere to posted regulations.

## **2.22 Pest Control Services**

Alfardan Properties shall via a reputable contractor, provide a routine pest control treatment for the residence. The treatment shall be scheduled in advance and notices shall be sent in a timely manner to tenants informing of the exact date and time of treatments.

Tenants shall grant access to the residential unit for the purpose of pest control treatments.

Tenants who have missed or not authorised the pest control access will have to wait for the upcoming complementary schedule; or schedule another treatment and shoulder the additional costs.

Material Safety Data Sheets (MSDS) are available upon request from concierge should tenants wish to review it.

## **2.23 Fire Precautions, Evacuation and Emergency Procedures**

Management may enter the premises at any time without advance notification when there is reasonable cause to believe that an emergency exists. An emergency includes but is not limited to situations where there is a threat to health and safety of tenants or management employees or there is a risk of damage to property.

Alfardan Properties is fully equipped with a central fire alarm system which is routinely checked, this includes fire detection systems and sprinkler system. Each area in the residence is equipped with fire detection systems; in addition to a fire extinguisher and fire blanket located in the kitchen.

While every effort should therefore be made to recognise the danger and to protect lives and resources from the effects of any unanticipated events, tenants are expected to follow the safety and evacuation instructions provided near the elevators (where applicable) on each floor.

Tenants should be aware of Alfardan Properties' evacuation procedures and preventive measures. Tenants are encouraged to participate with the management and staff in the fire drill exercises which are conducted once or twice a year (depending on the property); for security reasons to maintain a safe environment.

Tenants are encouraged to report any burning smell or smoke within the common areas, residence or neighbouring units.



The best way to stop a fire is to prevent it before it starts. Please observe these safety tips:

- a) Store all items safely. Maintain good housekeeping
- b) Empty waste containers daily
- c) Dispose of newspapers and magazines regularly
- d) Store all matches in tightly closed metal containers
- e) Clean grease and spilled food daily from cooking range and oven
- f) Store cooking grease containers away from range
- g) Never wear loose clothing or plastic aprons when cooking
- h) Keep curtains, towels, potholders, and other flammable items away from cooking range top
- i) Refrain from smoking in bed
- j) Have plenty of ashtrays for smokers to use
- k) Never empty ashtrays in trash bin until the ash has been soaked with water
- l) Always keep household equipment clean and in good condition
- m) Worn and frayed electrical cords must be replaced by professionals immediately
- n) Avoid overloading electrical sockets and extension cords

#### **2.24 Fire Alarm**

Please refrain from covering, touching or removing the smoke and heat detectors inside your apartment and/or outlet at any time. In the event of fire alarm activation in your leased premises, please provide immediate access to our security personnel.

#### **2.25 Landlord's Right to Access Residential Unit**

Management shall, upon reasonable advance notification to the tenant, be permitted to enter the leased premises during reasonable hours for the purpose of performing routine inspection and maintenance, making improvements or repairs, or showing the residence to prospects.

A written statement that specifies the purpose of management entry shall be delivered to the tenant at least two days in advance and shall be considered reasonable advance notification.

In the event of fire alarm activation in your leased premises, please provide immediate access to our security personnel.

#### **2.26 Additional Measures During Elevated Threat Condition**

All precautionary measures issued by the Government shall be adhered to at all times.

### 3. TENANT HANDBOOK – ALFARDAN TOWERS

#### 3.1 Alfardan Towers Management Contact Details

Concierge	4420 8858	receptionAT@alfardan.com.qa receptionOT@alfardancom.qa
Customer Service Department	4440 8488	afp-me@alfardan.com.qa
Maintenance Call Centre	4440 8558	maintenance@alfardan. com.qa
Management Office	4420 8865	cpablo@alfardan.com.qa
Alfardan Properties Head Office	4440 8488	afp-me@alfardan.com.qa
Guerlain Spa, Alfardan	4420 8660	spa@alfardan.com.qa



### **3.2 Access to Alfardan Towers, Common Areas and Residential Unit**

Tenants shall be issued two access cards upon move-in.

Tenants shall use the access card to gain access to the basement parking, lift and apartment doors.

Additional request for access card may be chargeable. Access cards are strictly non-transferrable.

### **3.3 Channel List**

Tenants are entitled to receive premium TV channels on a complimentary basis. For detailed list, please contact the Concierge.

In addition, free-to-air programming is also available, however these broadcasts are subject to unannounced changes. Alfardan Properties shall not be responsible to maintain these channels as the broadcasting frequencies fall outside the management's influence.

For a full channel listing, please revert to the channel list that is viewable on the TV screen.

### **3.4 Children's Play Area**

Tenant's children from ages 3-10 years old are entitled to the exclusive use of the Kids' Playroom located on the 2<sup>nd</sup> Floor.

Adult supervision is required at all times.

Open daily from 8am - 8pm.

### **3.5 Convenience Shopping**

"Sidra" is 50 meters from the Towers located within the Woqod Tower.

"Monoprix" is 300 meters from the Towers located within the Palm Tower.

City Centre Mall is located across the Exhibition Centre. It is a 5-minute drive (6.2km) by car. All shops/stores selling everything from garments to food are available in this mall.

### **3.6 Electrical Power**

Tenants may use electric devices that are of a 3-pin socket, 240 volts.

To assist tenants in the purchase of light bulbs, please contact Concierge.

### **3.7 Fitness**

Tenants are entitled for access to the Weight and Cardio Rooms in addition to pool, steam room and jacuzzi located on the 39<sup>th</sup> Floor. Open daily from 8am to 10pm, personal trainers are not entitled to use our facility.

Please note that Ladies Hours are in effect from time to time; please consult Guerlain Spa, Alfardan's reception for exact timings.

### **3.8 Guerlain Spa, Alfardan**

Award winning Spa located on the 39<sup>th</sup> Floor. Open daily from 9am to 10pm.



### 3.9 Alfardan Living Privileges

Tenants at Alfardan Towers are entitled to a host of exclusive privileges across Alfardan Group subsidiaries starting from access to 5-star hotel facilities, preferred rates across F&B outlets, wellness and many more.

### 3.10 Housekeeping Services

Alfardan Towers extends housekeeping services to its tenants. For pricing information not given below, please contact the concierge.

Unit Type	On Call	1x/Week	2x/Week	3x/Week
2BR	200	500	750	1000
3BR	300	600	900	1200
4BR	500	600	900	1200

### 3.11 Laundry & Dry Cleaning Service

Tenants have the option to utilise this service, which is located at the B1-Level. For more information, please contact the Concierge.

Open daily from 9.00am – 12.00pm and 04.00pm – 07.00pm, except Fridays.

### 3.12 Lounge

Tenants are entitled to the exclusive use of Lounge facilities located on the 2<sup>nd</sup> Floor.

Open daily from 8am-10pm.

### 3.13 Preventive Maintenance Service

Tenants are entitled to complimentary Preventive Maintenance Service, thus Alfardan Towers requires access to your apartment from time to time throughout the year in order to carry out routine maintenance work within the apartment.

In advance, a circular shall be sent to you informing you of the date and time of the planned works. These works include, but not limited to, the servicing of:

Fire Extinguisher	Once a year
Fire Protection System	Once a year
Electrical Distribution Board	Twice a year
Air Conditioning	Twice a year
Pest Control	Twice a year
External Window Cleaning	8 times a year, subject to weather conditions

Alfardan Properties proudly provides you with a “One Hour Promise” for maintenance related issues. Please call the Maintenance Call Centre which is available 24/7.

### **3.14 Safety & Security**

Tenants are entitled to receive a Safety Presentation upon move-in to be informed of the safety and security features of the property.

### **3.15 Trash Chute**

Tenants shall place all refuse in a sealed bin liner prior to placing it in the trash chute system. The residences are equipped with a trash chute in each floor which is located next to the service lift.

Waste and garbage items that are not allowed inside the disposal chute are, but not limited to, furniture, appliances and cardboard, dangerous chemicals, flammable substances, stones, metal, odorous waste, animal feces and remains, adhesives, cushions, pillows, blankets and comforters.

For the prompt removal of such items, please notify the concierge.

### **3.16 Parking Assignment**

Tenants shall be assigned 1 designated underground parking slot per apartment.

In the event of any obstruction, please contact the concierge.

Please note that parking assignments are strictly non-transferable.

### **3.17 Wireless Internet**

Tenants are entitled to internet service on a complimentary basis. Should you wish to subscribe to additional services, please contact Ooredoo or Vodafone for further information.

### **3.18 Safe Deposit Box**

For your convenience, a Safe Deposit Box is available upon request for the storage and security of your items and valuables with a personal code number that you should keep confidential.

Therefore, the Management shall not and may not be held liable for any loss, damage or theft of any such items, valuables or other personal belongings in the safe deposit box.

Should you wish to avail, please contact the Concierge.



# DIRECTORY

## ALFARDAN PROPERTIES & HOSPITALITY

Customer Service	4440 8488
Maintenance Call Centre	4420 8558
Leasing Department	4440 8308
Alfardan Gardens	4440 8522
One Porto Arabia	4440 8199
Al Gassar Resort	4424 4882 / 883
Al Jazeera Building	4453 9183
Al Sadd Residence	4486 8216
Kempinski Residences & Suites, Doha	4405 3333
Alfardan Residential Tower	4420 8858
Alfardan Commercial Tower	4420 8859
Burj Alfardan	4440 8111
Alfardan Centre	4440 8408
Alfardan Plaza	4442 0353
Workinton Alfardan Centre	4440 8212
Workinton Burj Al Gassar (West Bay)	4007 8400
Workinton Burj Alfardan (Lusail)	4007 8480
Qatar Sotheby's International Realty	4440 8334
Guerlain Spa, Alfardan	4420 8660
Jeeves of Belgravia	4450 4322
Marsa Malaz Kempinski, The Pearl-Doha	4035 5555
The St. Regis Doha	4446 0000

## ALFARDAN GROUP

Alfardan Group – Alfardan Centre	4440 8408
Alfardan Medical with Northwestern Medicine (AMNM)	4004 6000
Alfardan Automobiles	4420 8888
Alfardan Marine Services	4443 5626
Alfardan Premier Motors	4453 9111
Alfardan Luxury Motors	4042 6363
Alfardan Sports Motors	4420 8602
Alfardan Motorcycles	4420 8666
Prestige Cars	5547 4242
Alfardan Exchange	4453 7777
Alfardan Jewellery	4440 8278 4440 8305
Safwa	5091 6311

## EMERGENCY NUMBERS

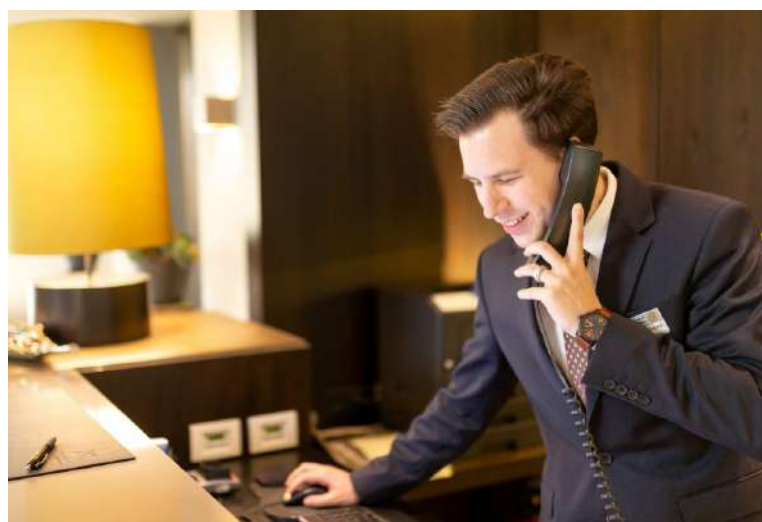
Ambulance	999
Fire	
Police	
Electricity	991
Water	
Ministry of Public Health (MoPH)	16000

## HOSPITALS & CLINICS

Al Ahli Hospital	4489 8000
Al Emadi Hospital	4466 6009
American Hospital	4442 1999
Child's Emergency Centre	4439 3333
Doha Clinic Hospital	4438 4232
Hamad Hospital	4439 4444
Women's Hospital	4439 6666

## OTHER IMPORTANT NUMBERS

Airport Services Enquiry	4465 6666
Airport Services Operator	
Immigration & Passport Department	4489 0333
Traffic Department	4489 0666
Karwa Taxi	4458 8888
Qatar Airways	4023 0000
Qatar Airways (Airport)	4010 6666
Qatar Post Office	4446 4000
Ooredoo Local Telephone Assistance	111
Ooredoo Local Directory Assistance	180







Alfardan  
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Collection

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