

Executive Council Resolution No. (107) of 2023
Regulating the
Tourist Transport Activity in the Emirate of Dubai¹

We, Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai, Chairman of the Executive Council,

After perusal of:

Law No. (3) of 2003 Establishing the Executive Council of the Emirate of Dubai;

Law No. (17) of 2005 Establishing the Roads and Transport Authority and its amendments;

Law No. (13) of 2011 Regulating the Conduct of Economic Activities in the Emirate of Dubai and its amendments;

Law No. (1) of 2016 Concerning the Financial Regulations of the Government of Dubai, its Implementing Bylaw, and their amendments;

Law No. (5) of 2021 Concerning the Dubai International Financial Centre;

Law No. (20) of 2021 Establishing the Department of Economy and Tourism in the Emirate of Dubai;

Decree No. (22) of 2009 Concerning Special Development Zones in the Emirate of Dubai;

Decree No. (17) of 2013 Concerning Licensing and Classification of Hotel Establishments in the Emirate of Dubai;

Regulation No. (5) of 2006 Concerning Classification and Licensing of Tourist Bus Transport Establishments in the Emirate of Dubai;

Regulation No. (6) of 2006 Concerning the Licensing of Tourist Establishments and Travel Agencies and its amendments; and

The legislation establishing and regulating free zones in the Emirate of Dubai,

Do hereby issue this Resolution.

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¹Every effort has been made to produce an accurate and complete English version of this legislation. However, for the purpose of its interpretation and application, reference must be made to the original Arabic text. In case of conflict, the Arabic text will prevail.

Definitions

Article (1)

The following words and expressions, wherever mentioned in this Resolution, will have the meaning indicated opposite each of them unless the context implies otherwise:

Emirate:	The Emirate of Dubai.
RTA:	The Roads and Transport Authority.
DET:	The Department of Economy and Tourism in the Emirate of Dubai.
Director General:	The director general and chairman of the Board of Executive Directors of the RTA.
Activity:	The transport of passengers by Tourist Vehicles to and from airports; hotels; tourist resorts; and heritage, archaeological, and tourist landmarks and areas within and outside of the Emirate.
Establishment:	A company or firm authorised by the RTA to conduct the Activity in the Emirate.
Hotel Establishment:	This includes any hotel, resort, hotel apartment, guest house, youth hostel, budget hotel, floating hotel, or other similar Hotel Establishment which is placed under the supervision of the DET pursuant to the legislation in force in the Emirate.
Tourist Establishment:	An establishment licensed by the DET to conduct the activity of Inbound Tour Operator in accordance with the above-mentioned Regulation No. (6) of 2006.
Tourist Vehicle:	A bus, car, motorcycle, or other motorised machine or carriage licensed by the RTA and designated for conducting the Activity.
Permit:	A document issued by the RTA pursuant to this Resolution authorising an Establishment to conduct the Activity, or to use or operate a Tourist Vehicle.

Objectives of the Resolution

Article (2)

This Resolution aims to:

1. develop an integrated tourist transport system in the Emirate that contributes to promoting it as a tourist destination at the local, regional, and international levels;
2. enhance security and safety procedures in Tourist Vehicles with a view to ensuring the comfort, convenience, and safety of the users of these vehicles; and
3. regulate the conduct of the Activity in accordance with the relevant international best practices.

Scope of Application

Article (3)

- a. The provisions of this Resolution apply to all persons conducting the Activity in the Emirate, including in Special Development Zones and free zones, such as the Dubai International Financial Centre.
- b. This Resolution does not apply to Hotel Establishments transporting their own guests and to Tourist Establishments transporting individuals to any other place within the Emirate. This non-application of the Resolution is subject to the conditions, rules, procedures, and technical requirements pertaining to drivers and Vehicles as prescribed by the RTA in agreement with the DET, in accordance with the relevant applicable legislation of the RTA.
- c. The penalties and fines prescribed by the applicable legislation of the RTA will be imposed on Hotel Establishments and Tourist Establishments that commit any of the violations stipulated in that legislation.

Conducting the Activity

Article (4)

- a. No natural or legal person may conduct the Activity in the Emirate unless he is so authorised by the RTA and is licensed by the concerned commercial Licensing Authority.
- b. The Activity may be conducted only using Tourist Vehicles driven by drivers who are so authorised by the RTA.

Functions of the RTA

Article (5)

For the purposes of this Resolution, the RTA will oversee the tourist transport sector in the Emirate. For this purpose, the RTA will have the duties and powers to:

1. develop, in coordination with the DET, the policies, plans, and programmes aimed at regulating and promoting the tourist transport sector in the Emirate;
2. establish the standards, requirements, and conditions required for conducting the Activity in the Emirate using Tourist Vehicles;
3. establish the standards required for issuing Permits to, and classifying, Establishments;
4. establish the standards, specifications, and safety requirements that must be met by Tourist Vehicles to be used by all categories of persons, including persons with disabilities;
5. receive and determine Permit applications in accordance with the standards, requirements, and conditions adopted by the RTA in this respect as well as other standards, requirements, and conditions prescribed by the DET;
6. issue the Permits required for the operation of Tourist Vehicles, in accordance with the standards, requirements, and conditions adopted by the RTA in this respect;
7. issue the Permits required for drivers of Tourist Vehicles, and conduct training and qualifying courses for them, in accordance with the standards, requirements, and conditions adopted by the RTA in this respect;
8. determine the routes of Tourist Vehicles in the Emirate;
9. determine, in coordination with the DET, the number of Tourist Vehicles that an Establishment may use in conducting the Activity;
10. monitor and inspect Tourist Vehicles and their drivers to verify that the relevant adopted standards, requirements, and conditions are satisfied;
11. monitor Establishments to verify their compliance with the relevant adopted standards, requirements, and conditions;
12. receive and investigate complaints filed against Establishments and drivers of Tourist Vehicles; and impose the penalties and measures, prescribed in this Resolution against violators;

13. create a database of Establishments, Tourist Vehicles, and Tourist Vehicle drivers; and
14. exercise any other duties or powers that fall within the functions of the RTA under the legislation in force as required for the achievement of the objectives of this Resolution.

Functions of the DET Article (6)

For the purposes of this Resolution, the DET will have the duties and powers to:

1. qualify the tour guides working in Establishments and issue them with identification cards, in accordance with the relevant rules adopted by the DET;
2. determine the Emirate's tourist destinations to which tourists will be transported; and provide the RTA and Establishments with lists of these destinations; and
3. exercise any other duties or powers that fall within the functions of the DET under the legislation in force as required for the achievement of the objectives of this Resolution.

Requirements for Issuing Permits to Conduct the Activity Article (7)

A Permit to conduct the Activity will be issued to an Establishment subject to the following:

1. The conditions adopted by the commercial licensing authority in charge of licensing economic activities must be satisfied.
2. The technical requirements and specifications determined by the relevant resolution of the Director General must be satisfied.
3. Premises which are appropriate for conducting the Activity must be provided, and must meet the standards and requirements stipulated in the relevant resolution of the Director General of the DET in coordination with the RTA.
4. A manager must be appointed to the Establishment. The manager must have the experience and qualifications prescribed by the RTA and approved pursuant to the relevant resolution of the Director General.
5. The Establishment owner must be of good conduct and repute, and not have been convicted of a felony or other crime affecting honour or trustworthiness, unless he has been rehabilitated or pardoned.

6. The manager of the Establishment must not be less than twenty-one (21) years of age.
7. The documents required by the RTA for issuing the Permit must be submitted.
8. Any other requirements prescribed by the RTA or the DET, and approved pursuant a resolution of the Director General, must be satisfied.

Term of Permits to Conduct the Activity

Article (8)

A Permit to conduct the Activity will be valid for a period of one (1) year, renewable for the same period. An application for renewal of a Permit must be submitted within the last month prior to its expiry date. The Permit will be renewed in accordance with the conditions prescribed by the relevant resolution of the Director General.

Assignment of Permits

Article (9)

A Permit to conduct the Activity may not be assigned without first obtaining the relevant approval of the RTA. This approval will be issued in accordance with the conditions and rules approved by the Director General in this respect.

Suspension of Permit Issuance

Article (10)

The RTA may suspend the issuance of a Permit for any reason related to serving the public interest or to regulating road traffic in the Emirate, or based on the recommendation of the DET where the Establishment commits a gross breach of its applicable legislation.

Classification of Establishments

Article (11)

Establishments will be classified in accordance with the standards and rules approved pursuant to the relevant resolution of the Director General, in addition to any other standards and rules required by the DET in this respect. In classifying Establishments, the volume of their activities, the number and level of luxury of their Tourist Vehicles, the number of their employees, and the type of services they provide must be taken into consideration.

Electronic System

Article (12)

- a. An electronic system for the Activity will be created at the RTA. This system will be used to issue and renew Permits, to follow up the activities of Establishments, and for any other purposes determined by the RTA, the DET, and the concerned entities in the Emirate.
- b. The RTA will supervise, operate, maintain, manage, and develop the electronic system referred to in paragraph (a) of this Article.

Tourist Vehicle Permits and Tourist Vehicle Driver's Permits

Article (13)

- a. For the purposes of using or driving Tourist Vehicles, the RTA will issue two types of Permits as follows:
 1. Tourist Vehicle Permits; and
 2. Tourist Vehicle driver's Permits.
- b. The Permits referred to in paragraph (a) of this Article will be valid for a period of one (1) year, renewable for the same period.
- c. The Director General will, pursuant to a resolution he issues in this respect, determine the conditions, procedures, and requirements that must be satisfied, and the documents that must be provided, to issue or renew the Permits referred to in paragraph (a) of this Article.

Obligations of Establishments

Article (14)

In addition to its obligations under the legislation in force, an Establishment must:

1. comply with the conditions and rules adopted by the RTA for conducting the Activity;
2. comply with the legislation in force in the Emirate, including the legislation concerning road traffic, public health and safety, and the environment;
3. use Tourist Vehicles only in conducting the Activity, and not use them for any other purpose;
4. provide the RTA with the tourist transport Fare per person, and any changes thereto;

5. not place commercial advertisements or posters on the interior or exterior of Tourist Vehicles without first obtaining the relevant approval of the RTA;
6. enrol the drivers of Tourist Vehicles in the training courses prescribed by the RTA in this respect;
7. display the name and contact details of the Establishment in a prominent place on the interior and exterior of the Tourist Vehicle;
8. maintain records containing the details of the tourist trips it organises, and provide the RTA with these details, and with any other statistics or documents the RTA deems necessary to review;
9. install tracking devices on its Tourist Vehicles in accordance with the relevant instructions and rules adopted by the RTA;
10. not allow the use of its Tourist Vehicles by another Establishment without first obtaining the relevant approval of the RTA;
11. cooperate with the competent RTA employees and not obstruct their work;
12. comply with the safety standards, specifications, and requirements applicable to Tourist Vehicles; and
13. comply with any other obligations prescribed by the RTA pursuant to the resolutions issued by the Director General in this respect.

Fees

Article (15)

- a. In return for issuing the Permits and providing the services stated in Schedule (1) attached hereto, the RTA will collect the fees indicated opposite each of these Permits and services.
- b. In return for providing the tour guide qualification service to non-UAE national employees working in an Establishment, the DET will collect a fee of seven thousand and five hundred dirhams (AED 7,500.00).

Violations and Administrative Penalties

Article (16)

- a. Without prejudice to any stricter penalty provided for in any other resolution, a person who commits any of the violations set out in Schedule (2) attached to this Resolution will be punished by the fine indicated opposite that violation.
- b. Upon repetition of the same violation within one (1) year from the date of the previous violation, the amount of the fine prescribed in the schedule referred to in paragraph (a) of this Article will be doubled. A doubled fine must not exceed fifty thousand dirhams (AED 50,000.00).
- c. In addition to the penalty of a fine, the RTA may take one or more of the following measures against a violator:
 1. suspending the Permit for a period not exceeding six (6) months;
 2. revoking the Permit and coordinating with the competent commercial licensing authority to cancel the commercial licence;
 3. revoking the Tourist Vehicle Permit or the Tourist Vehicle driver's Permit; and/or
 4. impounding the Tourist Vehicle for a period not exceeding six (6) months.

Remedy of Violations

Article (17)

In addition to the penalties and administrative measures stipulated in Article (16) of this Resolution, a violator must remedy the violation within the time frame prescribed by the RTA in this respect, failing which the RTA may remedy the violation using its own resources or through engaging any other entity, and hold the violator liable for all costs incurred, in addition to administrative charges of twenty-five percent (25%) of these costs.

Law Enforcement

Article (18)

The RTA Employees nominated pursuant to a resolution of the Director General will have the capacity of law enforcement officers to record the acts committed in breach of the provisions of this Resolution and the resolutions issued in pursuance hereof. For this purpose, they may issue the necessary violation reports; and, where necessary, seek the assistance of police personnel.

Grievances

Article (19)

Any affected party may submit to the Director General a written grievance against any decision, procedure, or measure taken against him in accordance with this Resolution and the resolutions issued in pursuance hereof, within thirty (30) days from the date of being notified of the contested decision, procedure, or measure. The grievance will be determined, within thirty (30) days of its submission, by a committee formed by the Director General for this purpose; and the decision issued by the committee on the grievance will be final.

Payment of Fees and Fines

Article (20)

Fees and fines collected pursuant to this Resolution will be paid to the Public Treasury of the Government of Dubai.

Compliance

Article (21)

All persons conducting the Activity in the Emirate by the effective date of this Resolution must comply with the provisions hereof within a period not exceeding one (1) year from that effective date. The Director General may, where required, issue a resolution extending this grace period for the same period.

Cooperation with the RTA and the DET

Article (22)

Government Entities in the Emirate must fully cooperate with the RTA and the DET to enable them to exercise the duties and powers assigned to them under this Resolution, the resolutions issued in pursuance hereof, and other legislation in force in the Emirate.

Issuing Implementing Resolutions

Article (23)

The Director General will issue the resolutions required for the implementation of this Resolution. These resolutions will be published in the Official Gazette.

Repeals
Article (24)

- a. The above-mentioned Regulation No. (5) of 2006 is hereby repealed. Any provision in any other resolution is also hereby repealed to the extent that it contradicts the provisions of this Resolution.
- b. The resolutions and bylaws issued in implementation of the above-mentioned Regulation No. (5) of 2006 will continue in force to the extent that they do not contradict this Resolution, until new superseding resolutions and bylaws are issued.

Publication and Commencement
Article (25)

This Resolution will be published in the Official Gazette and will come into force sixty (60) days after the date of its publication.

Hamdan bin Mohammed bin Rashid Al Maktoum
Crown Prince of Dubai
Chairman of the Executive Council

Issued in Dubai on 15 December 2023
Corresponding to 2 Jumada al-Thaniyah 1445 A.H.

Schedule (1)
Fees for Conducting the Activity

SN	Description	Fee (in dirhams)
1	Issuing or renewing a Permit to conduct the Activity	4,000.00
2	Variation of the details of a Permit to conduct the Activity	500.00
3	Issuing a replacement for a lost or damaged Permit to conduct the Activity	500.00
4	Issuing or renewing a heavy Tourist Vehicle Permit	1,500.00
5	Issuing or renewing a light Tourist Vehicle Permit	700.00
6	Issuing or renewing a tourist motorcycle Permit	500.00
7	Issuing or renewing a Permit to use any type of Tourist Vehicles other than those set forth herein	800.00
8	Issuing a replacement of a lost or damaged Tourist Vehicle Permit	500.00
9	Issuing or renewing a Tourist Vehicle driver's Permit	200.00
10	Issuing a replacement for a lost or damaged Tourist Vehicle driver's Permit	200.00
11	Conducting a basic training course for a Tourist Vehicle driver	1,000.00
12	Conducting a supplementary training course for a Tourist Vehicle driver	400.00
13	Conducting a re-qualification course for a Tourist Vehicle driver	400.00

Schedule (2)
Violations and Fines Related to Conducting the Activity

SN	Violation	Fine (in dirhams)
1	Conducting the Activity without a Permit	10,000.00
2	Conducting the Activity after expiry of the Permit	2,000.00
3	Failure to provide the RTA with the documents, information, or statistics related to conducting the Activity as it deems necessary to review	500.00
4	Failure to maintain records containing the details of the tourist trips	1,000.00
5	Hindering or obstructing the work of the competent RTA employees or failure to cooperate with them	500.00
6	Using Tourist Vehicles for purposes other than conducting the Activity	5,000.00
7	Failure to comply with the safety standards, specifications, and requirements applicable to Tourist Vehicles	500.00
8	Failure to display the name and details of the Establishment in a prominent place on the interior and exterior of a Tourist Vehicle	500.00
9	Driving a Tourist Vehicle by a driver who does not hold a Permit or whose Permit has expired	500.00
10	Failure to enrol a Tourist Vehicle driver in the training courses prescribed by the RTA	1,000.00
11	Failure to install tracking devices on Tourist Vehicles in accordance with the relevant instructions and rules adopted by the RTA	2,000.00
12	Placing commercial advertisements or posters on the interior or exterior of a Tourist Vehicle without first obtaining the relevant approval of the RTA	1,500.00
13	Failure to observe the Tourist Vehicle routes determined by the RTA	500.00

14	Allowing the use of its Tourist Vehicle by another Establishment without first obtaining the relevant approval of the RTA	1,500.00
15	Failure to install the tourist transport plate on a Tourist Vehicle	1,000.00
16	Failure to fully comply with this Resolution within the prescribed time frame	3,000.00
17	Failure to observe the number of Tourist Vehicles that the Establishment may use in conducting the Activity	2,000.00