

**HOLIDAY HOMES - DEPARTMENT OF
CULTURE AND TOURISM
(DCT)_OPERATOR
USER GUIDE**

ABSTRACT

This document describes how the Operators can interact with the New Holiday Homes System

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Introduction

The Holiday Homes System is a digital solution developed by the Department of Culture and Tourism – Abu Dhabi (DCT Abu Dhabi) to support licensed operators of holiday home units, including apartments, villas, and farms. The system provides operators with the necessary tools to manage their units efficiently and comply with regulatory requirements.

This user manual is designed to guide operators through the system's key features, such as creating and managing units, issuing and renewing permits, canceling permits, managing unit assignments, and overseeing bookings and payments. Step-by-step instructions and feature explanations are provided to ensure a smooth and successful experience using the new Holiday Homes System.

Getting Started

As a Holiday Homes Operator, you can access the new Holiday Homes Platform through the official DCT Abu Dhabi website. Once you navigate to the platform, you will be automatically redirected to the landing page shown below.

Login

To begin, select the option to Log in as Customer, as illustrated in the screenshot. This will allow you to authenticate using your registered details and access all operator-related services and functionalities within the platform.

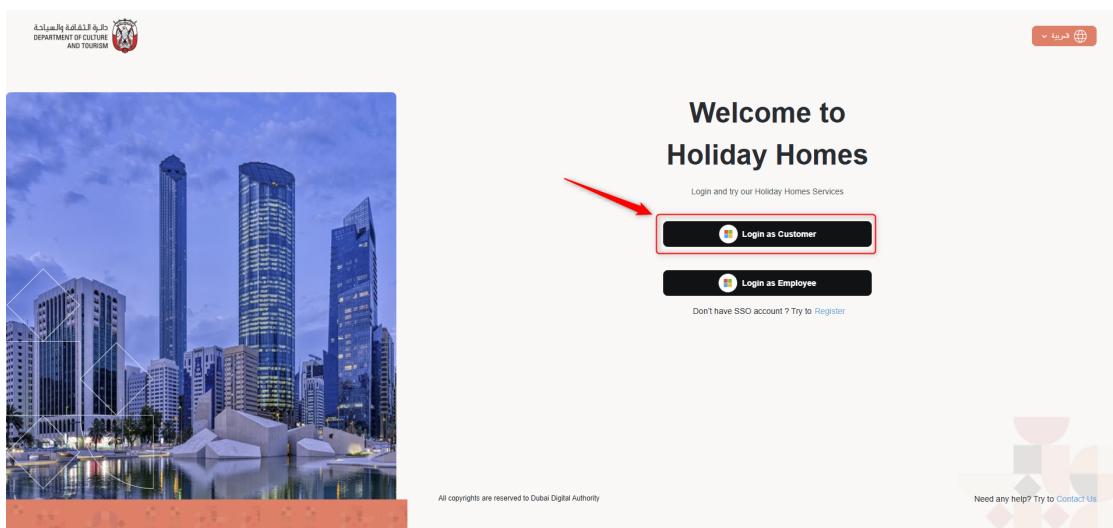


Figure 1: Holiday Homes Landing Page

You will be redirected to the below page to enter your username and password, and click submit:



VISIT ABU DHABI | EVENTS CALENDAR | CONVENTION BUREAU | DEPARTMENT OF CULTURE AND TOURISM



WHO WE ARE | WHAT WE DO | DOING BUSINESS WITH US | EVENTS | MEDIA CENTRE | E-SERVICES | CONTACT US

LOGIN

Provide your credentials to login. The password is case-sensitive. Kindly note that some of the e-services are accessible only to authorized users.

USER NAME / EMAIL ADDRESS *

PASSWORD *

[Forgot Password?](#) [Register Now](#)

[BACK](#) [SUBMIT](#) 3

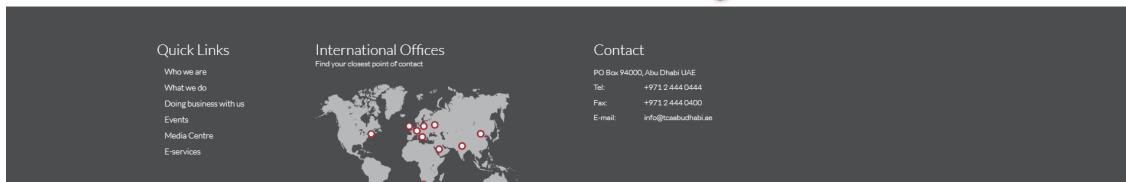


Figure 2: DCT Unified Login Page

Registration

If you do not already have an existing account, you can easily register to access the Holiday Homes System by clicking “Register” on the main landing page as illustrated below:

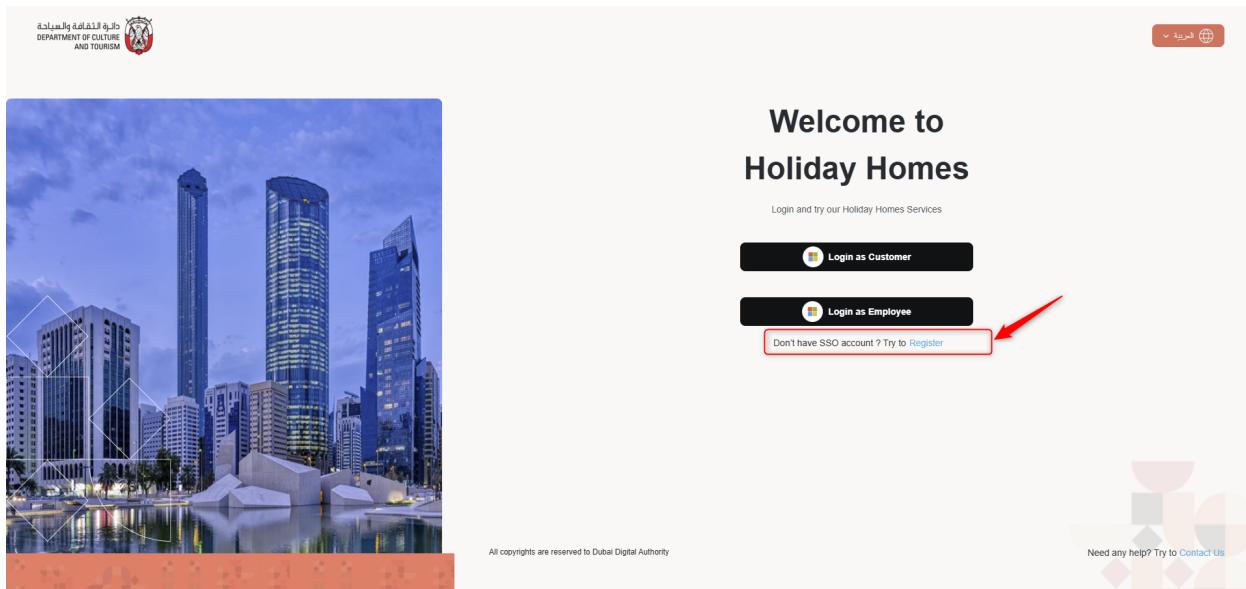
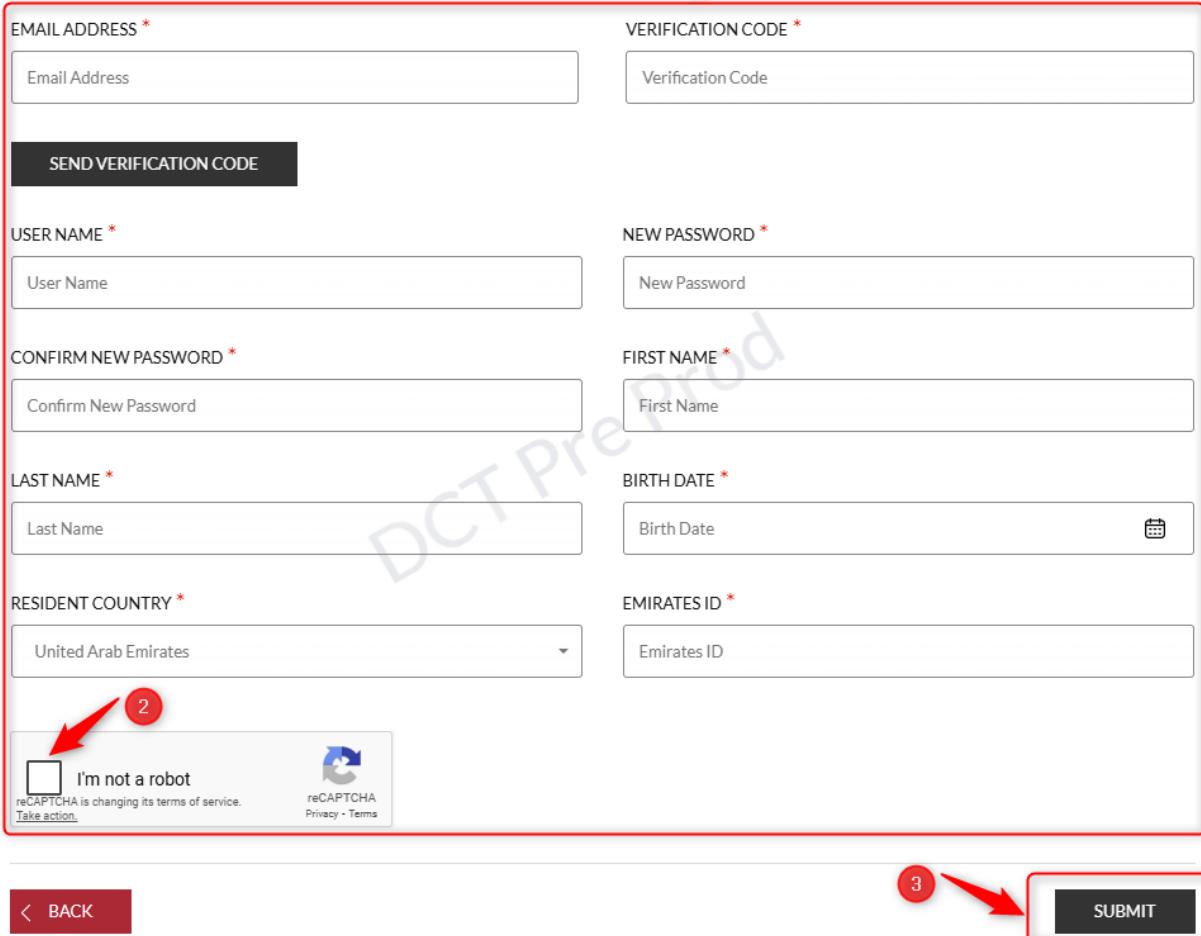


Figure 3: Access to Registration Form

After that, you will be redirected to the registration form where you will need to provide the required details accurately:

NEW REGISTRATION



The registration form is enclosed in a red border. Three red arrows with numbers 1, 2, and 3 point to specific fields:

- Arrow 1:** Points to the **EMAIL ADDRESS *** field, which is a text input box labeled "Email Address".
- Arrow 2:** Points to the **reCAPTCHA** section, which includes a checkbox labeled "I'm not a robot", the reCAPTCHA logo, and the text "reCAPTCHA is changing its terms of service. [Take action.](#)".
- Arrow 3:** Points to the **SUBMIT** button, which is a dark grey rectangular button with the word "SUBMIT" in white capital letters.

The form fields include:

- EMAIL ADDRESS ***: Email Address (input field)
- VERIFICATION CODE ***: Verification Code (input field)
- SEND VERIFICATION CODE**: A dark grey button.
- USER NAME ***: User Name (input field)
- NEW PASSWORD ***: New Password (input field)
- CONFIRM NEW PASSWORD ***: Confirm New Password (input field)
- FIRST NAME ***: First Name (input field)
- LAST NAME ***: Last Name (input field)
- BIRTH DATE ***: Birth Date (input field with a calendar icon)
- RESIDENT COUNTRY ***: United Arab Emirates (dropdown menu)
- EMIRATES ID ***: Emirates ID (input field)
- reCAPTCHA**: A reCAPTCHA verification section with a checkbox, the reCAPTCHA logo, and a link to "Take action".
- BACK**: A red button with a left arrow icon and the text "BACK".
- SUBMIT**: A red button with the text "SUBMIT".

Figure 4: DCT Unified Registration Form

After clicking Submit, you will be required to fill profile missing information as shown in the below screenshot

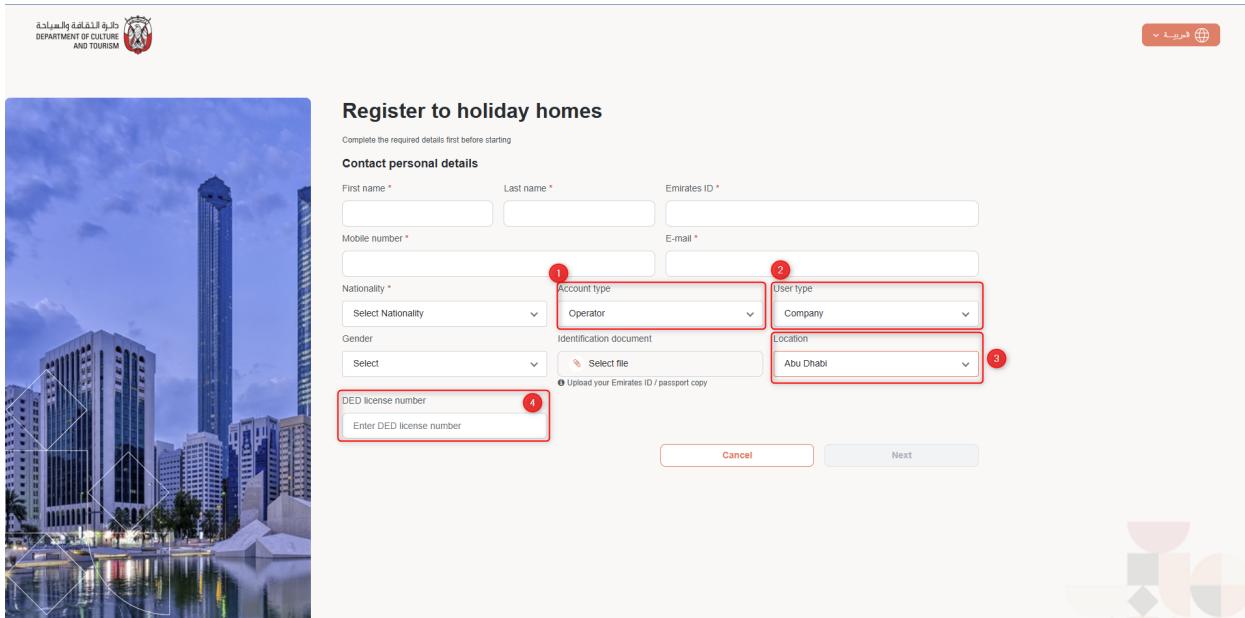


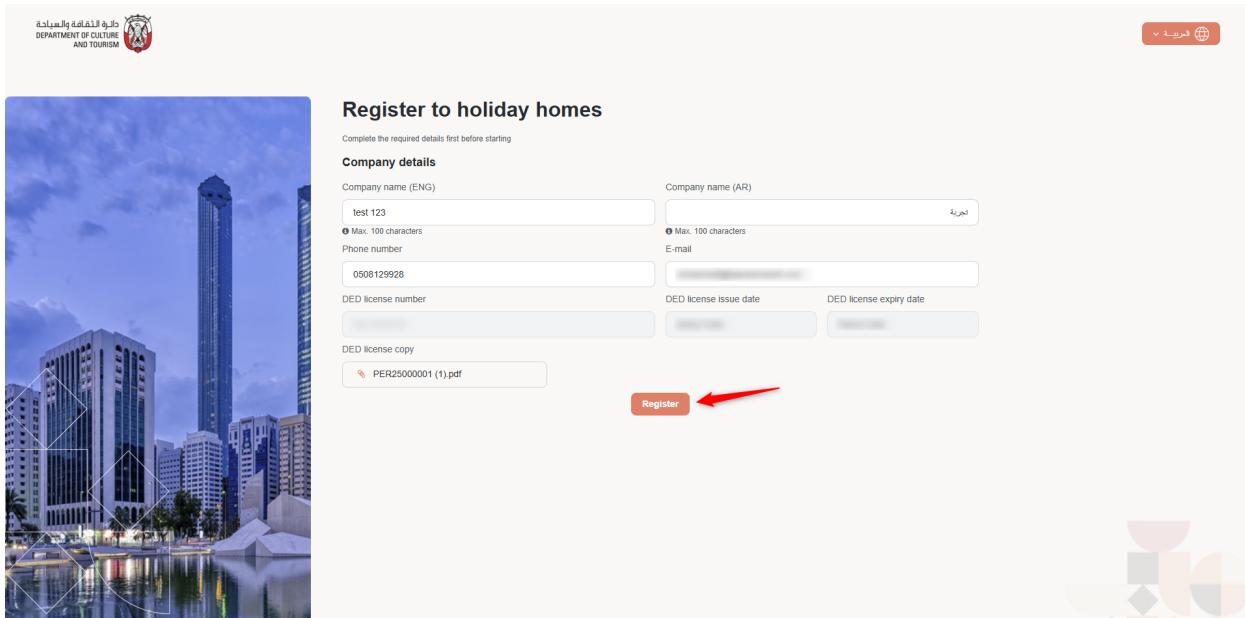
Figure 5: Holiday Homes Additional Information Form

Note: Users who were registered in the previous system can log in using their existing credentials — no new registration is required.

To register, click on the Registration link available on the login page. You will then be redirected to the registration form. Follow the steps below:

- Fill in all required fields with accurate information.
- Select Account Type = Operator (as shown in marker 1).
- Select User Type = Company (as shown in marker 2), as Holiday Homes Operators must register as companies.
- Location is required (marker 3).
- If you select Abu Dhabi, you must provide a valid DED License—an economic license required to legally operate a business in the emirate
- If you select Abu Dhabi Free Zone, you must provide a valid ADGM License (marker 4).
- Ensure the company license is valid, otherwise registration cannot proceed.

- Once the first form is completed and submitted, you will be redirected to the second step of the form where you need to fill the remaining company details, and click register.



Register to holiday homes

Complete the required details first before starting

Company details

Company name (ENG)	Company name (AR)
test 123 <small>Max. 100 characters</small>	جربة <small>Max. 100 characters</small>
Phone number	E-mail
0508129928	
DED license number	DED license issue date
	DED license expiry date
DED license copy	
 PER2500001 (1).pdf	

Register 

Figure 6: Holiday Homes Additional Information Form (2)

Landing Dashboard

Dashboard

After successfully logging in, you will be redirected to the Dashboard — the main homepage of the Holiday Homes System — where you can begin managing your units, licenses, payments, and requests.

The following screenshot illustrates the different widgets available to Operator users after login:

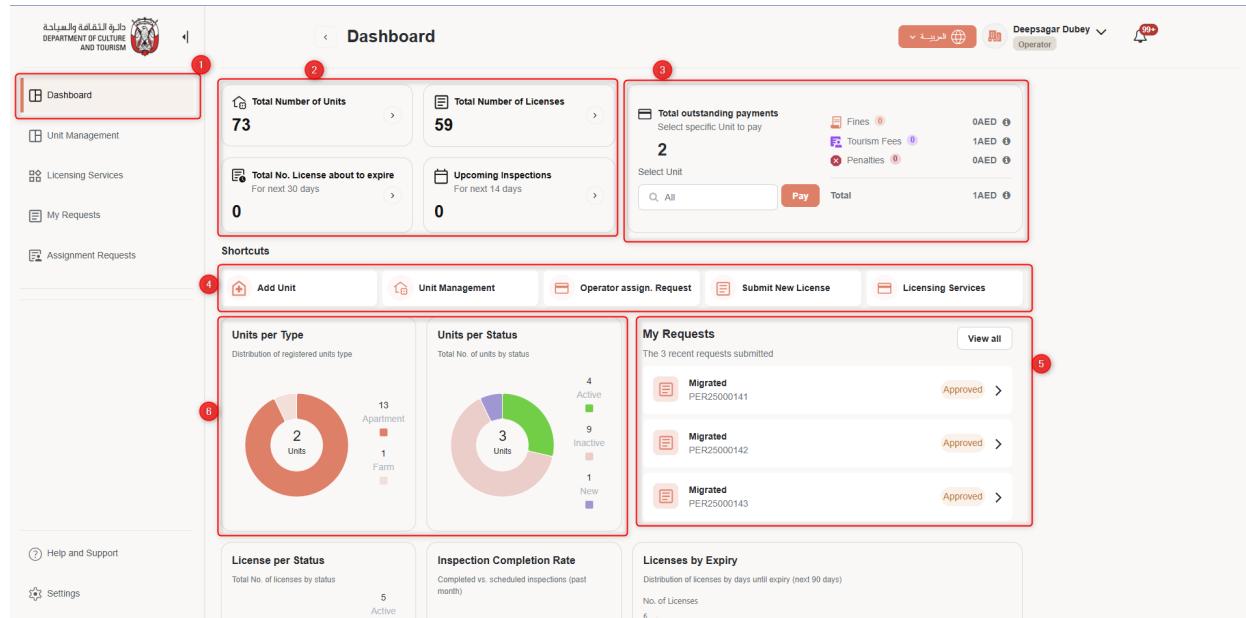


Figure 7: Main Dashboard

- Dashboard Landing Page:** Upon login, the Operator will always land directly on the Dashboard.
- Profile Summary Widget:** This section provides a quick overview of the Operator's account status, including:
 - Total number of managed units
 - Total number of active licenses
 - Total number of licenses nearing expiration
 - Upcoming inspections
- Outstanding Payments Summary:** This widget displays a consolidated view of pending financial items including fines, tourism fees, penalties, and any other outstanding charges.

4. **Shortcuts to Main Services:** This widget offers quick access to frequently used services in the Holiday Homes Platform such as:

- Add Unit (Not for Operator, this is only available for the Owner of the Unit)
- Manage Units
- Submit New License Request
- Manage Assignments

...and more.

5. **My Requests:** Displays the latest three submitted requests for easy tracking and follow-up.

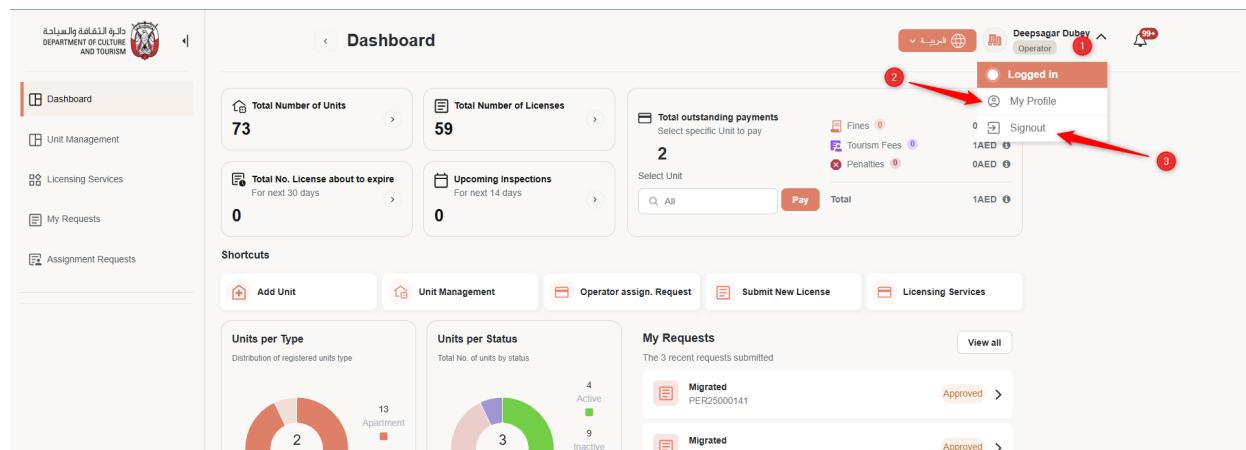
6. **KPIs & Reports:** Shows key performance indicators related to the Operator's account such as:

- Units per Type
- Units per Status
- Revenue or other operational insights

...and more.

Profile Menu & Sign-Out

From the **right side of the main Dashboard header** (1), you can access important account options:

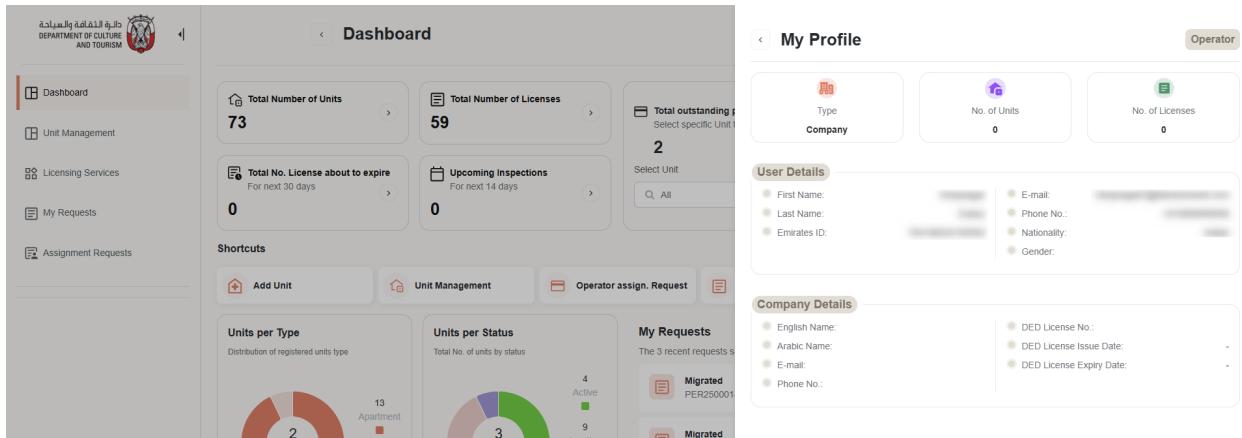


The screenshot shows the Holiday Homes Platform Dashboard. On the left is a sidebar with links: Dashboard, Unit Management, Licensing Services, My Requests, and Assignment Requests. The main area has a header with the DCT logo and the text 'Deepagar Dubey Operator'. Below the header is a 'Dashboard' section with various metrics and a 'Shortcuts' section with buttons for Add Unit, Unit Management, Operator assign. Request, Submit New License, and Licensing Services. At the bottom is a 'My Requests' section showing the last three submitted requests. A red box highlights the 'Logout' and 'Signout' options in the top right corner of the dashboard area, with a red arrow pointing to each and a red circle with the number '3' indicating they are the target of the arrows.

Figure 8: Profile Menu & Sign-Out

2. View Profile Details

By clicking on your profile icon, you can open your account information page to review your organization details, contact information, and other related data.



The screenshot shows the 'My Profile' page with the following details:

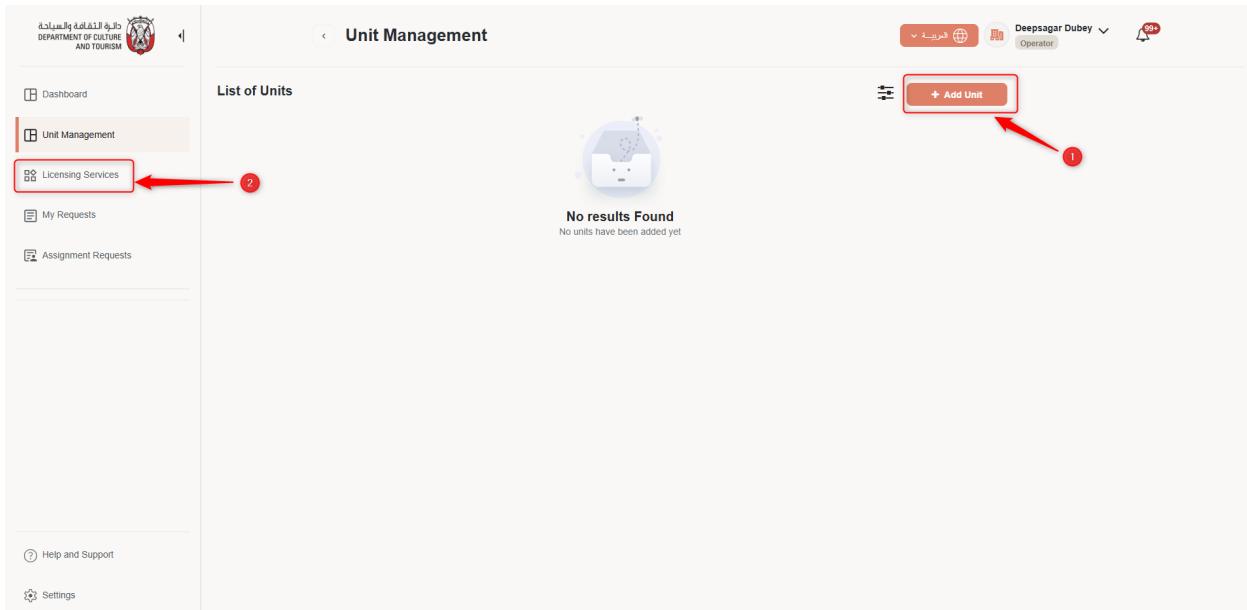
- User Details:** Type: Company, No. of Units: 0, No. of Licenses: 0.
- User Details (continued):** First Name, Last Name, Emirates ID, E-mail, Phone No., Nationality, Gender.
- Company Details:** English Name, Arabic Name, DED License No., DED License Issue Date, DED License Expiry Date, E-mail, Phone No.

Figure 9: My Profile

3. Sign Out

You may also log out from the system securely using the Sign-Out option available in the same menu.

Unit Management



The screenshot shows the 'Unit Management' page. On the left, a sidebar lists 'Dashboard', 'Unit Management' (which is the active module, indicated by a red box and a circled red arrow), 'Licensing Services' (also indicated by a red box and a circled red arrow), 'My Requests', 'Assignment Requests', 'Help and Support', and 'Settings'. The main content area is titled 'Unit Management' and 'List of Units'. It features a small icon of a folder with a gear and a 'No results Found' message: 'No units have been added yet'. In the top right corner, there is a user profile for 'Deepagar Dubey' (Operator) with a red box and a circled red arrow around the 'Add Unit' button.

Figure 10: Unit Management Page

From the **Units Management** module, Operators can view and manage all holiday home units assigned to their profile.

If this is your first time accessing the platform, you will not see any units listed yet. In this case, Owner can add new units through one of the following options and assign it to you:

1. Add Unit Button (1)

Use the *Add* button available within the Units Management page to manually register a new unit.

Note: As Operator, you cannot add new unit or issue license for it until it gets assigned to you by the owner of the unit.

2. Licensing Services Module (3)

Owner can Create a new unit while submitting a request for a new holiday home permit.

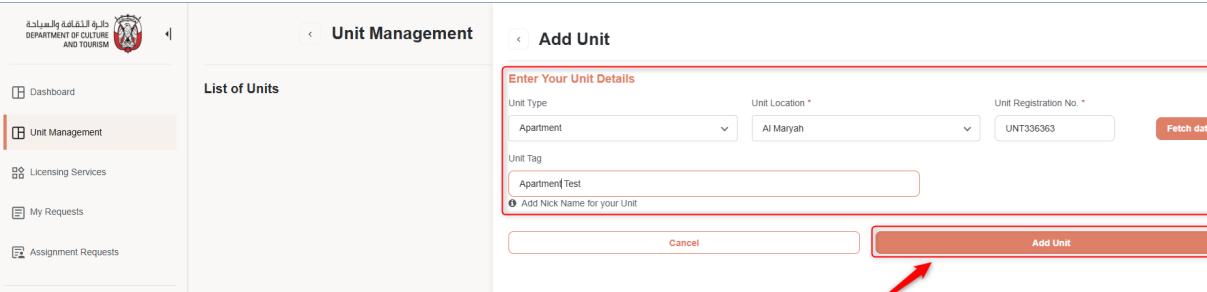


3. Assignment from Property Owner

Units may also appear automatically in your list if an Owner assigns their unit to your Operator profile.

Once units are available, you can manage them, access their details, and perform permitted operations such as editing unit information, tracking license status, and managing bookings.

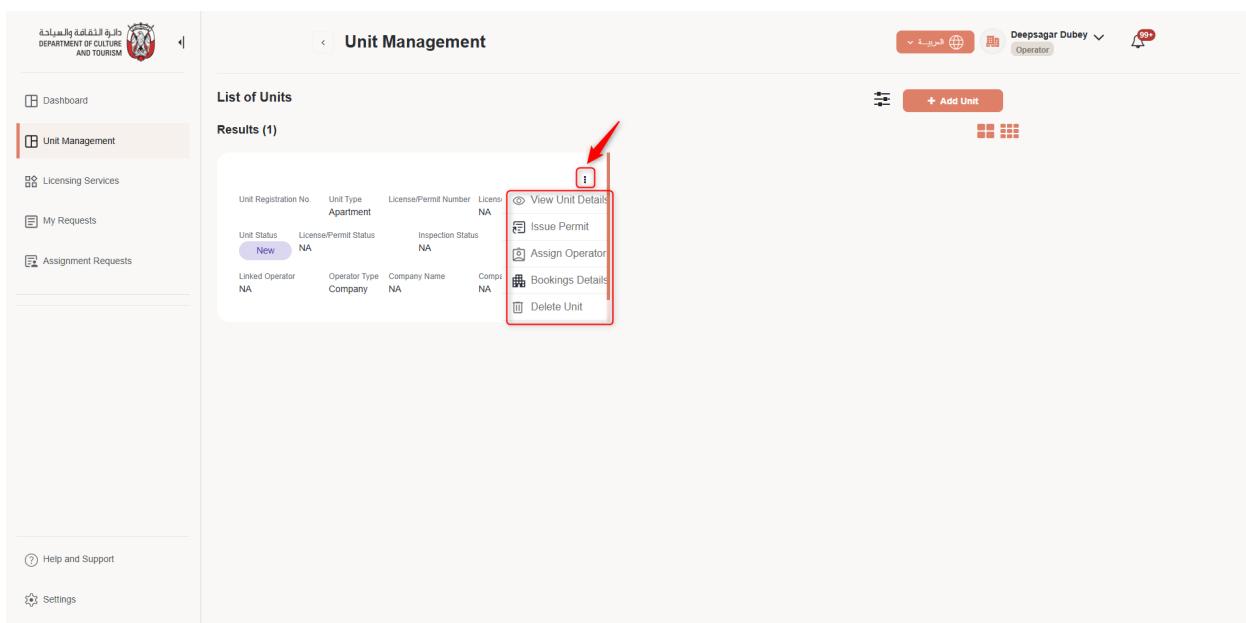
Adding a New Unit (Can be Done By Unit Owner Only)



The screenshot shows a web-based application for Unit Management. The top navigation bar includes the logo of the Department of Culture and Tourism, followed by 'Unit Management' and a back arrow. The left sidebar lists navigation options: Dashboard, Unit Management (which is selected and highlighted in red), Licensing Services, My Requests, and Assignment Requests. The main content area is titled 'List of Units' and contains a sub-section 'Enter Your Unit Details' for adding a new unit. The form fields include 'Unit Type' (set to 'Apartment'), 'Unit Location' (set to 'Al Maryah'), 'Unit Registration No.' (set to 'UNT336363'), 'Unit Tag' (containing 'ApartmentTest'), and 'Add Nick Name for your Unit'. At the bottom of the form are 'Cancel' and 'Add Unit' buttons, with the 'Add Unit' button being highlighted by a red box and a red arrow pointing to it.

Figure 11: Add Unit Form

To add a new Unit, you can provide the required basic information in the form shown below, then click **“Add Unit”** to complete the registration.



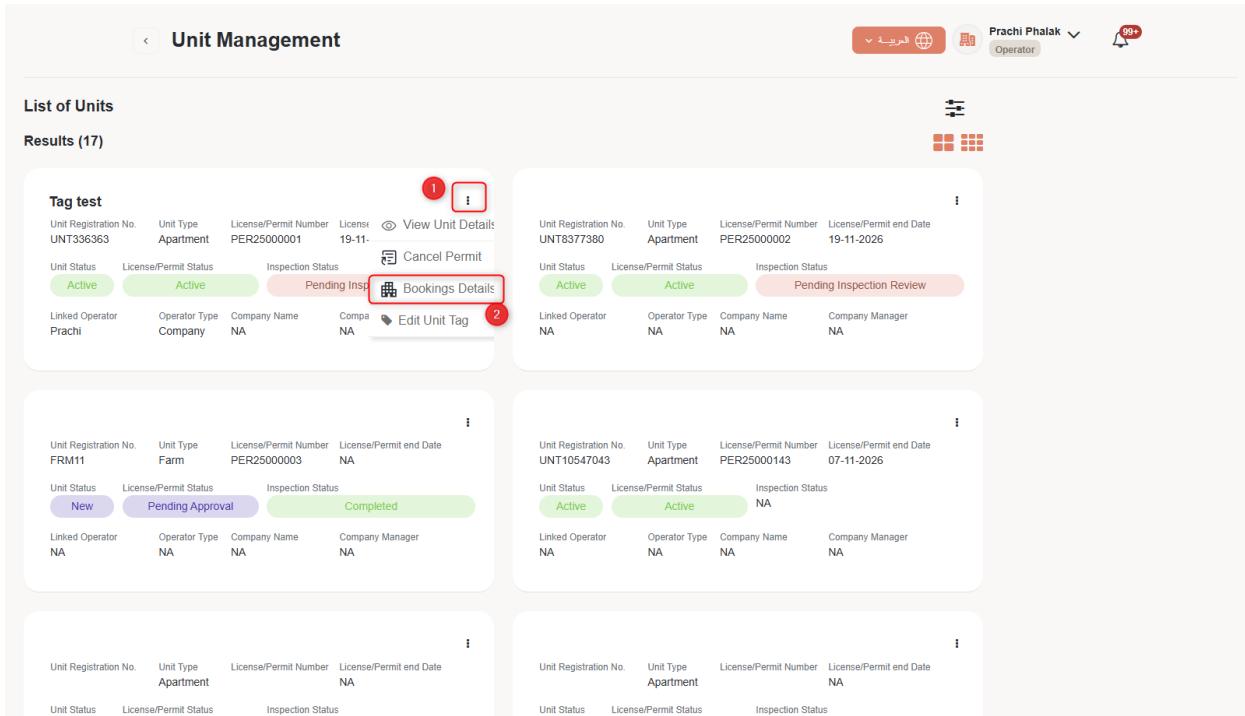
The screenshot shows the 'Unit Management' section of a web application. On the left is a sidebar with navigation links: Dashboard, Unit Management (which is selected and highlighted in red), Licensing Services, My Requests, Assignment Requests, Help and Support, and Settings. The main content area is titled 'Unit Management' and shows a table titled 'List of Units' with one result. The table columns include: Unit Registration No., Unit Type, License/Permit Number, License/Permit Status, Unit Status, License/Permit Status, Inspection Status, Linked Operator, Operator Type, Company Name, and Company. The first row of data is: NA, Apartment, NA, NA, New, NA, NA, NA, Company, Company, NA, NA. To the right of the table is a vertical actions menu with a red border and a red arrow pointing to the 'View Unit Details' option. The menu items are: View Unit Details, Issue Permit, Assign Operator, Bookings Details, and Delete Unit.

Figure 12: Unit Management

Once the Unit is successfully added, it will appear in the Units list with its essential details. As an Operator, you can only perform several actions on the Unit, once it gets assigned to you by the unit owner.

Managing Licensed Unit

You can manage all bookings related to a specific unit directly from the **Units Management** section.



The screenshot shows the 'Unit Management' section with a list of units. Each unit is represented by a card with the following details:

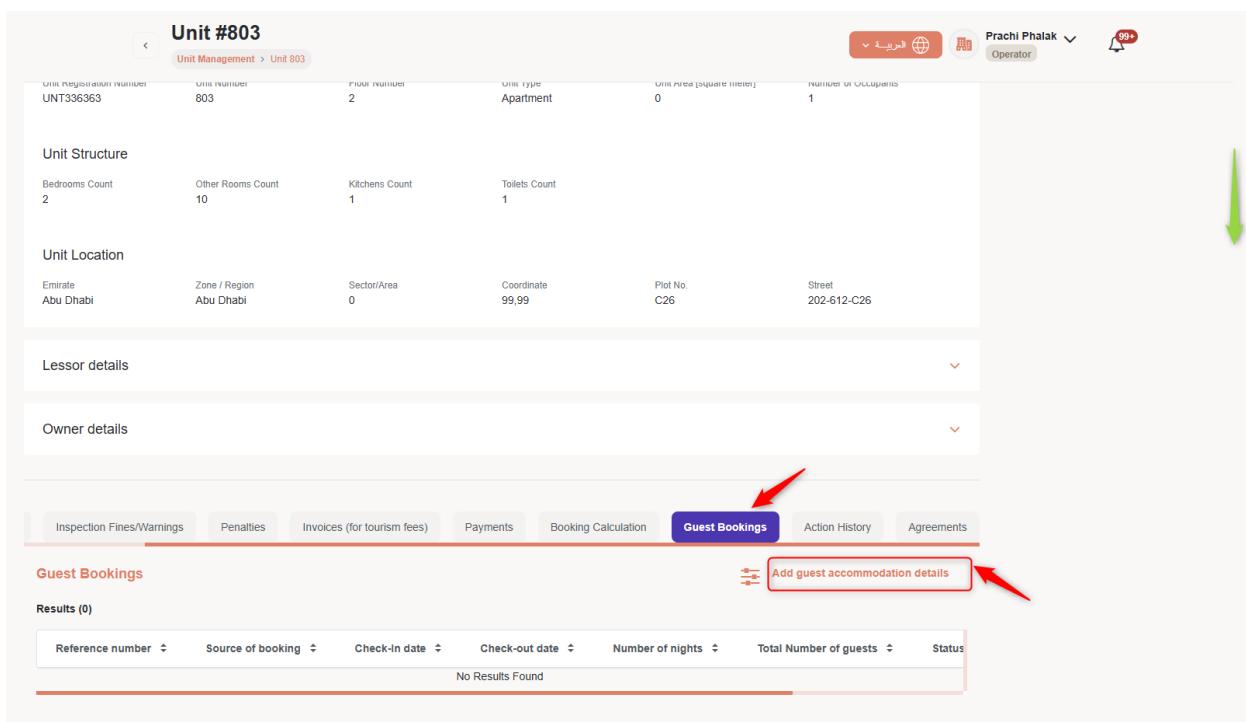
- Tag test** (Unit Registration No. UNT336363, Unit Type Apartment, License/Permit Number PER25000001, License/Permit end Date 19-11-2026)
- FRM11** (Unit Registration No. FRM11, Unit Type Farm, License/Permit Number PER25000003, License/Permit end Date NA)
- Untested** (Unit Registration No. UNT8377380, Unit Type Apartment, License/Permit Number PER25000002, License/Permit end Date 19-11-2026)
- Untested** (Unit Registration No. UNT10547043, Unit Type Apartment, License/Permit Number PER25000143, License/Permit end Date 07-11-2026)
- Untested** (Unit Registration No. UNT10547043, Unit Type Apartment, License/Permit Number NA, License/Permit end Date NA)

Each card includes a 'View Unit Details' button (marked with a red box and number 1) and a 'Bookings Details' button (marked with a red box and number 2). The 'Bookings Details' button is highlighted in red, indicating it is the active tab.

Figure 13: Manage Licensed Unit

To access the booking details:

1. Navigate to **Units Management**.
2. Locate the **unit** for which you want to manage bookings.
3. Click the **three-dot menu (…)** on the unit's widget.
4. Select **“Booking Details”** to open the booking management page.
5. You will be redirected to Guest Booking where you can add and manage bookings



Unit #803

Unit Management > Unit 803

Unit Registration Number: UNT336363 Unit Number: 803 Floor Number: 2 Unit Type: Apartment Unit Area (square meters): 0 Number of Occupants: 1

Unit Structure:

Bedrooms Count: 2	Other Rooms Count: 10	Kitchens Count: 1	Toilets Count: 1
-------------------	-----------------------	-------------------	------------------

Unit Location:

Emirate: Abu Dhabi	Zone / Region: Abu Dhabi	Sector/Area: 0	Coordinate: 99,99	Plot No.: C26	Street: 202-612-C26
--------------------	--------------------------	----------------	-------------------	---------------	---------------------

Lessor details

Owner details

Guest Bookings

Add guest accommodation details

Figure 14: Guest Bookings Management

- Add New Booking

To create a new booking for a unit:

1. Navigate to the **Booking Details** page of the desired unit (via Units Management → three-dot menu → Booking Details).
2. Click “**Add Guest Accommodation Details**”. This will open the **Booking Form**.

Unit #803

Unit Management > Unit 803

Unit Registration Number	Unit Number	Floor Number	Unit Type
UNT336363	803	2	Apartment

Unit Structure

Bedrooms Count	Other Rooms Count	Kitchens Count	Toilets Count
2	10	1	1

Unit Location

Emirate	Zone / Region	Sector/Area	Coordinate
Abu Dhabi	Abu Dhabi	0	99.99

Lessor details

Owner details

Inspection Fines/Warnings **Penalties** **Invoices (for tourism fees)** **Payments** **Booking Calculations**

Guest Bookings

Results (0)

Reference number	Source of booking	Check-in date	Check-out date	Number of guests
No Results Found				

Add Booking

Booking details

Check-In *	Future Booking	
2025-11-25	<input checked="" type="checkbox"/>	
Check-Out *	No. of nights *	
2025-11-29	4	
Unit rate per night (AED) *	Cleaning fee (AED) *	Visit Purpose *
250	20	Business
Source of Booking *	Booking reference number *	
Airbnb	GA-11/25-0001	
Total number of guests *	1	
Generate Guest Record		

Guests details

Supporting Documents

[Add new Guest](#) [Add New Document](#)

[Save as Draft](#) [Submit](#)

Figure 15: Add Guest Booking

The booking form consists of the following sections:

1. Booking Details

- Enter the required booking information such as check-in date, check-out date, number of nights, and any other requested fields.

2. Guest Details

- Add information for each guest staying at the unit, including name, nationality, ID/Passport information, and contact details.
- You can add as many guests as required

Unit #803

Unit Management > Unit 803

Unit Registration Number	Unit Number	Floor Number	Unit Type
UNIT336363	803	2	Apartment

Unit Structure

Bedrooms Count	Other Rooms Count	Kitchens Count	Toilets Count
2	10	1	1

Unit Location

Emirate	Zone / Region	Sector/Area	Coordinates
Abu Dhabi	Abu Dhabi	0	99,99

Lessor details

Owner details

Inspection Fines/Warnings Penalties Invoices (for tourism fees) Payments Booking Calculation

Guest Bookings

Results (0)

Reference number	Source of booking	Check-in date	Check-out date	Number of nights	Total Number of guests	Status
No Results Found						

Add Booking

Guests details

Guest - 1

Name *: Ahmad Alsayed Type *: Adult

Primary guest:

Gender: Male E-mail: ahmada@blackstoneit.com

Date of birth: 1988-10-31 Nationality: Austria

UAE Resident: Passport Number: YA4543543

Document Type: Passport Identification document: Diagram2.png

Issue Date: 10/27/2025 Expiry Date: 10/19/2027

Place Of Issue Code: Select Phone Number: 0508999999

Country of Residence: Bahrain

[Add new Guest](#)

Figure 16: Add Guest Booking (2)

3. Supporting Document

- Upload any required documents, such as identification copies or booking confirmation files. (supporting documents)

Once all fields are completed and supporting documents are uploaded, you may proceed to save or submit the booking depending on the available action buttons.

Inspection Fines/Warnings Penalties Invoices (for tourism fees) Payments Booking Calculation **Guest Bookings** Action History Agreements

Guest Bookings

Results (1)

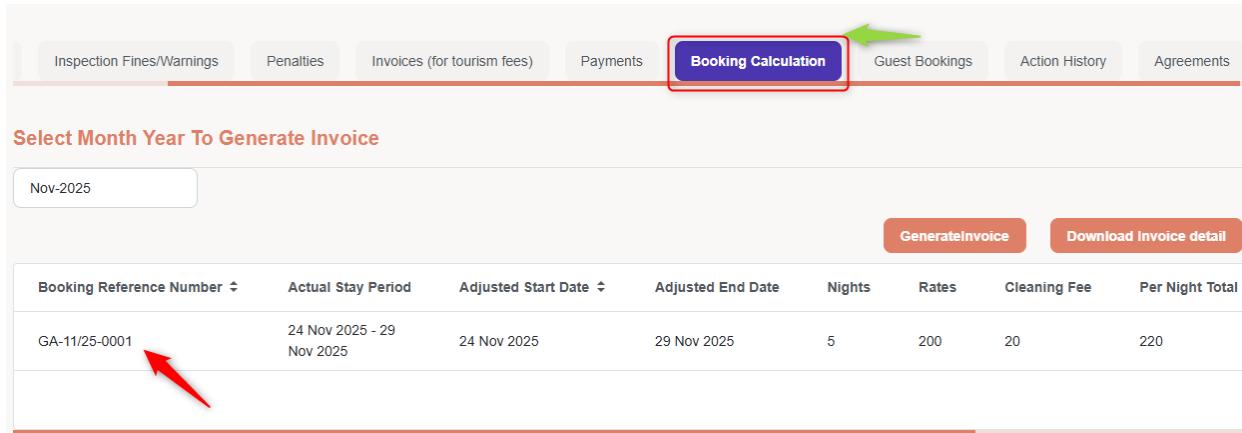
Reference number	Source of booking	Check-in date	Check-out date	Number of nights	Total Number of guests	Status
GA-11/25-0001	Airbnb	24-11-2025	29-11-2025	5	1	Active

[Add guest accommodation details](#)

Figure 17: Manage Existing Booking

You can still manage your booking in case of any changes that might apply to it, such as: change in the check in, extension of the check out, cancel booking, ...etc.

Booking Calculation & Tourism Fees



Booking Reference Number	Actual Stay Period	Adjusted Start Date	Adjusted End Date	Nights	Rates	Cleaning Fee	Per Night Total
GA-11/25-0001	24 Nov 2025 - 29 Nov 2025	24 Nov 2025	29 Nov 2025	5	200	20	220

Figure 18: Booking Calculation

All guest bookings added to the system are automatically reflected in the **Booking Calculation** section. This section provides a detailed monthly breakdown of bookings and the corresponding tourism fees.

To view the booking calculations:

1. Select the **Month/Year** you wish to review.
2. The system will display all booking details for the selected period, including:
 - o Individual booking information
 - o Total booking amount
 - o Automatically calculated tourism fees (e.g., Total: 1100 AED → 6% Tourism Fee = 66 AED)

You can generate a **draft invoice** for the calculated tourism fees at any time during the month.

Tourism Fees Cutoff and Invoicing

- The **tourism fee calculation cut-off date** is the **1st of every month**.
- As an Operator/Owner, you may generate the tourism fee invoice manually at any time during the month.
- If the invoice is **not generated before the 5th of each month**, the system will **automatically generate** it, and it will become **due for payment**.

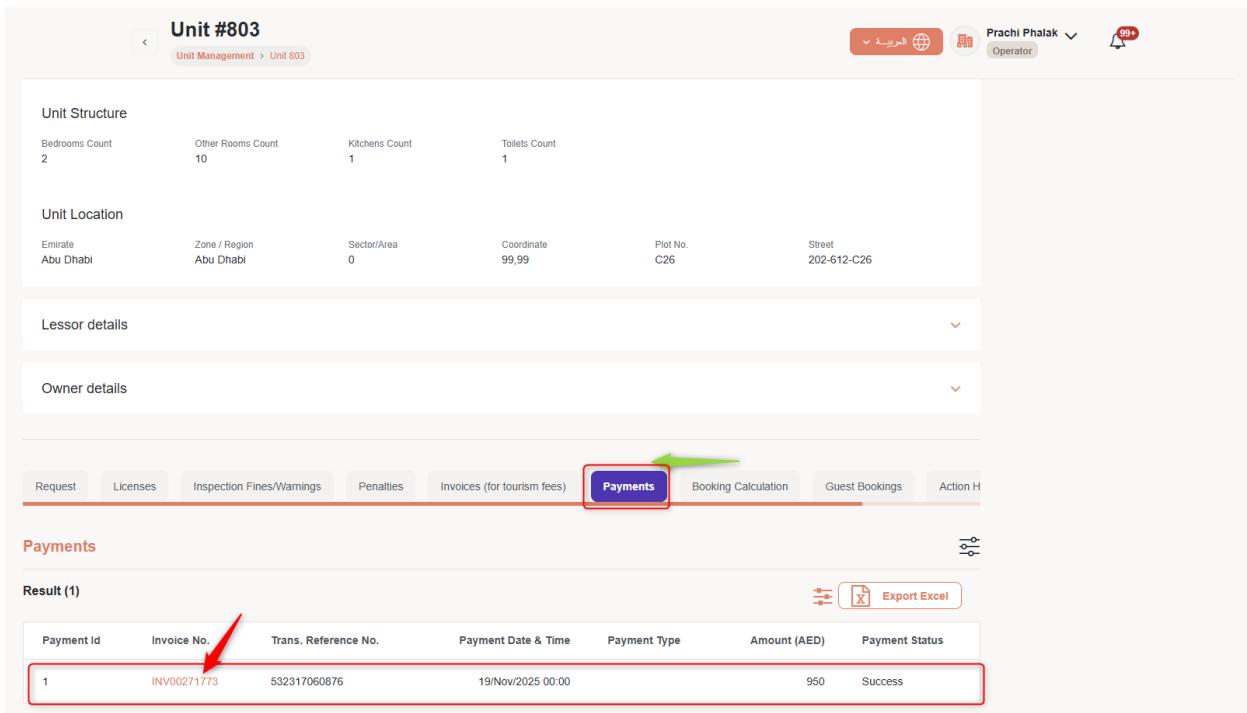
Payments

In the **Payment** section, you can view all payments related to the units you manage. This section provides full visibility over financial transactions.

You will be able to view:

- **Invoice Details** (with the ability to download the invoice)
- **Transaction Reference Number**
- **Payment Date and Time**
- **Payment Type** (e.g., online payment, credit card, etc.)
- **Amount (AED)**
- **Payment Status** (e.g., Paid, Pending, Failed)

This section helps operators keep track of all financial obligations related to Tourism Fees and other service payments.



Unit #803

Unit Management > Unit 803

Prachi Phalak Operator 99+

Unit Structure

Bedrooms Count 2	Other Rooms Count 10	Kitchens Count 1	Toilets Count 1
---------------------	-------------------------	---------------------	--------------------

Unit Location

Emirate Abu Dhabi	Zone / Region Abu Dhabi	Sector/Area 0	Coordinate 99,99	Plot No. C26	Street 202-612-C26
----------------------	----------------------------	------------------	---------------------	-----------------	-----------------------

Lessor details

Owner details

Request Licenses Inspection Fines/Warnings Penalties Invoices (for tourism fees) **Payments** Booking Calculation Guest Bookings Action H

Payments

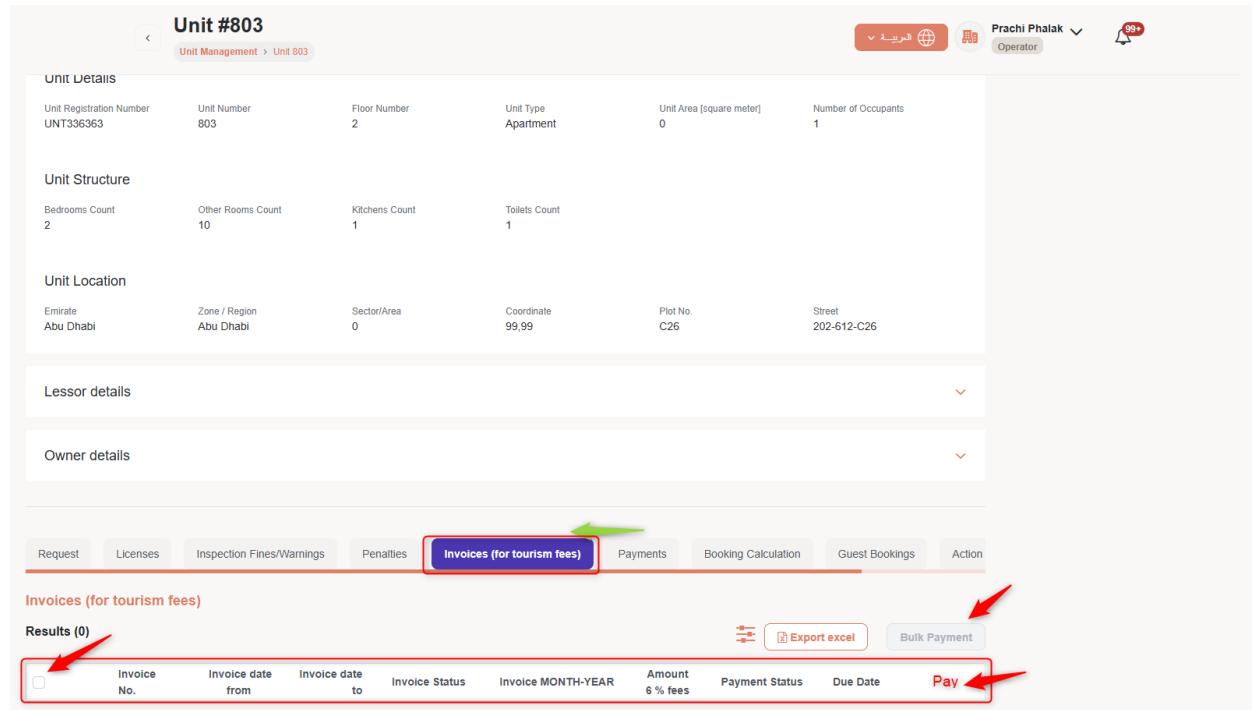
Result (1)

Payment Id	Invoice No.	Trans. Reference No.	Payment Date & Time	Payment Type	Amount (AED)	Payment Status
1	INV00271773	532317060876	19/Nov/2025 00:00		950	Success

Export Excel

Figure 19: Payments Management

Invoices (Tourism Fees)



Unit #803

Unit Management > Unit 803

Prachi Phalak Operator

Unit Details

Unit Registration Number UNT336363	Unit Number 803	Floor Number 2	Unit Type Apartment	Unit Area [square meter] 0	Number of Occupants 1
---------------------------------------	--------------------	-------------------	------------------------	-------------------------------	--------------------------

Unit Structure

Bedrooms Count 2	Other Rooms Count 10	Kitchens Count 1	Toilets Count 1
---------------------	-------------------------	---------------------	--------------------

Unit Location

Emirate Abu Dhabi	Zone / Region Abu Dhabi	Sector/Area 0	Coordinate 99,99	Plot No. C26	Street 202-612-C26
----------------------	----------------------------	------------------	---------------------	-----------------	-----------------------

Lessor details

Owner details

Request Licenses Inspection Fines/Warnings Penalties **Invoices (for tourism fees)** Payments Booking Calculation Guest Bookings Action

Invoices (for tourism fees)

Results (0)

<input type="checkbox"/>	Invoice No.	Invoice date from	Invoice date to	Invoice Status	Invoice MONTH-YEAR	Amount 6% fees	Payment Status	Due Date	Pay
--------------------------	-------------	-------------------	-----------------	----------------	--------------------	----------------	----------------	----------	------------

Export excel **Bulk Payment**

Figure 20: Invoices (Tourism Fees)

All invoices related to **Tourism Fees (6%)** are automatically generated and displayed in the **Invoices (Tourism Fees)** section.

In this section, you can view all monthly invoices with the following details:

- Invoice period (From – To)
- Invoice status
- Tourism fee amount (6%)
- Payment status
- Due date

You also have the ability to:

- Pay invoices **individually**, or
- Pay **multiple invoices in bulk** through the available payment options.



Licensing services Module

The Licensing Services Module provides Operators with access to all licensing-related operations available within the Holiday Homes Platform. Through this module, Operators can efficiently manage the regulatory requirements of their units.

As an Operator, you can perform the following actions:

1. Issue a Holiday Home License

Submit a new licensing request for a unit that is not yet licensed.

2. Renew a Holiday Home License

Extend the validity of an existing license before or after expiry.

3. Cancel a Holiday Home License (can be done by the Owner)

Request cancellation of a license when the unit will no longer operate as a holiday home.

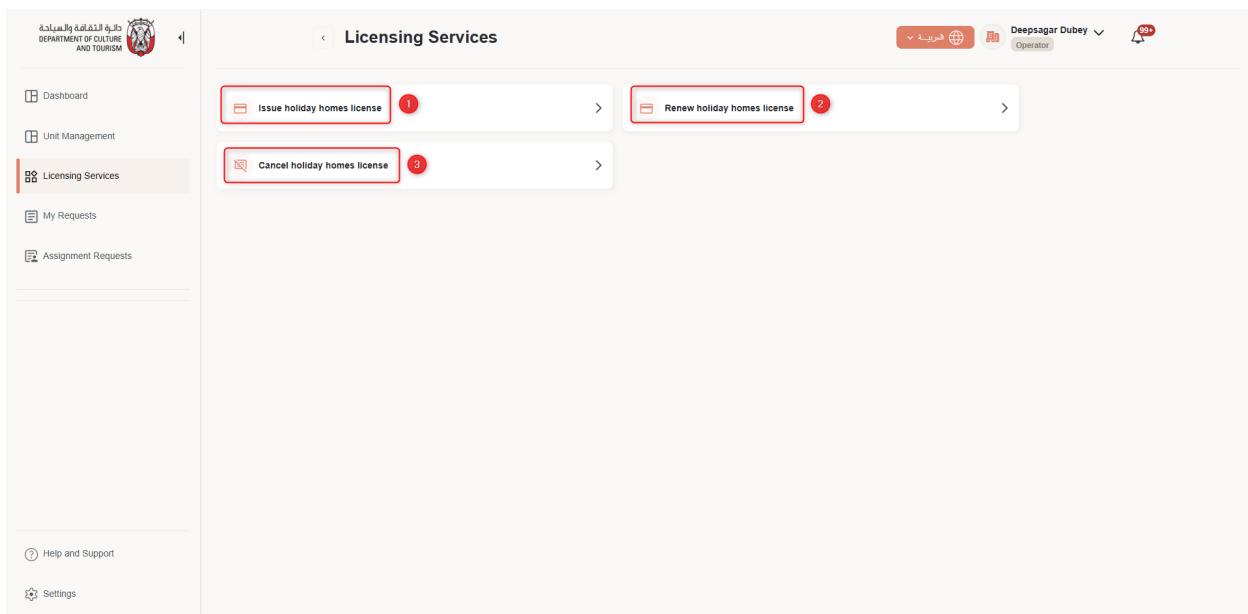


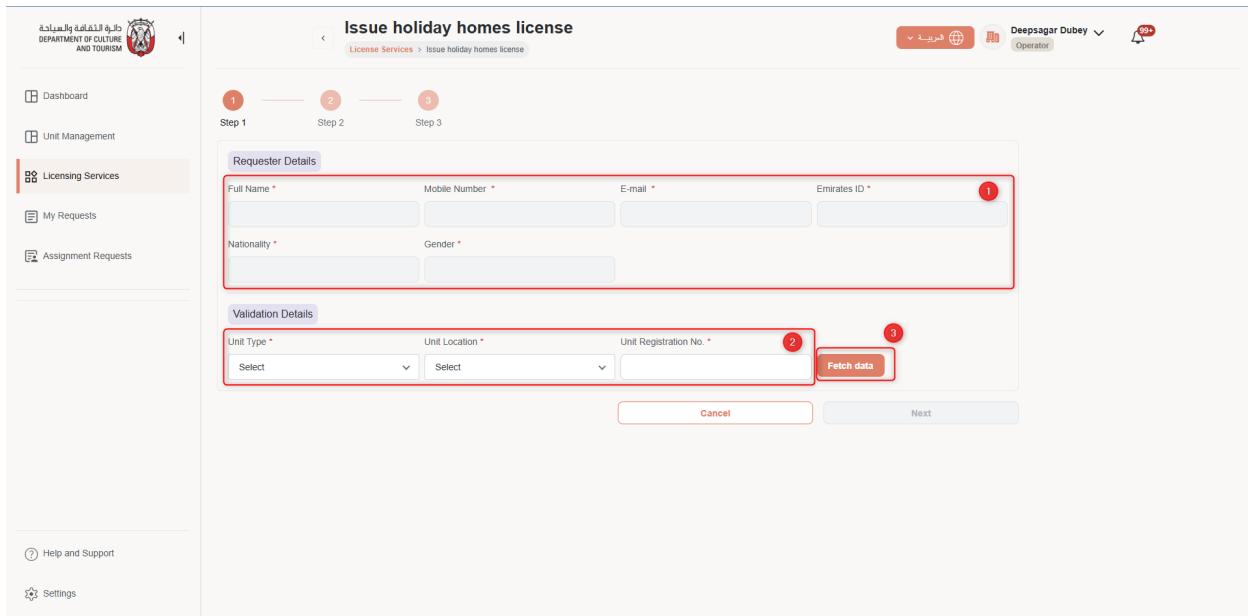
Figure 21: Licensing Services Module

Issue a Holiday Home License

Note: As Operator, you cannot issue any license until it is assigned to you by the Owner

When submitting a new Holiday Home license request, the Operator can select one of the three supported unit types: **Apartment, Villa, Farm**

Step 1 – Requester & Unit Details



The screenshot shows the 'Issue holiday homes license' form in the DCT Operator portal. The form is divided into two main sections: 'Requester Details' and 'Validation Details'. The 'Requester Details' section contains fields for Full Name, Mobile Number, E-mail, Emirates ID, Nationality, and Gender. The 'Validation Details' section contains fields for Unit Type, Unit Location, and Unit Registration No., with a 'Fetch data' button. A sidebar on the left shows navigation links like Dashboard, Unit Management, and Licensing Services. The top right shows the operator's name, 'Deepagar Dubey', and a notification badge with '99'.

Figure 22: Issue a Holiday Home License

To begin the process:

- **(1) Requester Details:** The system will automatically populate your requester information based on your profile data. No manual entry is required unless edits are needed.
- **(2) Unit Key Information:** Provide the essential information related to the unit (such as location details, unit number, etc.).

These details are required to enable the system to identify the unit and retrieve its existing data from integrated government systems.

- (3) **Fetch Data:** Click the “Fetch Data” button to auto-fill the remaining unit information.

Note: All provided details must be accurate and complete to ensure the system can successfully retrieve the unit information without errors.

- Once Data is Fetched, you will be able to proceed to the next step by clicking “Next” Button.

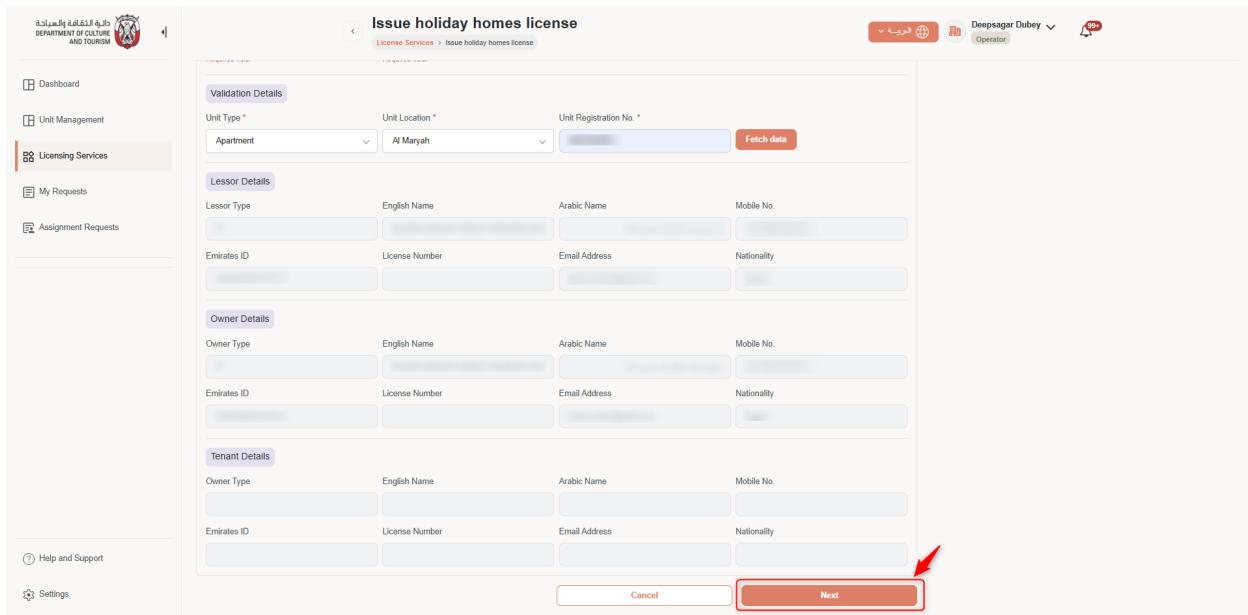


Figure 23: Step 1 – Requester & Unit Details

Step 2 – Additional Unit Details

To continue the process:

- (1) **Fill Required Fields:** Enter the additional information for the unit, such as **Floor Number, Room Count**, and any other fields that appear.

Note: Some fields may not be applicable depending on the unit type selected in Step 1 (Apartment, Villa, or Farm). Only fill in the relevant fields for your unit type.

- (2) **Proceed to Next Step:** Once all required information is completed, click **Next** to move to Step 3.





Department of Culture and Tourism

DeepSagar Dubey Operator

Dashboard
Unit Management
Licensing Services
My Requests
Assignment Requests

Issue holiday homes license

License Services > Issue holiday homes license

Step 1
Step 2
Step 3
Step 4

Property Details
Unit Details
Unit Structure
Unit Location

Property Type *

Property Name *

Property Registration No. *

Tawtheeq Contract End Date

Unit Registration No. *

Unit No. *

Floor No. *

Unit Type *

Unit Area m2 *

No. of occupants *

Bedrooms Count

Other rooms Count

Kitchens Count

Toilets Count

Emirate

Zone [Region]

Sector [Area] *

Coordinate *

Plot No. *

Street *

Back
Next

Figure 24: Step 2 – Additional Unit Details

Step 3 – Self-Inspection Form



STATE GOVERNMENT OF KERALA
DEPARTMENT OF CULTURE AND TOURISM

Issue holiday homes license

License Services > Issue holiday homes license

[Logout](#)

[Deepsagar Dubey](#)

[Operator](#)

Step 1 Step 2 Step 3 Step 4

Self Inspection Details

Question ①

Question Title *

Comment *

Write your comment

Results *

▲

Question ②

Question Title *

Results *

▲

Comment *

Write your comment

Question ③

Question Title *

Results *

▲

Figure 25: Step 3 – Self-Inspection Form

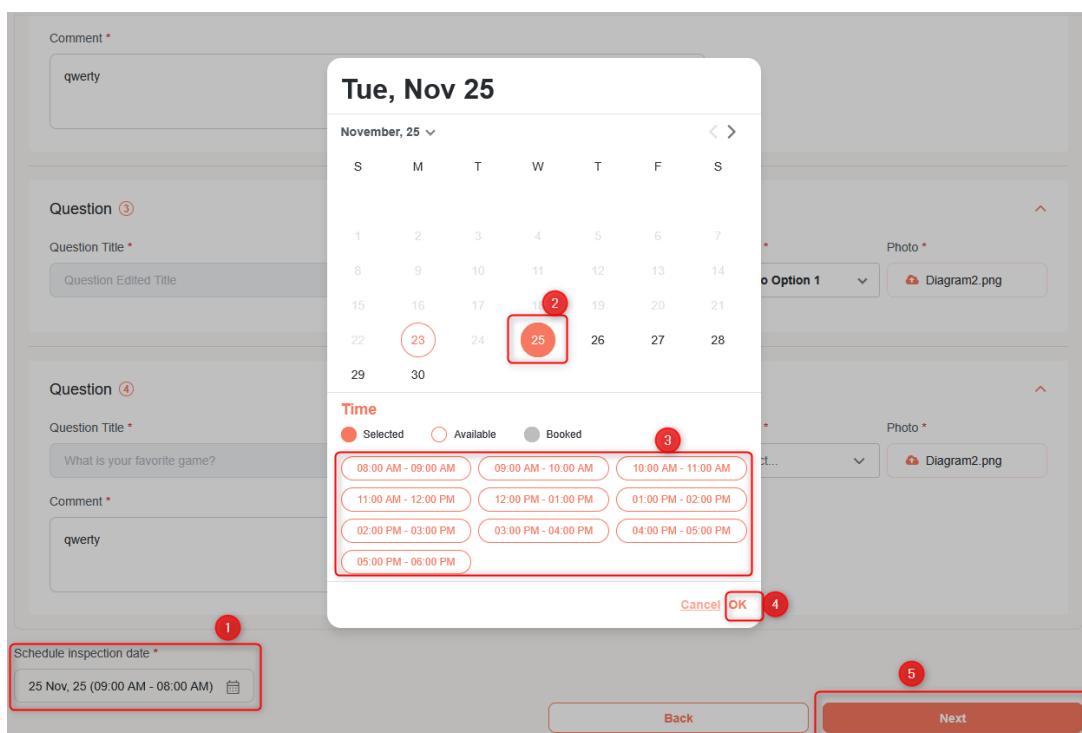
In this step, you will complete the **Self-Inspection Form**. The form contains a list of questions that must be answered accurately, as the responses will be reviewed by a specialized team from DCT.

For each question, you will need to:

1. **Question Title:** Read the question carefully.
 - **Response:** Provide your answer. Response types may include: Multiple-choice, Single-choice selection, Free text entry, ...etc
2. **Attachment:** Upload any required supporting documents or images.
3. **Additional Comments:** Add any relevant notes if necessary.

At the end of the questionnaire, you will be prompted to:

- Select a **date** and **preferred time slot** for the inspection, based on available slots.



Comment *

qwerty

Question ③

Question Title *

Question Edited Title

Question ④

Question Title *

What is your favorite game?

Comment *

qwerty

Schedule inspection date *

25 Nov, 25 (09:00 AM - 08:00 AM) 

Tue, Nov 25

November, 25  

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Time

Selected Available Booked

08:00 AM - 09:00 AM 09:00 AM - 10:00 AM 10:00 AM - 11:00 AM
 11:00 AM - 12:00 PM 12:00 PM - 01:00 PM 01:00 PM - 02:00 PM
 02:00 PM - 03:00 PM 03:00 PM - 04:00 PM 04:00 PM - 05:00 PM
 05:00 PM - 06:00 PM

Cancel **OK** 

Back **Next**

Figure 26: Schedule Inspection Date



Note: Ensure that all responses are accurate and attachments are complete, as this information will be reviewed by DCT inspectors during the approval process.

Step 4 – Attachments and Submission

In this step, you will provide the necessary attachments and submit your license request:

- Required Attachments:** Upload the mandatory documents. The specific attachments may vary depending on the **unit type** selected in Step 1 (Apartment, Villa, or Farm).
- Supportive Documents (if applicable):** Upload any additional documents that support your request.
- Confirm Terms and Conditions:** Read and confirm that you agree to the terms and conditions of the Holiday Homes System.
- Submit Request:** Once all attachments are uploaded and terms confirmed, click **Submit** to finalize the license request.

Note: Ensure that all required and supportive documents are accurate and complete before submission, as incomplete submissions may delay processing.

Figure 27: Step 4 – Attachments and Submission

Track Licensing Request

Request number	Request type	Requester type	Request status	Request date
IHHL-11/25-0003	Issue License	EstablishmentOwner	Inspection Result Received	20-11-2025
IHHL-11/25-0003/INS	InspectionRequest	EstablishmentOwner	Completed/Approved	22/11/2025
IHHL-11/25-0002	Issue License	Owner	Approved	19-11-2025
IHHL-11/25-0002/INS	InspectionRequest	Owner	Pending Inspection Review	20/11/2025
IHHL-11/25-0001	Issue License	Owner	Approved	19-11-2025
IHHL-11/25-0001/INS	InspectionRequest	Owner	Pending Inspection Review	20/11/2025
PER25000143	Migrated	EstablishmentOwner	Approved	03-11-2025
PER25000141	Migrated	EstablishmentOwner	Approved	02-11-2025
PER25000142	Migrated	EstablishmentOwner	Approved	02-11-2025
PER24000385	Migrated	Owner	Approved	19-10-2024
PER24000254	Migrated	Owner	Approved	31-07-2024

Figure 28: Track Licensing Request



After successfully submitting your licensing request, you can **track its progress** through the **My Requests** module. Within this module, you will be able to:

- View **all submitted requests**, including their unique reference number and submission date.
- Monitor the **current status** of each request (e.g., Submitted, Pending Approval, Pending Inspection Review, Inspection Result Received, Approved, or Rejected).
- Perform **appropriate actions** depending on the current stage of the request.

Examples include:

- Uploading missing or additional documents
- Responding to feedback or required corrections
- Updating inspection date or time if needed
- Viewing approval decisions and downloading issued licenses

Note: Make sure to check this module regularly to ensure timely action if additional information or updates are required by DCT.

Renew a Holiday Home License

You can extend the validity of an existing holiday home license before it expires—or immediately after expiry if still within the grace period.

Registration No.	Unit Type	Permit No.	Permit Status	Permit End Date	Outstanding Flags
NT336363	Apartment	PER25000001	Active	19-11-2026	No
PRP815808	Apartment	PER25000002	Active	19-11-2026	No

Figure 29: Renew a Holiday Home License



To renew a license:

1. Navigate to the **Licensing Services** section.
2. Select the service **“Renew Holiday Homes License.”**
3. Choose the **license type** you want to renew (Apartment, Villa, or Farm).
4. From the list of eligible units, select the **specific unit license** you want to renew.
5. Review the displayed license details.
6. Proceed to submit the **renewal request** for processing.

Note:

- *License renewal is only allowed within one month before the expiry date.*
- *Ensure your request is submitted within this timeframe to avoid service interruption or delays in approval.*

Renew Holiday Homes License

License Services > Renew holiday homes license

Lovish Goyal

Select your unit type

Unit Type: Apartment

List of Units

Property registration No.	Unit registration No.	Unit Type	Permit No.	Permit Status	Permit End Date	Outstanding Flags
PRP83037	UNT336363	Apartment	PER2500001	Active	19-11-2026	No
PRP815808	UNT8377380	Apartment	PER2500002	Active	19-11-2026	No

⚠ License renewal

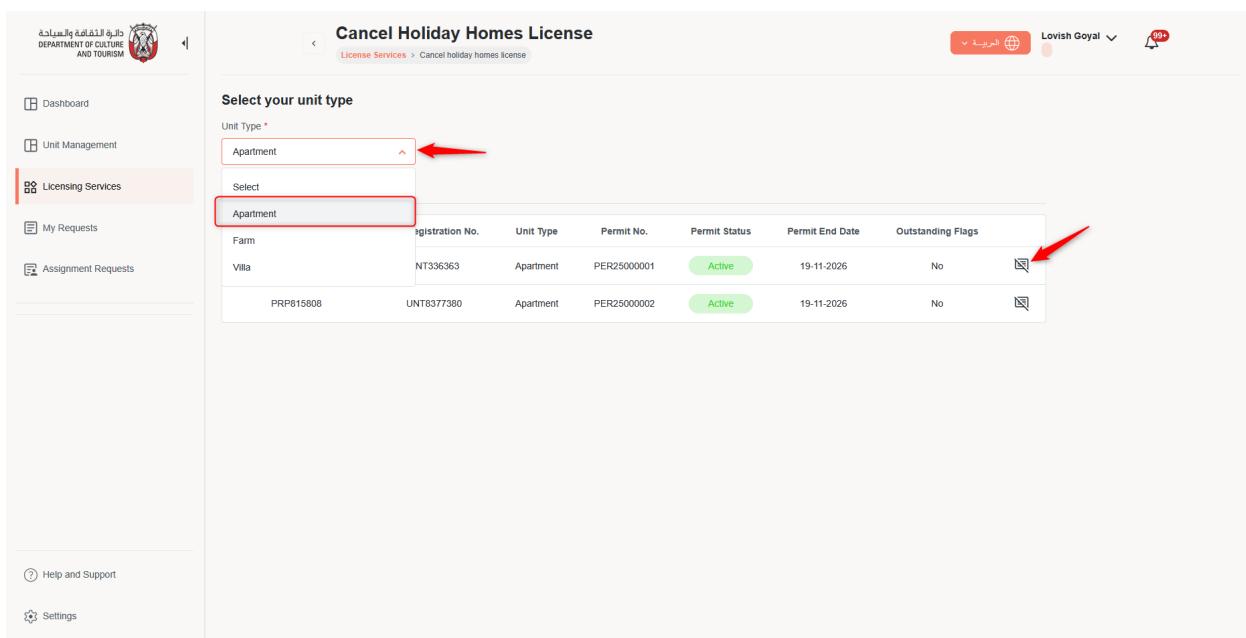
License renewal is only allowed within one month before the expiry date. Please ensure your request is submitted within this timeframe.

Figure 30: Renew a Holiday Home License – Validation

Cancel a Holiday Home License (Can be done by the owner)

If a unit will no longer operate as a holiday home, you must submit a cancellation request for its active license.

To cancel a license:



Cancel Holiday Homes License

License Services > Cancel holiday homes license

Dashboard Unit Management Licensing Services My Requests Assignment Requests Help and Support Settings

Select your unit type

Unit Type * Apartment

Select Apartment

	Registration No.	Unit Type	Permit No.	Permit Status	Permit End Date	Outstanding Flags
Farm						
Villa	NT336363	Apartment	PER2500001	Active	19-11-2026	No
	PRP815808	Apartment	PER2500002	Active	19-11-2026	No

Figure 31: Cancel a Holiday Home License

1. Navigate to the **Licensing Services** section.
2. Select the service **“Cancel Holiday Homes License”**.
3. Choose the **license type** you wish to cancel (Apartment, Villa, or Farm).
4. From the displayed list, select the specific **unit license** you want to cancel.
5. Review the details, submit sales report, accept terms & conditions and proceed to submit the cancellation request.

Request IHHL-11/25-0001

License Services > Cancel holiday homes license > Request IHHL-11/25-0001

Cancel your Unit License

Submit 3

License Details

License number PER2500001	License Status Active	License/Permit Issue Date 19-11-2025	License/Permit Start Date 19-11-2025	License/Permit End Date 19-11-2026
------------------------------	--------------------------	---	---	---------------------------------------

Main Details

Lessor Details

Owner Details

Attachments

1. Sales report *
PER2500001 (1).pdf

2. Supporting Attachments
Terms and Conditions
 Accept terms and conditions

Figure 32: Cancel a Holiday Home License – Complete Request

Once submitted, the request will be reviewed by DCT and the status can be tracked under the **My Requests** module.

Note:

- *A license must be active to be eligible for cancellation.*
- *Ensure there are no active bookings associated with the unit before submitting the cancellation request, to avoid delays in processing.*

My Requests

Lovish Goyal 99+

List of Requests

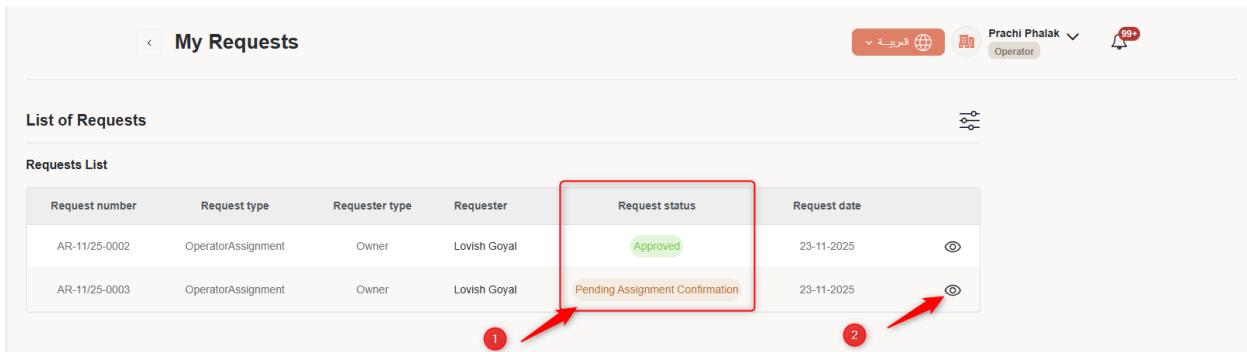
Requests List

Request number	Request type	Requester type	Request status	Request date	More
CHHL-11/25-0001	Cancel License	EstablishmentOwner	Under processing	24-11-2025	View Request Details
▼ IHHL-11/25-0003	Issue License	EstablishmentOwner	Inspection Result Received	20-11-2025	Cancel Request
▼ IHHL-11/25-0002	Issue License	Owner	Approved	19-11-2025	View Request Details
▼ IHHL-11/25-0001	Issue License	Owner	Approved	19-11-2025	View Request Details

Figure 33: Manage submitted requests

Manage Assignment Module

As an Operator, you can only manage a unit within the system after it has been **formally assigned** to you through an Assignment Request submitted by the unit owner.



My Requests

List of Requests

Requests List

Request number	Request type	Requester type	Requester	Request status	Request date	Actions
AR-11/25-0002	OperatorAssignment	Owner	Lovish Goyal	Approved	23-11-2025	
AR-11/25-0003	OperatorAssignment	Owner	Lovish Goyal	Pending Assignment Confirmation	23-11-2025	

Figure 34: Manage Assignment Module

In the **Manage Assignment** module, you will be able to:

- View all **incoming assignment requests** from owners
- (1) Check the **status** of each assignment request (e.g., Pending Assignment Confirmation, Accepted, Rejected)
- (2) Open requests to **review details and take the appropriate action**

Request AR-11/25-0003

My Requests > Request AR-11/25-0003

Prachi Phalak Operator 99+

Request Details

Request main details

Request No AR-11/25-0003	Request Type OperatorAssignment	Requester Type Owner	Request Date 23-11-2025
-----------------------------	------------------------------------	-------------------------	----------------------------

Main Details

Lessor Details

Self Inspection Details

Owner Attachment

PF25000001 (1).pdf 

Actions History

Action	Action From date	Action To date	Performed by		
All	From	To	All		
Action ID	Action	Action date & time	Performed by	Old value	New value
1617	Association	23-11-2025 11:53 PM	Lovish Goyal	Not assigned the request	Assigned to Operator

Figure 35: Assignment Request - Pending Assignment Confirmation

For any request labelled “**Pending Assignment Confirmation**”:

- Click the request to open the **Assignment Request Details** page.
- Review the provided information, which includes:
 - o **(1) Request Details:** Owner information, unit information, assignment date, etc.
 - o **(2) Actions Section:** Options to **Approve** or **Reject** the request
 - o **(3) Attachments Section:** Includes the uploaded contract copy or any supporting documents
 - o **(4) Action History:** A timeline showing previous actions taken on the request

Once you approve the assignment, the unit will become available for you to manage within the system.

If you reject the request, the owner will be notified and the assignment will not proceed.



Note: Owners are responsible for initiating assignment requests. Operators cannot add or manage units without an approved assignment.

You can view the assigned unit in the Unit Management Module, where you can take actions such as: View details, Cancel Permit, Renew Permit, Bookings Management, Payment and others.

The screenshot shows the 'Unit Management' module with a list of 17 assigned units. The first unit is highlighted with a red box and a red arrow points to a context menu that appears over the unit's details. The context menu includes four options: 'View Unit Details', 'Cancel Permit', 'Bookings Details', and 'Add Unit Tag'. The unit details for the highlighted unit are as follows:

Unit Registration No.	Unit Type	License/Permit Number	License/Permit end Date
UNT336363	Apartment	PER25000001	19-11-2026
Unit Status	License/Permit Status	Inspection Status	
Active	Active	Pending Inspection	
Linked Operator	Operator Type	Company Name	Company Manager
Prachi	Company	NA	NA

Below this, there are four more units listed in a grid format:

- Unit Registration No. UNT377380, Unit Type Apartment, License/Permit Number PER25000002, License/Permit end Date 19-11-2026. Status: Active, Active, Pending Inspection Review.
- Unit Registration No. UNT10547043, Unit Type Apartment, License/Permit Number PER25000143, License/Permit end Date 07-11-2026. Status: Active, Active, NA.
- Unit Registration No. UNT11111111, Unit Type Apartment, License/Permit Number NA, License/Permit end Date NA. Status: New, Pending Approval, Completed.
- Unit Registration No. UNT11111112, Unit Type Apartment, License/Permit Number NA, License/Permit end Date NA. Status: NA, NA, NA.

Figure 36: View Assigned Modules

-END OF DOCUMENT-