

**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.

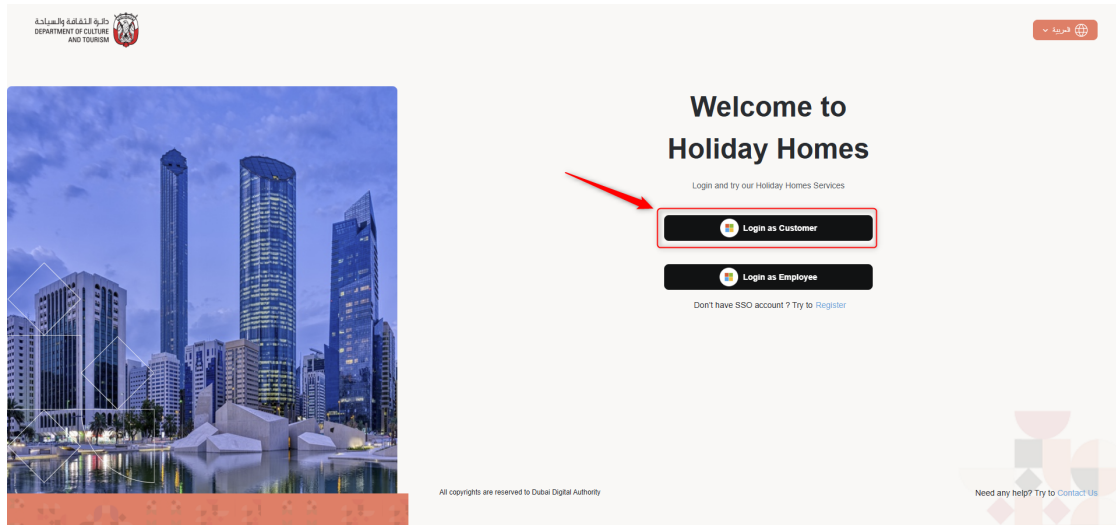


Figure 1: Holiday Homes Landing Page

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

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](#)

Quick Links

- Who we are
- What we do
- Doing business with us
- Events
- Media Centre
- E-services

International Offices

Find your closest point of contact



Contact

PO Box 94000, Abu Dhabi, UAE

Tel: +971 2 444 0444


Fax: +971 2 444 0400

E-mail: info@dcta.abudhabi.ae


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:


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العربية



Welcome to Holiday Homes

Login and try our Holiday Homes Services

[Login as Customer](#)
[Login as Employee](#)

Don't have SSO account ? Try to [Register](#)

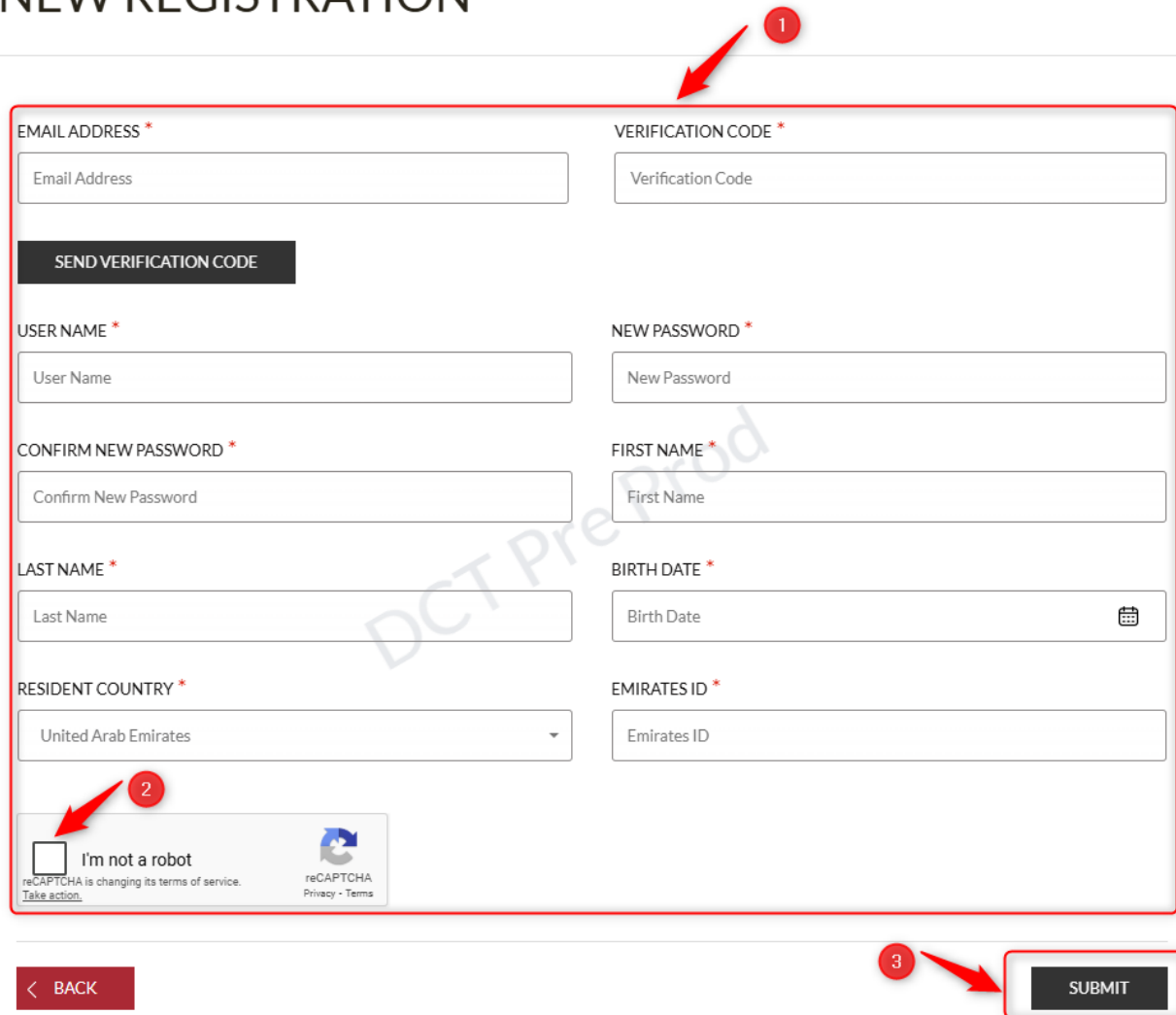
All copyrights are reserved to Dubai Digital Authority

Need any help? Try to [Contact Us](#)

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 titled "NEW REGISTRATION" and contains the following fields and elements:

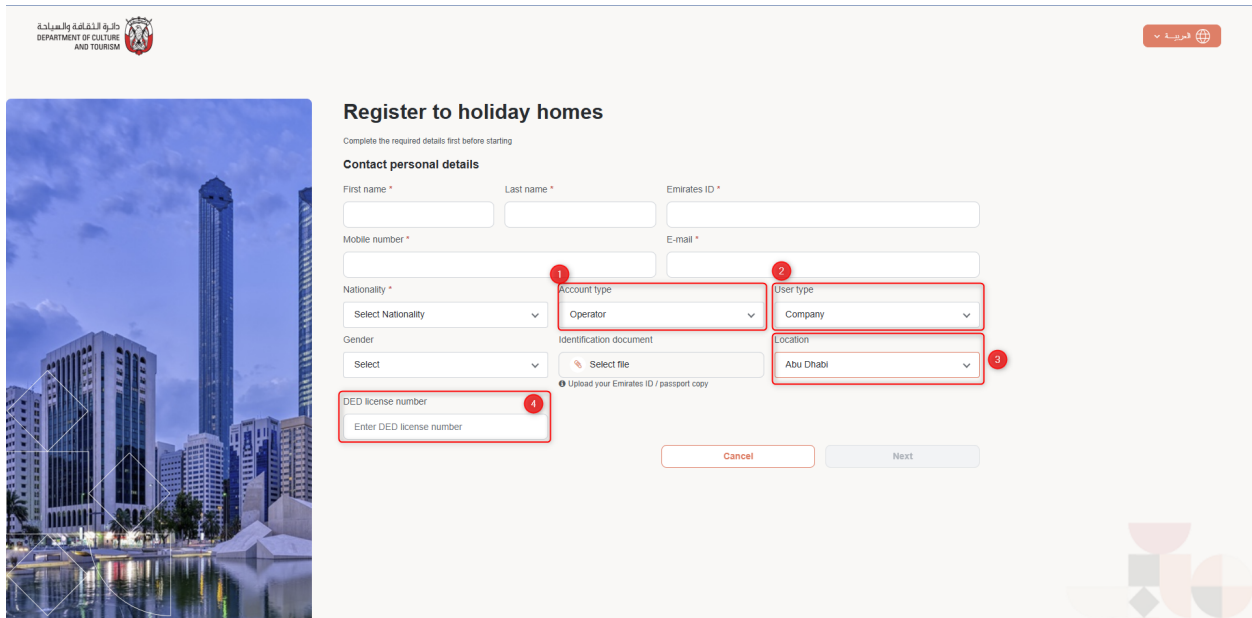
- EMAIL ADDRESS ***: Input field for email address.
- VERIFICATION CODE ***: Input field for verification code.
- SEND VERIFICATION CODE**: Button to send the verification code.
- USER NAME ***: Input field for user name.
- NEW PASSWORD ***: Input field for new password.
- CONFIRM NEW PASSWORD ***: Input field to confirm the new password.
- FIRST NAME ***: Input field for first name.
- LAST NAME ***: Input field for last name.
- BIRTH DATE ***: Input field for birth date with a calendar icon.
- RESIDENT COUNTRY ***: Dropdown menu showing "United Arab Emirates".
- EMIRATES ID ***: Input field for Emirates ID.
- reCAPTCHA**: "I'm not a robot" checkbox with a "Take action" link and "reCAPTCHA Privacy - Terms" link.
- Navigation**: A "< BACK" button on the left and a "SUBMIT" button on the right.

Numbered callouts indicate specific areas of interest:

- 1**: Points to the top of the registration form.
- 2**: Points to the reCAPTCHA "I'm not a robot" checkbox.
- 3**: Points to the "SUBMIT" button.

Figure 4: DCT Unified Registration Form

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



The screenshot shows a registration form titled "Register to holiday homes" with the instruction "Complete the required details first before starting". The form is divided into "Contact personal details" and "Identification document" sections. Red boxes and markers highlight specific fields: Marker 1 points to the "Account type" dropdown (set to "Operator"); Marker 2 points to the "User type" dropdown (set to "Company"); Marker 3 points to the "Location" dropdown (set to "Abu Dhabi"); and Marker 4 points to the "DED license number" text input field. Other fields include First name, Last name, Emirates ID, Mobile number, E-mail, Nationality, Gender, and an option to upload an Emirates ID/passport copy. "Cancel" and "Next" buttons are at the bottom right.


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.



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AND TOURISM

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Register to holiday homes

Complete the required details first before starting

Company details

Company name (ENG)

Max. 100 characters

Company name (AR)

Max. 100 characters

Phone number

E-mail

DED license number

DED license issue date

DED license expiry date

DED license copy

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:

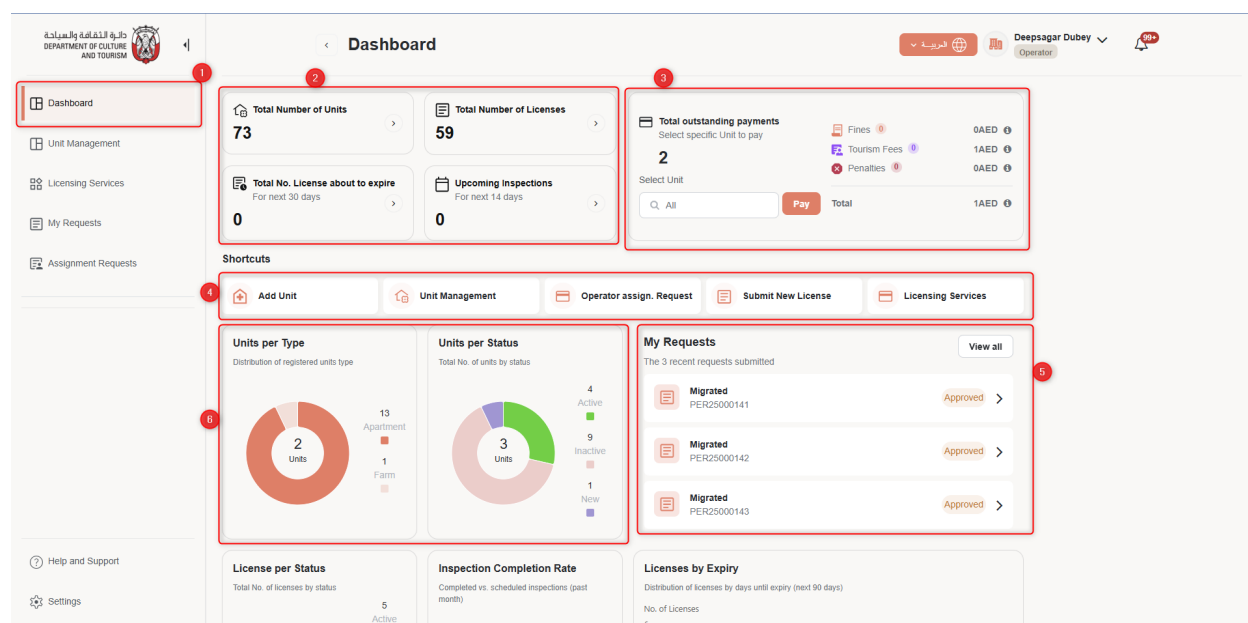


Figure 7: Main Dashboard

- 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:
 - a. Add Unit (Not for Operator, this is only available for the Owner of the Unit)
 - b. Manage Units
 - c. Submit New License Request
 - d. 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:
 - a. Units per Type
 - b. Units per Status
 - c. 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:

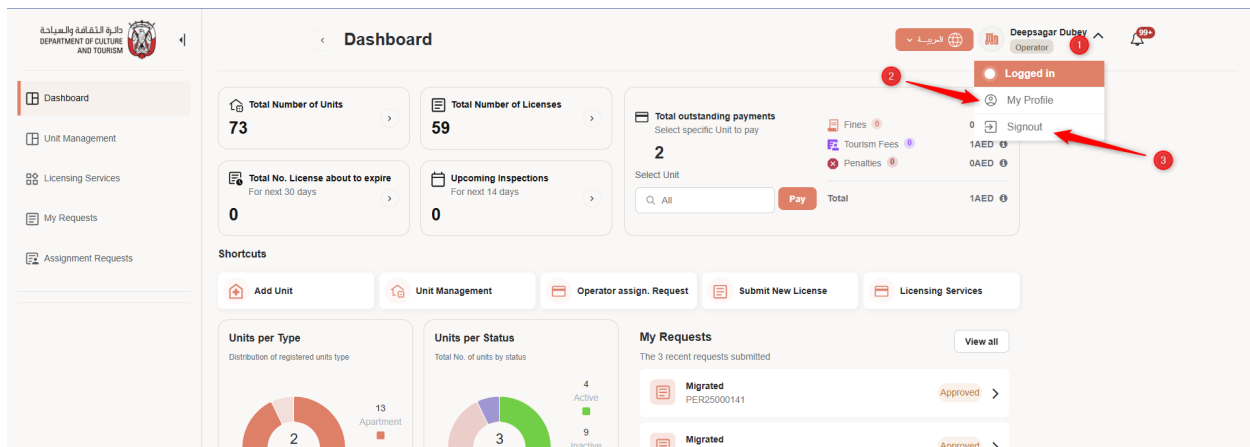


Figure 8: Profile Menu & Sign-Out

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.

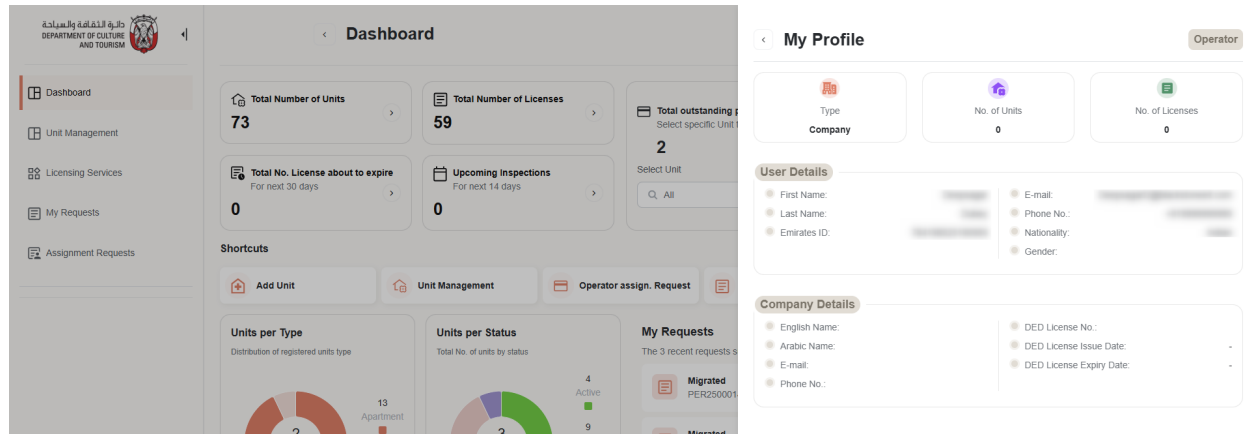


Figure 9: My Profile

3. Sign Out

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

Unit Management

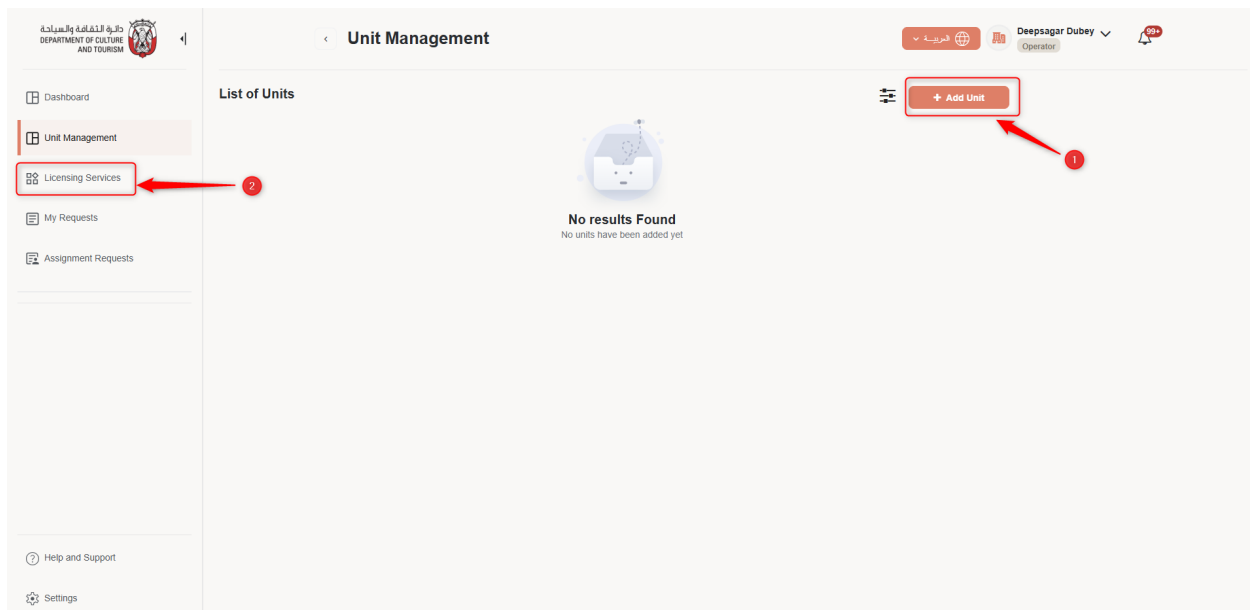


Figure 10: Unit Management Page

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)**

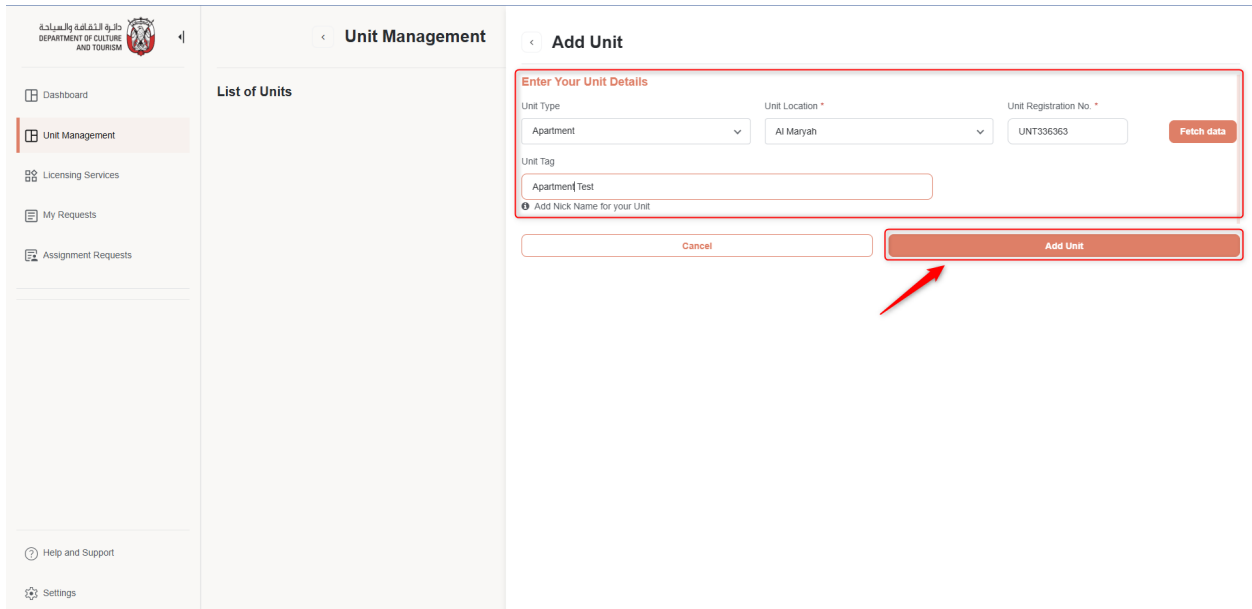
Owner can Create a new unit while submitting a request for a new holiday home permit.

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 the 'Add Unit' form in the 'Unit Management' section. The form is titled 'Enter Your Unit Details' and includes the following fields:

- Unit Type: Apartment (dropdown)
- Unit Location: Al Maryah (dropdown)
- Unit Registration No.: UNT336363 (text input)
- Unit Tag: Apartment Test (text input)

Below the form fields, there is a 'Fetch data' button. At the bottom of the form, there are two buttons: 'Cancel' and 'Add Unit'. A red arrow points to the 'Add Unit' button.

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.

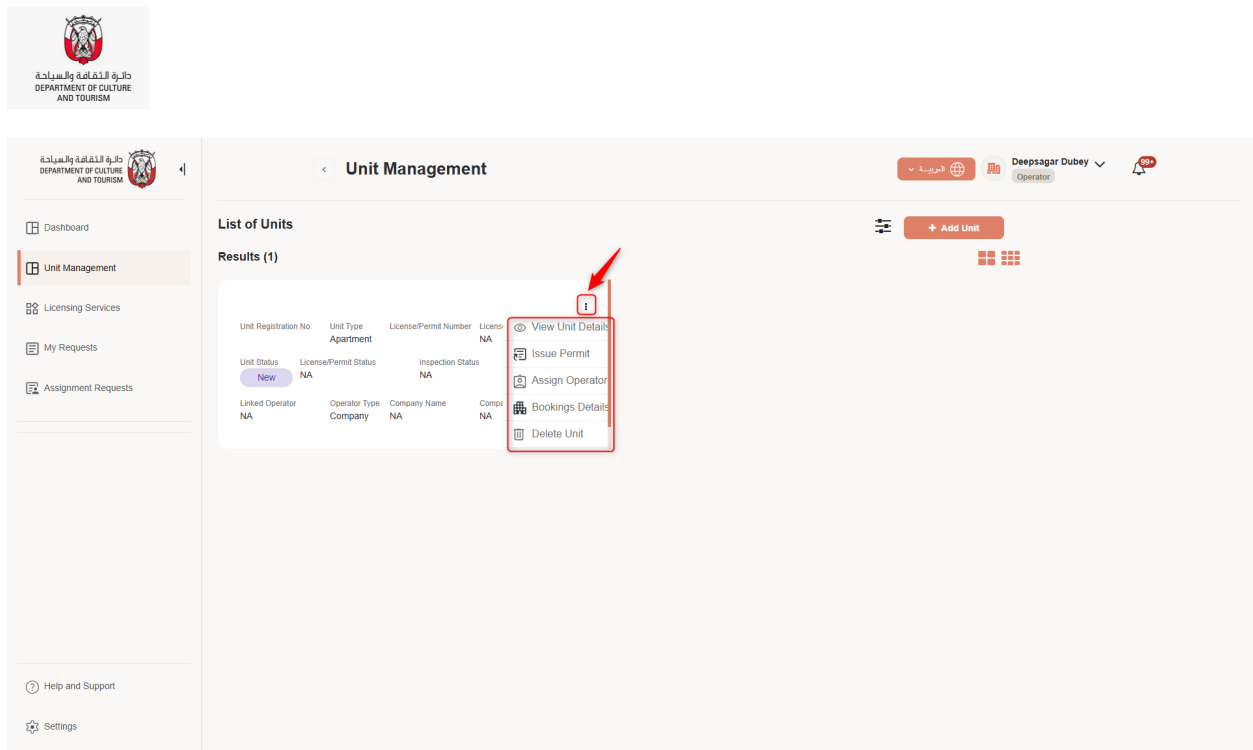
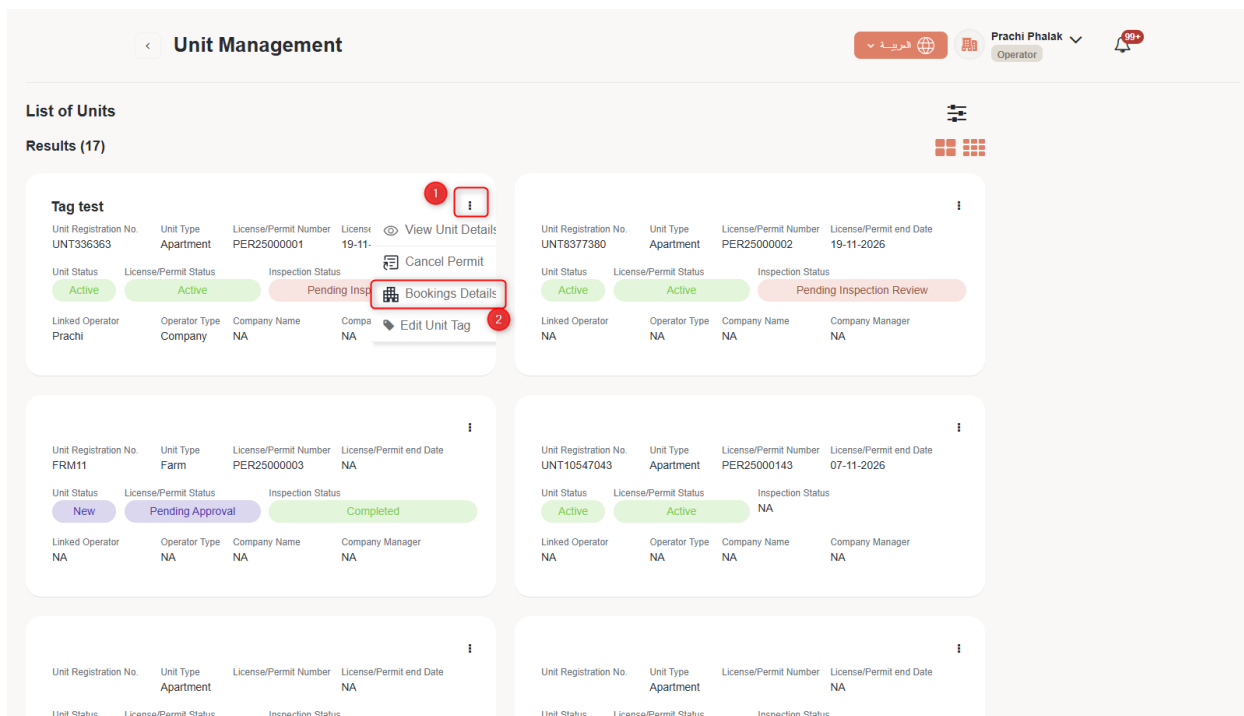


Figure 12: Unit Management

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 of a web application. At the top, there's a header with the 'Unit Management' title, a language selector (Arabic), a user profile (Prachi Phalak), and a notification bell. Below the header, the 'List of Units' section displays 17 results. Each unit is represented by a card with the following information:

- Unit Registration No.:** (e.g., UNT336363, UNT8377380, FRM11, UNT10547043)
- Unit Type:** (e.g., Apartment, Farm)
- License/Permit Number:** (e.g., PER25000001, PER25000002, PER25000003, PER25000143)
- License/Permit end Date:** (e.g., 19-11-2026, 07-11-2026)
- Unit Status:** (e.g., Active, New)
- License/Permit Status:** (e.g., Active, Pending Approval)
- Inspection Status:** (e.g., Pending Inspection, Completed)
- Linked Operator:** (e.g., Prachi, NA)
- Operator Type:** (e.g., Company, NA)
- Company Name:** (e.g., NA)
- Company Manager:** (e.g., NA)

Each unit card has a three-dot menu (⋮) in the top right corner. A red box highlights the 'Bookings Details' button in the menu for the first unit (UNT336363). Other buttons visible in the menu include 'View Unit Details', 'Cancel Permit', and 'Edit Unit Tag'.

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 meter): 0 | Number of occupants: 1

Unit Structure

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

Unit Location

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

Lessor details

Owner details

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

Guest Bookings

Add guest accommodation details

Results (0)

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

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 Identification 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 | Num |
|------------------|-------------------|---------------|----------------|-----|
| No Results Found | | | | |

Add Booking

Booking details

Check-In * 2025-11-25

Check-Out * 2025-11-29

Unit rate per night (AED) * 250

Source of Booking * Airbnb

Total number of guests * 1

Future Booking ☒

No. of nights * 4

Cleaning fee (AED) * 20

Booking reference number * GA-11/25-0001

Visit Purpose * Business

Generate Guest Record

Guests details

Add new Guest

Supporting Documents

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 |
|--------------------------|-------------|--------------|-----------|
| 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 Calculation](#)

Guest Bookings

Results (0)

| Reference number | Source of booking | Check-in date | Check-out date | Num |
|------------------|-------------------|---------------|----------------|-----|
| No Results Found | | | | |

Add Booking

Guests details

[Add new Guest](#)

Guest - 1

Name * Type *

Primary guest ☒

Gender E-mail *

Date of birth * Nationality

UAE Resident ☐ Passport Number *

Document Type * Identification document

Issue Date * Expiry Date *

Place Of Issue Code Phone Number *

Country of Residence

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 [Add guest accommodation details](#)

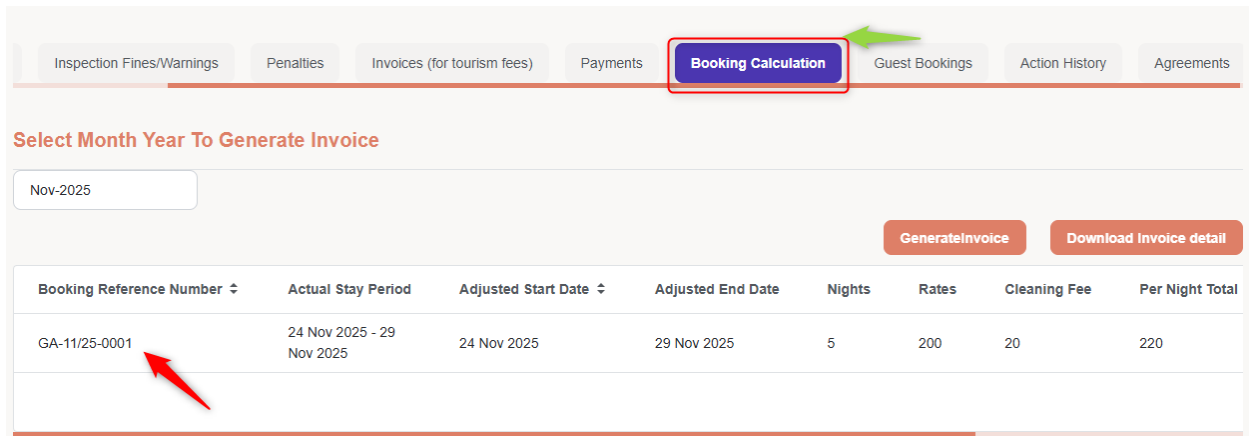
Results (1)

| 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 |

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:
 - Individual booking information
 - Total booking amount
 - 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**.

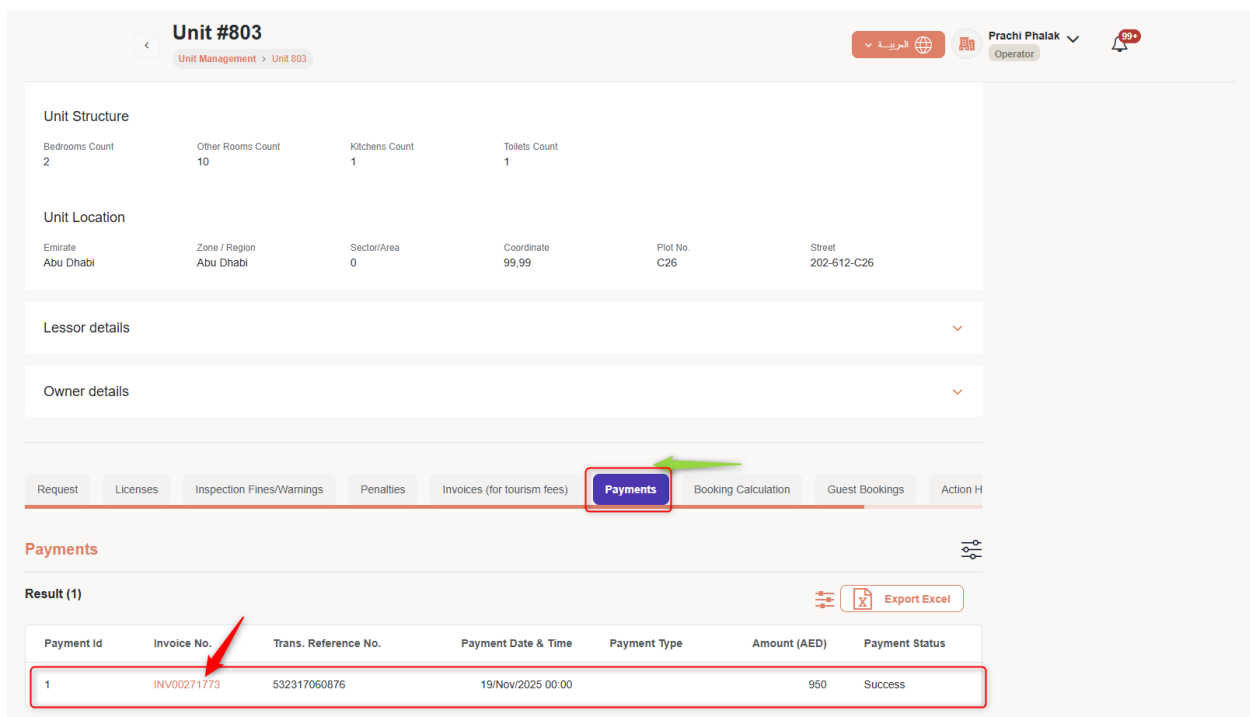
Payments

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

Unit Structure

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

Unit Location

| | | | | | |
|-----------|---------------|-------------|------------|----------|-------------|
| Emirate | Zone / Region | Sector/Area | Coordinate | Plot No. | Street |
| Abu Dhabi | Abu Dhabi | 0 | 99.99 | C26 | 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)

Export Excel

| 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 |

Figure 19: Payments Management

Invoices (Tourism Fees)

Unit #803

Unit Management > Unit 803

Unit Details

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

Unit Structure

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

Unit Location

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

Export excel Bulk Payment

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

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.

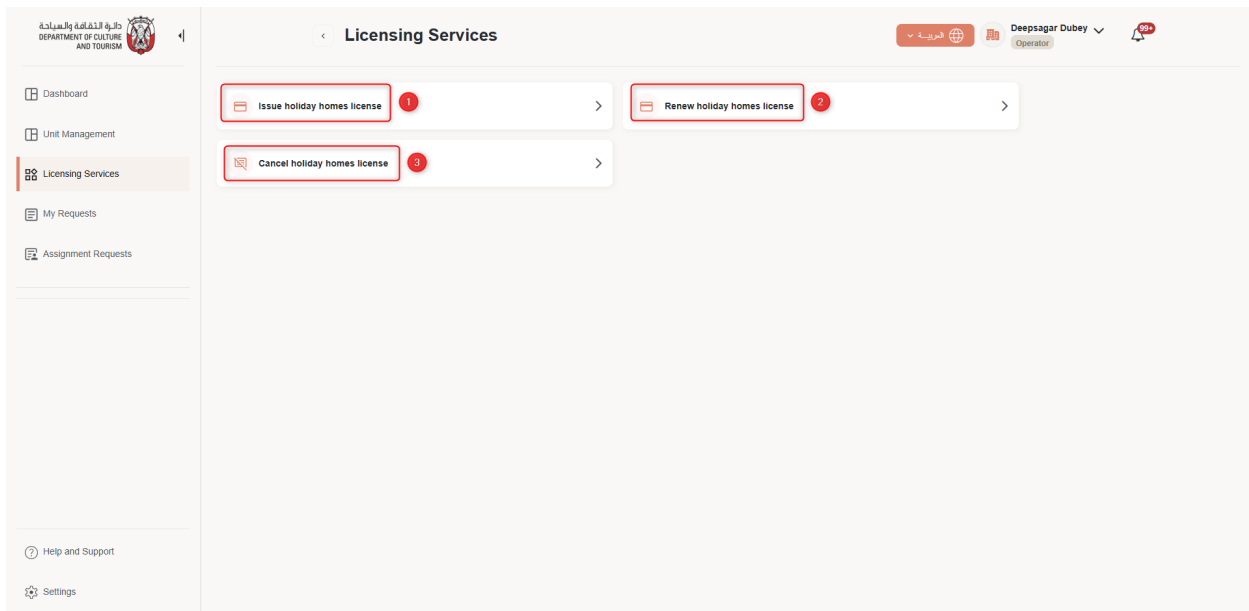


Figure 21: Licensing Services Module

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

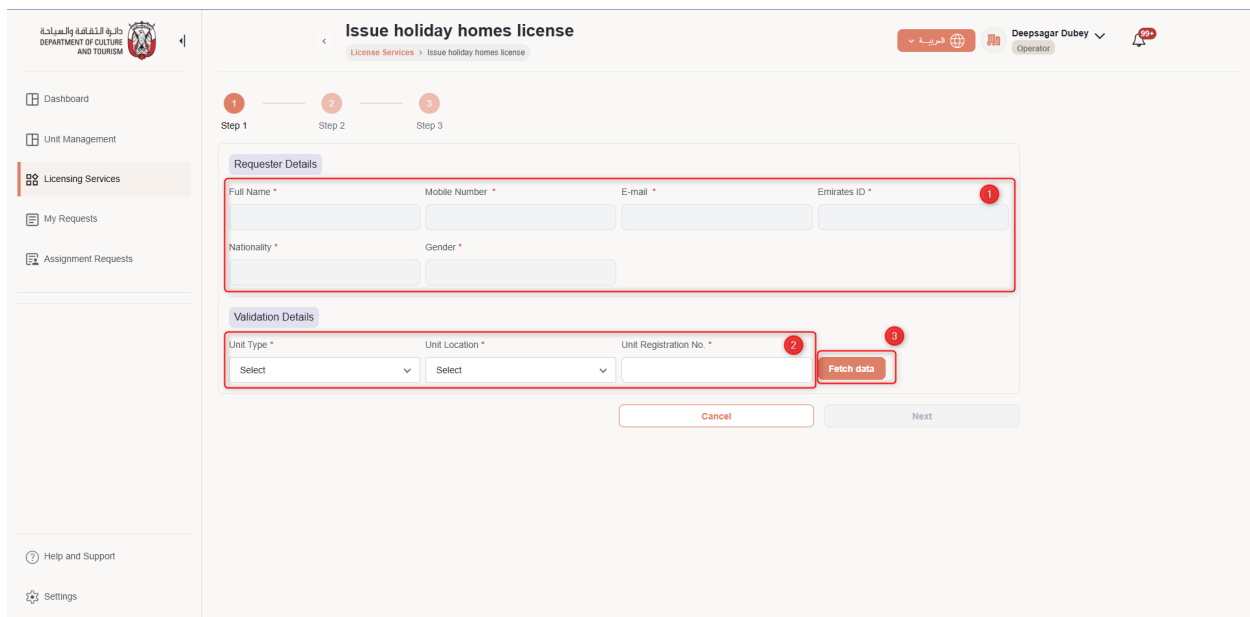


Figure 22: Issue a Holiday Home License

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.

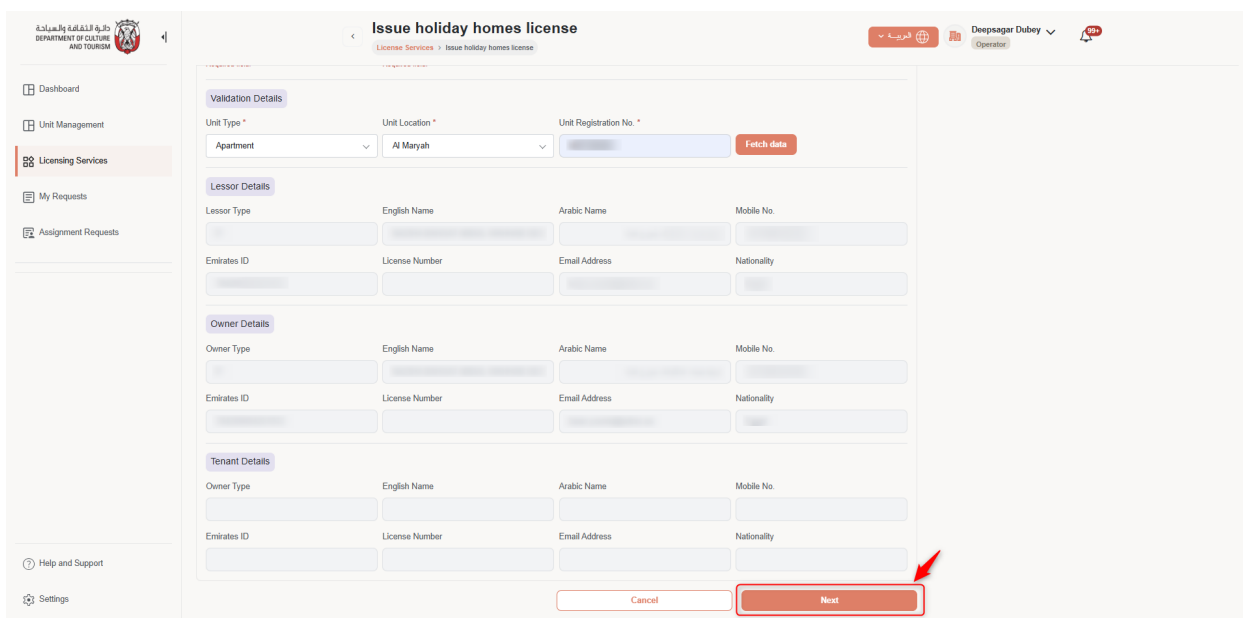


Figure 23: Step 1 – Requester & Unit Details

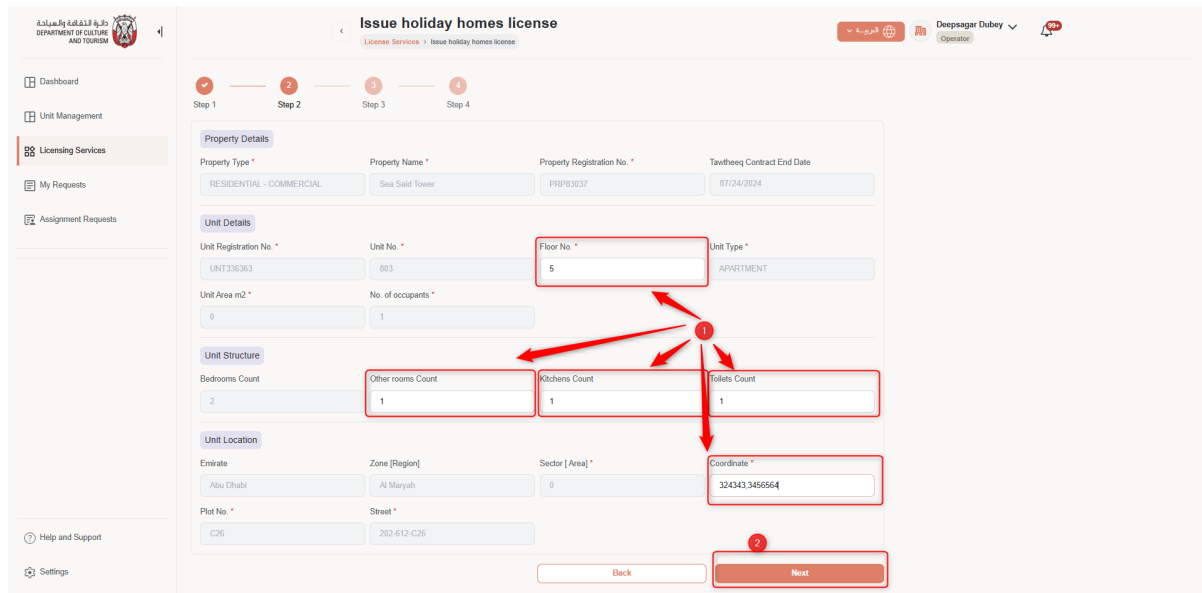
Step 2 – Additional Unit Details

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.



Issue holiday homes license

Step 1 Step 2 Step 3 Step 4

Property Details

Property Type * RESIDENTIAL - COMMERCIAL Property Name * Sea Sald Tower Property Registration No. * PRP93037 Tax/Lease Contract End Date 07/24/2024

Unit Details

Unit Registration No. * UNT336363 Unit No. * 803 Floor No. * 5 Unit Type * APARTMENT

Unit Area m2 * 0 No. of occupants * 1

Unit Structure

Bedrooms Count 2 Other rooms Count 1 Kitchens Count 1 Toilets Count 1

Unit Location

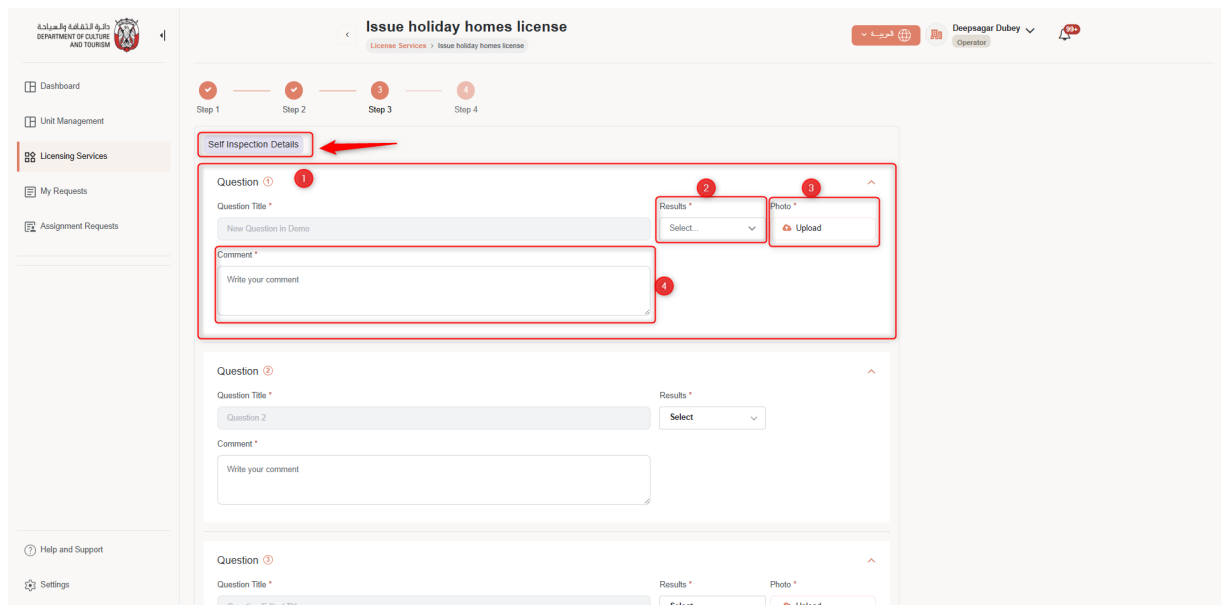
Emirate Abu Dhabi Zone (Region) Al Maryah Sector (Area) * 0 Coordinates * 324343.3465664

Plot No. * C26 Street * 202-612-C26

Back Next

Figure 24: Step 2 – Additional Unit Details

Step 3 – Self-Inspection Form



Issue holiday homes license

Step 1 Step 2 Step 3 Step 4

Self Inspection Details

Question 1

Question Title * New Question in Demo Results * Select... Photo * Upload

Comment * Write your comment

Question 2

Question Title * Question 2 Results * Select... Photo * Upload

Comment * Write your comment

Question 3

Question Title * Question Filled Title Results * Select... Photo * Upload

Figure 25: Step 3 – Self-Inspection Form

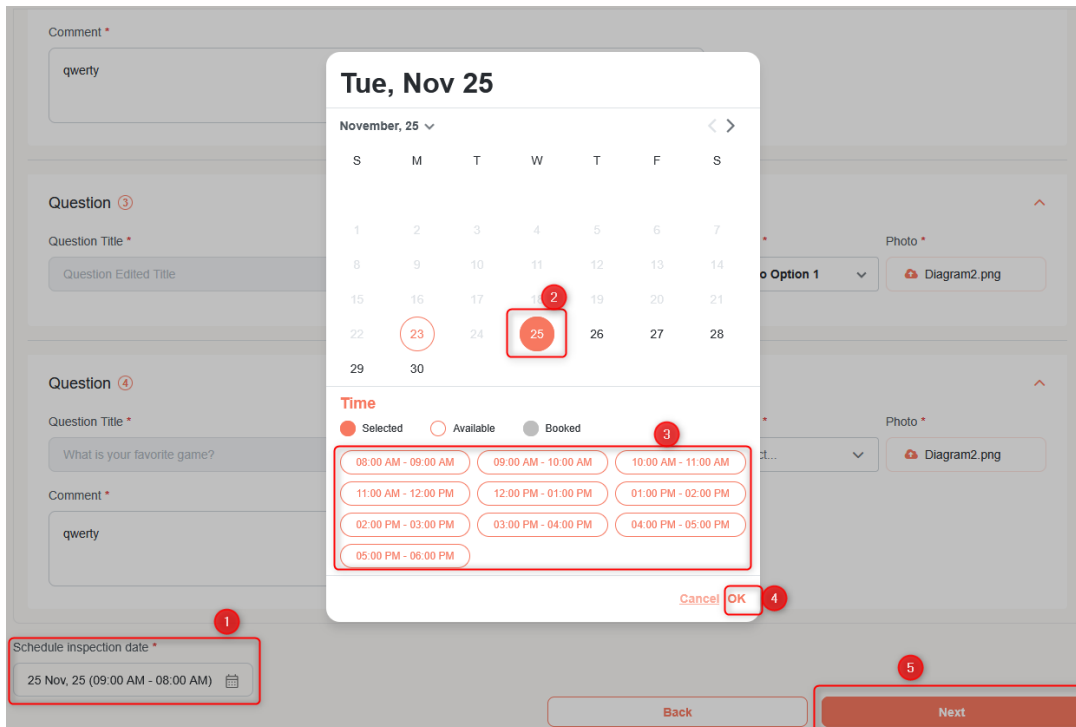
In this step, you will complete the **Self-Inspection Form**. The form contains a list of questions that must be answered accurately, as the responses will be reviewed by a specialized team from DCT.

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.



The screenshot displays the 'Schedule Inspection Date' modal. At the top, it shows 'Tue, Nov 25'. Below this is a calendar for November 25, with the date 25 highlighted. A red box labeled '1' is around the date selection area. Below the calendar is a 'Time' section with a grid of time slots. A red box labeled '2' is around the time slot grid. The 'Time' section has three radio buttons: 'Selected' (selected), 'Available', and 'Booked'. A red box labeled '3' is around the 'Selected' radio button. Below the time slot grid are 'Cancel' and 'OK' buttons. A red box labeled '4' is around the 'OK' button. At the bottom right of the modal is a 'Next' button. A red box labeled '5' is around the 'Next' button. The background shows a form with questions and a comment field.

Figure 26: Schedule Inspection Date

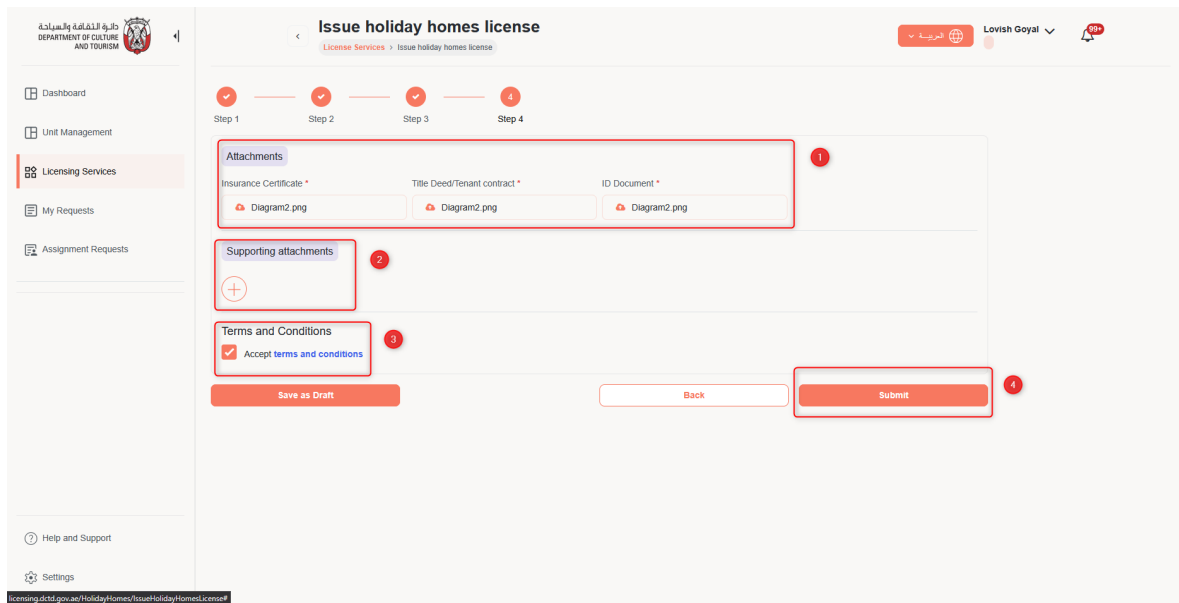
Note: Ensure that all responses are accurate and attachments are complete, as this information will be reviewed by DCT inspectors during the approval process.

Step 4 – Attachments and Submission

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

1. **Required Attachments:** Upload the mandatory documents. The specific attachments may vary depending on the **unit type** selected in Step 1 (Apartment, Villa, or Farm).
2. **Supportive Documents (if applicable):** Upload any additional documents that support your request.
3. **Confirm Terms and Conditions:** Read and confirm that you agree to the terms and conditions of the Holiday Homes System.
4. **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.



Issue holiday homes license

License Services > Issue holiday homes license

Step 1 Step 2 Step 3 Step 4

Attachments

Insurance Certificate * Title Deed/Tenant contract * ID Document *

Diagram2.png Diagram2.png Diagram2.png

Supporting attachments

+

Terms and Conditions

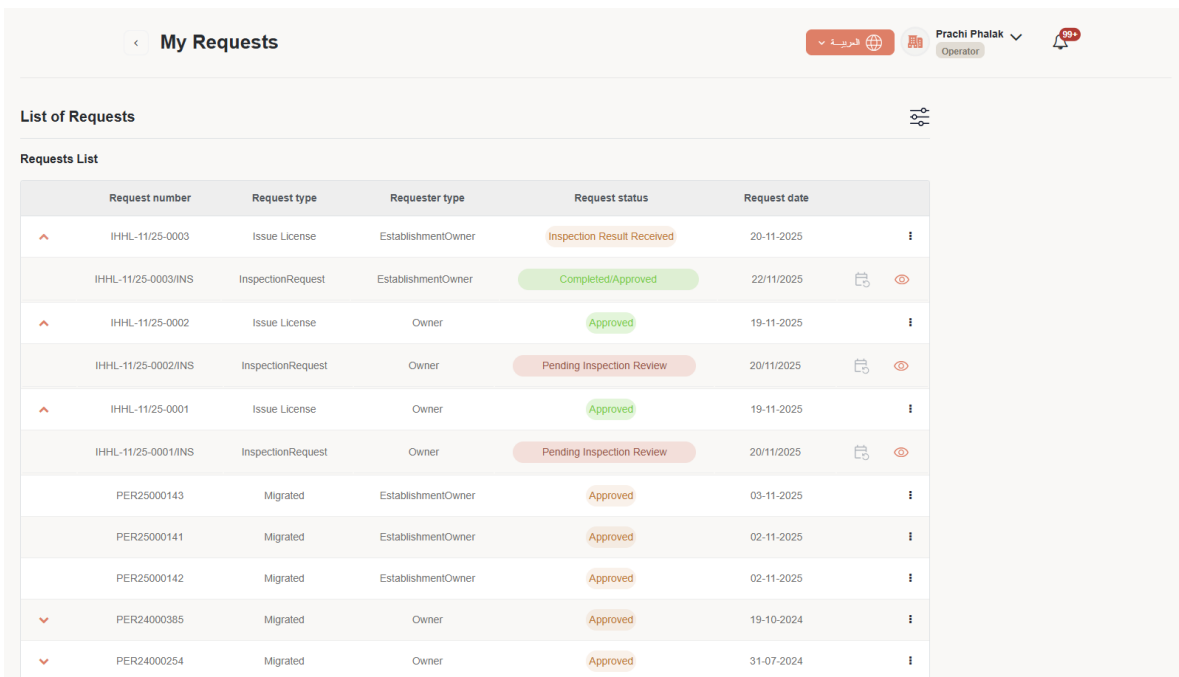
☒ Accept terms and conditions

Save as Draft Back Submit

licensing.dctd.gov.ae/holiday/homes/issue/holiday/homes/license/

Figure 27: Step 4 – Attachments and Submission

Track Licensing Request



My Requests

فهرسة العربية

Prachi Phalak Operator

List of Requests

Requests List

| 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.

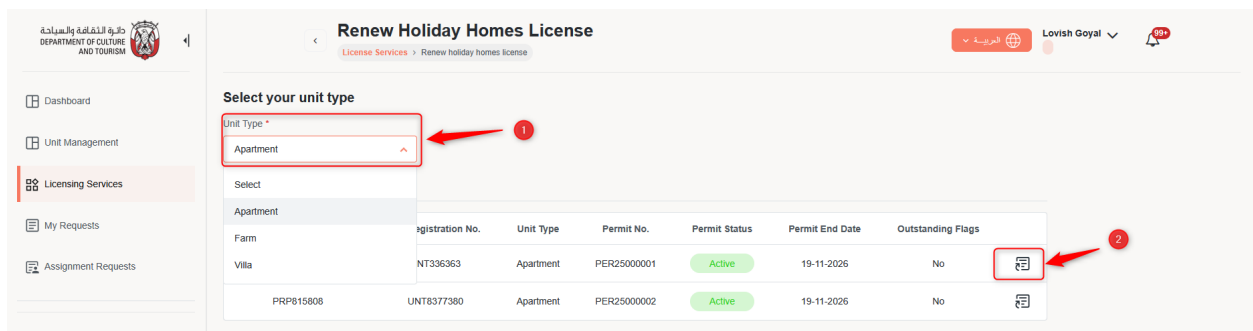
Examples include:

- 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 |

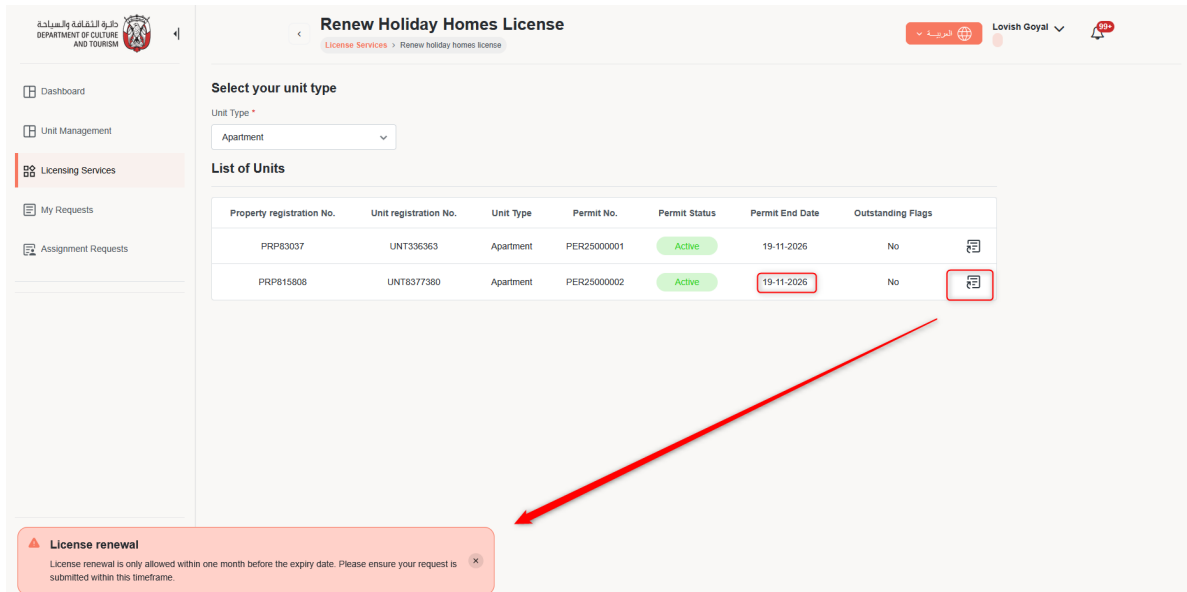
Figure 29: Renew a Holiday Home License

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.*



| Property registration No. | Unit registration No. | Unit Type | Permit No. | Permit Status | Permit End Date | Outstanding Flags |
|---------------------------|-----------------------|-----------|-------------|---------------|-----------------|-------------------|
| PRP63037 | UNT336363 | Apartment | PER25000001 | Active | 19-11-2026 | No |
| PRP815808 | UNT8377380 | Apartment | PER25000002 | Active | 19-11-2026 | No |

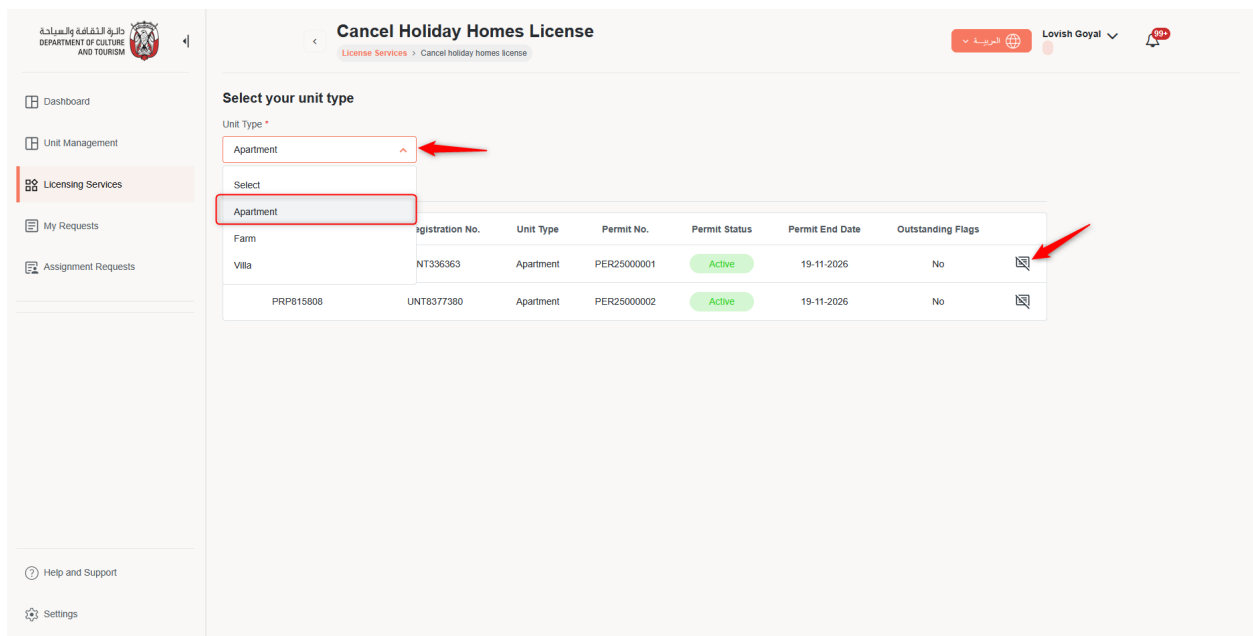
License renewal
License renewal is only allowed within one month before the expiry date. Please ensure your request is submitted within this timeframe.

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:



| 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 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

License Details

| License number | License Status | License/Permit Issue Date | License/Permit Start Date | License/Permit End Date |
|----------------|----------------|---------------------------|---------------------------|-------------------------|
| PER25000001 | Active | 19-11-2025 | 19-11-2025 | 19-11-2026 |

Main Details

Lessor Details

Owner Details

Attachments

Sales report *

PER25000001 (1).pdf

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.

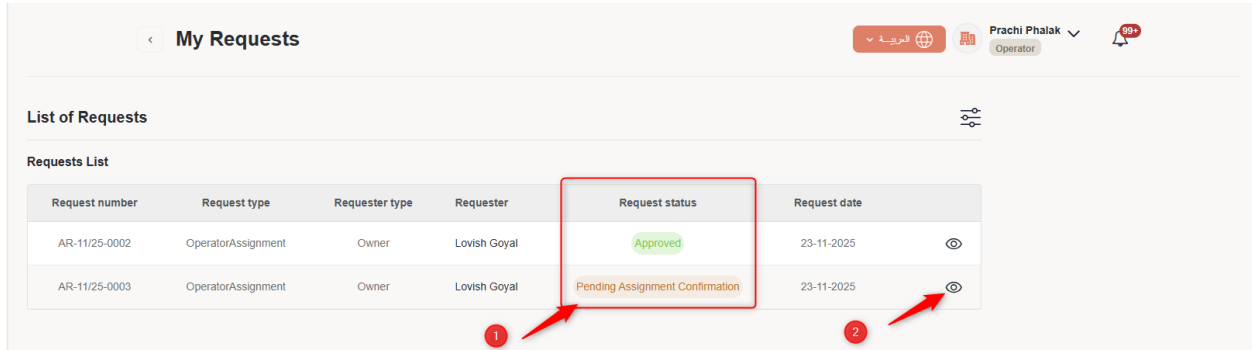
Note:

- 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.

Holiday Homes - Department of Culture and Tourism (DCT)_Operator
24/11/2025

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.





| Request number | Request type | Requester type | Requester | Request status | Request date | |
|----------------|--------------------|----------------|--------------|---------------------------------|--------------|---|
| 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

Prachi Phalak

Operator

Request Details

Request main details

Request No.

AR-11/25-0003

Request Type

OperatorAssignment

Requester Type

Owner

Request Date

23-11-2025

Main Details

Lessors Details

Self Inspection Details

Owner Attachment

PER25000001 (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**”:

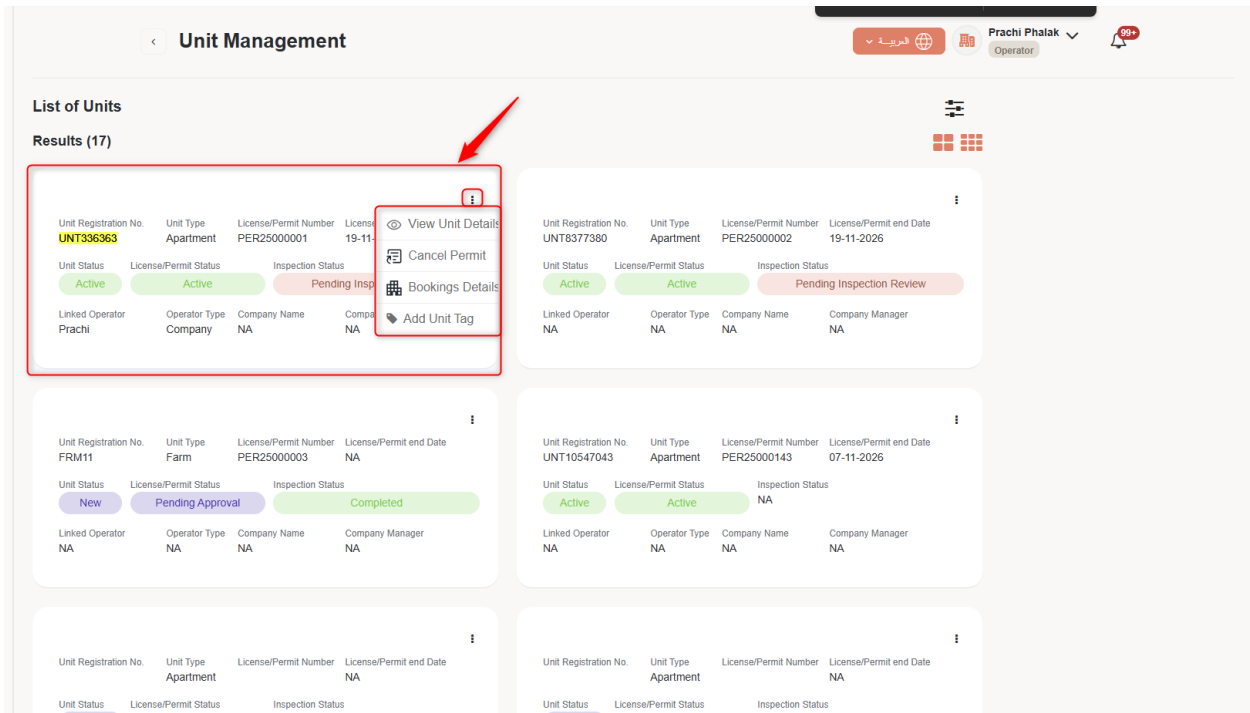
- Click the request to open the **Assignment Request Details** page.
- Review the provided information, which includes:
 - **(1) Request Details:** Owner information, unit information, assignment date, etc.
 - **(2) Actions Section:** Options to **Approve** or **Reject** the request
 - **(3) Attachments Section:** Includes the uploaded contract copy or any supporting documents
 - **(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 can take actions such as: View details, Cancel Permit, Renew Permit, Bookings Management, Payment and others.



The screenshot displays the 'Unit Management' interface. At the top, there's a header with the title 'Unit Management' and a user profile for 'Prachi Phalak' with the role 'Operator'. Below the header, a 'List of Units' section shows 'Results (17)'. A red box highlights a unit with registration number 'UNT336363', which is an 'Apartment' with license number 'PER25000001'. A red arrow points to the 'View Unit Details' button in the actions column of this unit. The detailed view of this unit shows its status as 'Active', license status as 'Active', and inspection status as 'Pending Insp'. Other units listed include 'FRM11' (Farm) and 'UNT10547043' (Apartment).

Figure 36: View Assigned Modules

-END OF DOCUMENT-