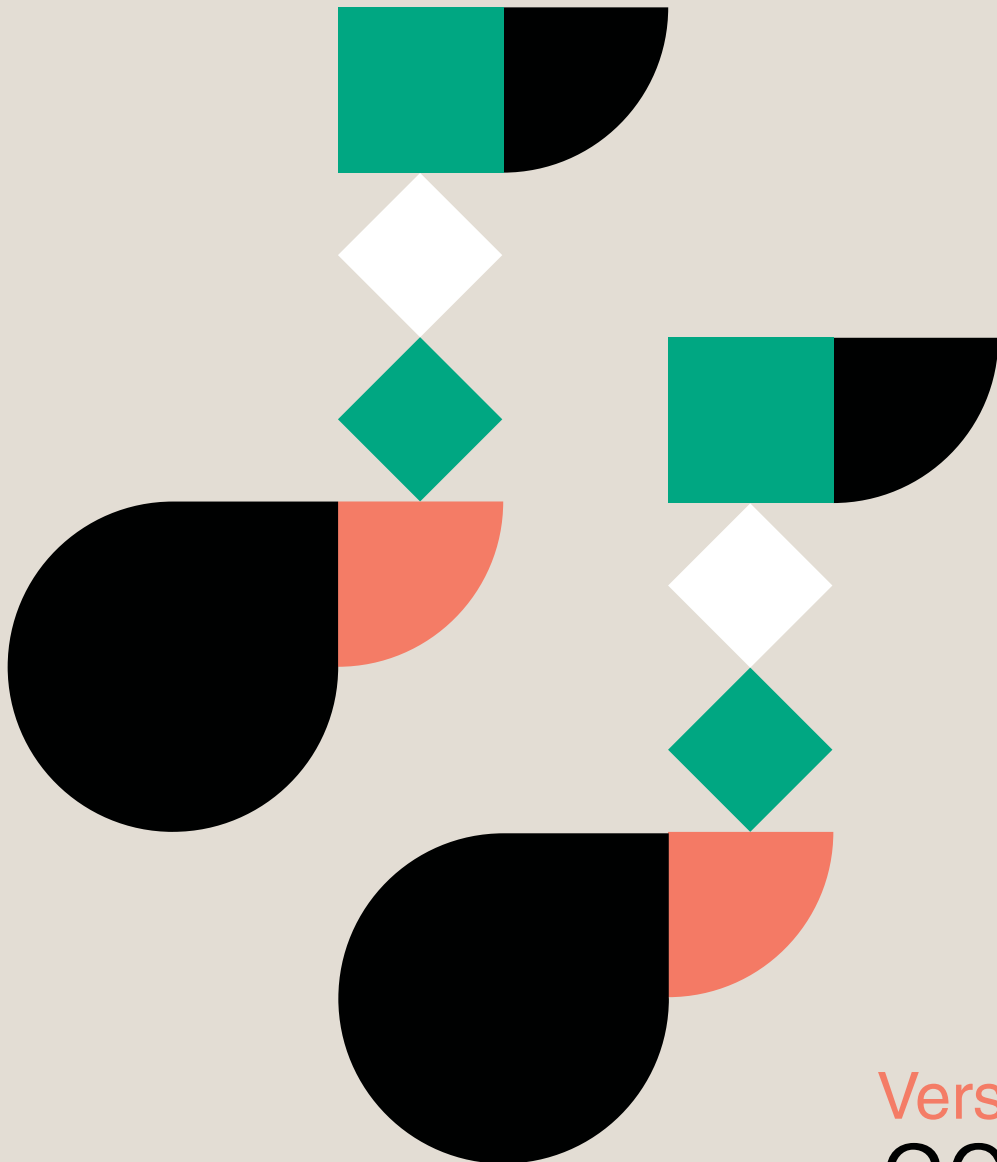




EVENT LICENSING MANUAL User Guidelines



Version 1
2024



EVENT LICENCE, ENTERTAINMENT & BUSINESS EVENT PERMITS

This manual is intended to provide all the necessary information and requirements needed by event organisers, venue owners and other stakeholders to hold any event in Abu Dhabi and ensure it meets the highest possible standards.

For any further information and clarification, enquirers may contact the call centre on (+971) 800555 or send an email to info@dctabudhabi.ae



The copyright in this document is the property of the Department of Culture and Tourism – Abu Dhabi (DCT). The document issued in 2023 is provided and published by the DCT on the express understanding that it is to be treated as public and that it may be copied, used, or disclosed to others in whole or in part for the purposes explicitly authorised by the DCT. Users shall ensure that the latest version approved by the DCT is always referred to.

WELCOME

Dear Partners,

As Abu Dhabi witnesses an unprecedented transformation in tourism, I would like to acknowledge the essential role played by our industry partners who have greatly contributed to the delivery of an original and attractive tourism destination presenting unlimited experiences through various means – including a year-round rich calendar of entertainment and business events.

Abu Dhabi is a world-class event destination, enhancing visitor experience and strengthening tourism marketing. Therefore, it is important to emphasise that your efforts and collaboration are sought to reach our goal.

To ensure we have a unified message that is endorsed by all our stakeholders, we are launching a comprehensive event permit manual. It provides a framework for planning and organising the full range of events that will enhance the positioning of Abu Dhabi on the domestic, regional and international map as an event hub.

This manual will ensure that all aspects of the event permits are aligned with Abu Dhabi goals and objectives. Our aim is to support you to follow a foundation that will present a one-stop shop, streamline processes, and guide you through all the necessary information required prior to, during and after every event.

Together, we are raising the bar and deploying every effort to ensure the world chooses Abu Dhabi as an ideal destination for hosting entertainment and business events, which meet the highest standards of excellence and quality.

Thank you.

HE Mohamed Khalifa Al Mubarak

Chairman

Department of Culture and Tourism – Abu Dhabi

Table of Contents

1. Introduction	6
1.1. Purpose of the manual	6
1.2. Definitions and abbreviations	6
1.3. Applicability	11
1.4. Inclusions	11
1.5. Exclusions	11
1.6. Permit services in the event licensing system (ELS)	12
v2. Types of events	12
2.1. General guidelines	13
2.2. Categories of events	13
3. Permit requirements	17
3.1. ELS platform	17
3.2. General guidelines and policies	17
3.3. Users' journey process map	18
3.4. Permit types	21
3.5. Summary requirements for each permit type	22
3.6. Changes to an approved event permit	34
4. Ticketing system	35
4.1. Ticketing requirements	36
4.2. Ticketing ratios	36
4.3. Specific provisions regarding ticket allowances	36
4.4. Control mechanism of ticket value	36
4.5. Event ticketing system	36
4.6. Payment of ticket allowances and guarantee	37
4.7. Restoration of licensing fees and entitlement to ticket allowance	38
4.8. Setting up ticket value for buyers	38
4.9. Payment method of fees and ticket allowances	38
4.10. Issuance and distribution of complimentary tickets	38
4.11. Revenue assurance audits	39

EVENT LICENSING MANUAL USER GUIDELINES

5. Free zone guidelines	39
6. Responsibilities of event sites	40
7. Administrative measures, violations and fines	40
7.1. Administrative measures	40
7.2. Violations and fines	41
7.3. Grievances	41
8. Post-event feedback	41
9. General requirements and criteria	41
9.1. Health & safety	42
9.2. Venue accessibility	42
9.3. Environmental sustainability	42
9.4. Advertising & promotion guidelines	43
9.5. Adherence to cultural sensitivity	43
10. System protection policy and risk management	44
10.1. System protection policy	44
10.2. Data policy article (29)	45
11. Contact details	45
12. References	46

1. INTRODUCTION

The Department of Culture and Tourism – Abu Dhabi (“DCT”) has launched a year-round, state of the art event calendar that will contribute to the enhancement of the position of the Emirate as a business and leisure destination on the international map.

Holding high-calibre Events brings significant benefits to destinations and economies by increasing the number of domestic and international visitors as well as guests’ length of stay, growing local employment opportunities, and enhancing global destination awareness and reputation.

The DCT has crafted guidelines with detailed explanations of the standards and requirements that must be met by either Venue owners or Event Organisers to obtain the relevant and necessary Event permits in accordance with the set of applicable laws, regulations, and policies in place.

It provides an overview of the Event permit process and the user journey as defined by the DCT based on innovative initiatives, public and private partnerships, various Government stakeholders’ involvement and international best practices.

1.1. Purpose of the Manual

The manual serves as a guideline base for all stakeholders to refer to, comply with, and conform to the requirements approved by the DCT when applying for an Event in the TAMM portal.

Having said that, the DCT has developed a clear and specific framework that optimises efficiency in allocating its resources, while maintaining end-to-end high quality and safe operations throughout the permit cycle, thus designing a streamlined permit process, and enhancing users’ journey through one digital platform. It serves as the mainsource for Event Organisers and Venue owners to follow, while ensuring that each phase of operations aligns seamlessly with the stringent regulatory and quality standards mandated by the DCT in Abu Dhabi.

Every page of this manual is imbued with the spirit of all relevant regulations and policies in the Emirate and is not to be viewed as a substitute but rather a complementary instrument designed to illuminate, clarify, and enhance the applicability of these legal provisions in real-world operational contexts, thus ensuring the maintenance of product service quality standards through the provision, evaluation, and verification of processes at all the stages of supply of services and products to our stakeholders. It is vital to submit the application via the Event Licensing System (“ELS”), a one-stop digital platform available on TAMM with the aim of supporting the government’s directives on Digital transformation.

1.2. Definitions and Abbreviations

Where possible, the DCT definitions and vocabulary are compatible with internationally recognised terminologies.

To have a unified understanding of the terminology adopted by the DCT, all users are required to read all the definitions along with the descriptions approved by the DCT and refer to them to avoid any confusion during the permit application process.

EVENT LICENSING MANUAL USER GUIDELINES

Definition/ Abbreviation	Description
ACTVET	The Abu Dhabi Centre for Technical and Vocational Education & Training
ADAFSA	Abu Dhabi Agriculture and Food Safety Authority
ADGMO	Abu Dhabi Government Media Office
ADSC	Abu Dhabi Sports Council
Artisans, Cultural & Folkloric Bands	Artisans are crafts persons or skilled people who usually produce traditional products manually and who are present to showcase the cultural traditions of the state/culture. During special occasions and cultural events, the bands are invited to perform and reflect national identities and traditional dances, such as Al-Ayyala. (They are exempt from all permit approvals.)
Awards ceremony	They constitute a formal occasion at which prizes and awards are distributed to honour an achievement in a particular field.
Carnivals	Popular Events, celebrations and displays that involve artistic performance groups, music, dancing, and the use of masquerades.
Commercial Restaurants	Any independent restaurants or venues dedicated to Food & Beverage outlets (F&Bs) that are licensed by the DED. They are issued permits for individual performers such as musical string instrumentalists (Oud performers, etc.), in line with the DCT's decision.
Conferences	Conferences take Meetings to the next level and are designed for a large corporate group to share knowledge across several days. They often include key members of the organisation, Guest Speakers and the general public.
Conferences and Seminars	Any assembly under the supervision, invitation or sponsorship of government authorities or the private sector during which specialists in a specific field are invited to study, discuss, and highlight a specific topic or issue whether they are international, regional, local, political, social, scientific, economic, press or other conferences.
Conventions	Organised events of an industry, profession, or organisation to share knowledge and experience.
Consumer Exhibitions	Industry-specific, large-scale trade shows and EXPOs showcasing various products, prototypes and inventions designed to be displayed and attract potential and interested buyers.
Corporate Meetings	Meetings held in companies or large organisations to discuss operational and financial strategies.
DCD	The Abu Dhabi Department of Community Development
DCT	The Department of Culture and Tourism
DED	The Department of Economic Development in Abu Dhabi
Emirate	The Emirate of Abu Dhabi

EVENT LICENSING MANUAL USER GUIDELINES

Entertainers/ Performers	Individuals who present and use art as a vehicle to communicate ideas, thoughts, feelings, and worldviews. They perform or work in, or are skilled in the techniques of, any of the fine arts, especially in painting, drawing, face painting, falconry, decorative art, sculpture, music, singing, cinematography, photography, illustration, graphic design, fashion design and shows etc.
Event	Any event, whether private or public, that is organised permanently or temporarily in the Emirate, whether its purpose is recreational, marketing, sporting, artistic, cultural, educational, tourism, health, religious, political or for other purposes, and whether such event is in the form of conferences, festivals, exhibitions, concerts, theatre performances, seminars, gatherings or any other form.
Event Guide	The calendar prepared by the DCT for all Events held in the Emirate containing all of the comprehensive information on the process to be followed, requirements, fees, violations, and other valuable information.
Event Licensing System (ELS)	The electronic system used to license events and document relevant data and information including agenda, participants, speakers, holding dates, and sites in which events and accompanying activities are held.
External Meetings	Meetings that are attended by one (1) or more stakeholders from outside the organisation (such as customers, suppliers, investors, partners, potential employees, or service providers).
Event Organisers	The entity duly authorised according to applicable legislations to organise events in the Emirate and registered in the ELS..
Event Ticketing System	The electronic system used to promote and distribute tickets of events held in the Emirate.
Exhibitions	Trade shows by institutions/organisations that promotes their key products and services to the public.
EXPOs	EXPOs are international and global exhibitions designed at a large scale to showcase the major international achievements of nations. They vary in character and are held in different parts of the world at a specific site for a long period of time (typically several months).
Festivals	An event consisting of a series of activities, performances, and exhibitions usually held at one venue within a specified period of time, attended by a large crowd, to celebrate a particular occasion. It often includes recurring activities as part of a regular programme of entertainment activities.
Government	The Government of Abu Dhabi
Government Entities	Government departments, public institutions, entities, centres, councils, funds, and any other entity affiliated with the Government, whether at the federal or local level, which have a primary or secondary role in issuing event licences according to the mechanisms established in the approved licensing system.
Guest Speakers	Individuals who are invited by the organisers prior to an Event because of their expertise or interest in a subject to speak formally before an audience; A Guest Speaker is a lecturer or orator. It is important to note that Poets and Stand-up Comedians are considered as Guest Speakers and are subject to the approvals required for this category.

EVENT LICENSING MANUAL USER GUIDELINES

Hotel Establishments	All the Hotels and hotel apartments and resorts as listed in the DCT Classification Manual.
Incentives	Incentives are travel rewards that may be provided by a company to their employees, partners and groups in return for excellent professional performance.
Internal Meetings/ Meetings	<p>Internal Meetings are held to communicate with members of a single organisation on crucial, strategic, or operational issues.</p> <p>For the purpose of this manual, the conclusion of agreements or MoUs are considered as Internal Meetings although different parties may be involved therein.</p> <p>Any subsidiary company operating under the umbrella of a mother company can use the same permits granted to the parent company, when necessary.</p>
Mascots	<p>A character that represents the symbolic values of a brand or a name. It is a figure that is created to engage the audience's attention by giving them something to relate to. In most cases, individuals wear mascot costumes during Events.</p> <p>The promotional logo of the Event is subject to the necessary permit approvals.</p>
Major Event	Any type of Event that is either attended by a large crowd, holds numerous activities, or involves many participants or speakers.
MC (Master of Ceremonies)	The MC is a professional host of an Event who delivers a welcome note or speech and introduces participants. The MC is NOT considered as a Guest Speaker, thus is exempted from the conditions and approvals applied to speakers.
Meetings	Meetings are typically held in hotel conference rooms or at convention centres and bring together a group of professionals to address a key challenge or set goals for the organisation's corporate objectives.
MICE/Business Sector Events	MICE is the abbreviation for "Meetings, Incentives, Conferences & Exhibitions" that have aspects related to the business sector events. This can also be referred to as "Business Sector Events".
Non-Profit Organisations (NGOs)	They are typically private legal entities licensed according to the prevailing laws of the state, established for the purpose of engaging in one or more activities of public benefit and adopting one of the legal forms prescribed by law without primarily aiming to make a profit.
OSHAD	The Abu Dhabi Occupational Safety and Health System Framework
Participants (guest speakers or entertainers)	<p>Participants' roles vary depending on the Event type.</p> <p>The Participant is either a Guest Speaker (mainly during Business Sector Events) or a Performer/Entertainer (mainly during entertainment Events) who will be performing or delivering information on stage, such as singers, musicians, dancers, DJs, clowns, speakers, orators, poets etc. (in accordance with the definitions provided in this guide).</p> <p>Event backstage staff are not considered as Speakers.</p>
Promotional Identity of the Emirate	The visual elements that symbolise the Emirate. They are composed of the promotional slogan and supporting elements such as font, symbols, or decorations that are developed to highlight and promote the identity.

EVENT LICENSING MANUAL USER GUIDELINES

Ramadan Tents	They are Temporary Venues licensed exclusively and built on a temporary basis and authorised to operate only during the holy month of Ramadan to serve Iftar and Suhur and could either be within or outside a Hotel Establishment. They can only hold a show with one (1) performer.
Sport Teams	International/national sport teams invited to participate in any sport Events in the Emirates.
Stand-up Comedians	Stand-up Comedians hold solo shows and comedic performances on their own on stage to a live audience with which they directly engage. The shows are mostly just of an individual and do not entail another presence. They need to obtain the speaker permit approvals prior to hosting their shows.
Summer Tents	They are Temporary Venues built to be in operation on a temporary basis for a summer season. They should be affiliated to a licensed Hotel Establishment in the Emirate.
Temporary Venues	Sites that will obtain temporary permits for hosting events including parks, beaches, parking lots, roads etc.
Ticket	Any ticket, coupon or voucher, whether printed in traditional or electronic means, or any other means, which authorises its holder to attend an Event at the specified location, whether it is for a fee or free of charge.
Ticket Buyers	Natural or legal persons who buy Tickets.
Ticket Sellers	The entity duly authorised to sell tickets and registered in the ELS.
Tourism/Tourist Restaurants	Any independent restaurants or venues dedicated to Food & Beverage outlets (F&Bs) licensed by the DCT.
Trade Exhibitions	Interactive sessions where participants carry out several training activities.
Venue	The internal or external location, whether a public or private property, that is duly authorised and licensed to host events. These locations are allowed to be used for the purposes of hosting events by entitled parties according to applicable legislations. Private properties, such as farms, villas, domiciles, training centres, wedding halls, or commercial retail shops, are not considered as Venues and are not eligible to be registered in the ELS.
Training Workshops	Interactive sessions where participants carry out several training activities.
Worship Places	Temples, churches, and synagogues are structures for worship. Mosques are excluded from all the provisions related to Worship Places.

1.3. Applicability

In compliance with the provisions and objectives of the DCT, this manual shall apply to the Emirate of Abu Dhabi, Al Ain and Al Dhafra. This manual is mandatory to all the concerned staff of the DCT and the stakeholders as listed hereunder:

- Hotel Establishments
- Venue Management Companies (venue owners/operators)
- Event Organisers (including wedding planners and professional conference organizers)
- Tourism, commercial restaurants, and any type of Food & Beverages
- Places of worship
- Non-governmental organisations (NGOs)
- Concerned Government entities with a primary or secondary role in the approval of Events

1.4. Inclusions

The provisions of this manual include the following:

- All concerned entities that are responsible for the establishment, organisation, and management of Events in the Emirate;
- All concerned entities that have a site or Venue dedicated to the establishment of Events in accordance with its legislation;
- All Events that are organised or held in the Emirate including touristic investment areas, attractions, and malls;
- For Free zones, please refer to Sections 1.5 and 5 thereafter; and
- All Government Entities that organise Events in the Emirate*.

Government Entities are required to apply for permits via the ELS on TAMM platform through an Event Organiser or Venues

1.5. Exclusions

Where any requirements of this Guideline/Manual cannot be applied due to the nature of DCT operations, the points mentioned hereafter have been considered for exclusion. Those include but are not limited to the following:

- Any activities organized and held in Al Maryah and Al Reem Island shall apply via the ADGM.
- All chairmen, Director Generals and their Excellencies representing domestic government entities only.
- All army and military teams/bands performing in official events.
- All training providers delivering health and safety awareness sessions in government entities (such as Civil Defense, ER etc.)
- All MCs hosting/presenting any entertainment or business events.
- All translators / Interpreters in any entertainment or business events including sign language Interpreters.
- All exhibitors promoting or selling their products in a booth at an exhibition.
- All artisans and folkloric Emirati, or GCC, performing during any national event.
- All falconers, face painters, hennah artists, and traditional folkloric groups.

EVENT LICENSING MANUAL USER GUIDELINES

- All religious groups performing choirs and hymns ONLY at prayers and religious ceremonies. If they perform during Events, they shall be subject to the permit requirements;
- For the purpose of this manual, all mosques are not considered as part of Worship Places and are exempted from the relevant permit conditions;
- Social Events of a personal nature that are not open to the public do not need to be registered or declared in accordance with the ELS as determined by the DCT, including but not limited to the following
 - Internal Meetings held in medical centres;
 - Graduation ceremonies and student Events held in academic campuses; and
 - Condolences, Henna, and engagement parties.
- All Internal Meetings, Incentives, interviews, celebrations, and other Events held in any of the registered or designated non-commercial Venues, whether organised by Government Entities or private entities, are exempted/limited to approvals; and
- Any other categories, as deemed appropriate by the DCT at any time.

1.6. Permit Services in the ELS

The main services provided via the ELS and pertaining to Event permits are listed as follows:

- Request to Issue an Event Licence
- Request to Amend an Event Licence
- Request to Cancel an Event Licence
- Request to Issue a Private Party Permit
- Request to Amend a Private Party Permit
- Request to Issue an Entertainment Permit
- Request to Amend an Entertainment Permit
- Request to Cancel an Entertainment Permit
- Request to Renew an Entertainment Permit
- Request to Issue a Temporary Entertainment Permit
- Request to Amend a Temporary Entertainment Permit
- Request to Cancel a Temporary Entertainment Permit
- Request to Renew a Temporary Entertainment Permit

2. TYPES OF EVENTS

2.1. General Guidelines

An Event is a gathering of a group of people wishing to attend/participate in an activity. For the purpose of this guideline manual, any Event must meet the following criteria.

- Have a specific start and end time.
- Be held in a specific Venue approved by the DCT within the boundaries of the Emirate.
- Have a specific purpose (entertainment, sports watching...).

2.2. Categories of Events

The DCT Events can be broadly categorised into various types, ranging from Business Sector Events to entertainment & leisure events, cultural events, social events, sport events, religious events, charitable events and others as classified by the DCT according to the following

A. Business Sector Events: Events that are organised by businesses or organisations for various purposes, such as product launches, Meetings, Incentive Events, Conferences and Seminars, trade shows, and Consumer Exhibitions. The main objective of Business Sector Events is to promote a brand, a good, a service or business, exchange information or discuss relevant topics of an economical, health, or other nature, such as business meetings, business conferences, business seminars, business lectures, and trade fairs, including Consumer Exhibitions, and establish connections with potential clients, partners, and investors.

Key Highlights:

- Although weddings fall under the category of entertainment and/or social events, international weddings are part of the remit and mandate of the DCT Business Sector Events, especially since the Emirate is positioning itself as a wedding destination and is keen to attract the mentioned segment.
- Like domestic weddings, Event Organisers or Venue owners need to register international weddings held in the Emirate in the ELS System and shall only comply with the Event permit provisions and criteria, should Entertainers be invited to perform during international weddings.
- If Entertainers are required during a Business Sector Event, the Venue owner/operator or Event Organiser shall obtain the relevant entertainment permit.
- All Business Sector Events (except for the ones listed under above 1.5 -Exclusion) require the approval of the DCT.
- All Business Sector Events need to be approved by different primary or secondary Government partners through the ELS in TAMM, in accordance with the types of Events to be held.
- Although the ELS is linked with the primary Government Entities for automated approvals and would not require any interference from applicants, in some specific instances and in accordance with the various types of Events or activations, some additional documentations and/or approvals may be required prior to, or after obtaining final approval from the DCT. Those are mainly highlighted under Section, with reference to the Event Permit Summary Table.

B. Entertainment Events: Events that are organised for recreational and leisure purposes and attended by an audience. They could include but are not limited to musicals concerts, circus shows, Festivals, Carnivals, high-end culinary Events, and Exhibitions. The main objective of these entertainment events is to provide an enjoyable and memorable experience for attendees.

EVENT LICENSING MANUAL USER GUIDELINES

Key Highlights:

- All entertainment events that include Participants (Entertainers/Performers/speakers) are subject to entertainment approvals. The same applies to fashion shows, filming, theatrical performance, as per the abiding policies of the DCT and the Emirate.
- All entertainment events require the approval of the DCT and other Government Entities, if applicable.
- All Participants (Entertainers/Performers/speakers) require approval.
- All entertainment events must obtain approval from relevant authorities through the ELS in TAMM, in accordance with the types of Events to be held.
- Although the ELS is linked with the primary Government Entities for automated approvals and would not require any interference from applicants, in some specific instances and in accordance with the various types of Events or activations, some additional documentations and/or approvals may be required prior to, or after obtaining final approval from the DCT. Those are mainly highlighted under Section 3.5 & 3.6 from this manual.

C. Cultural Events: Events that showcase the art, heritage, values and traditions of a community or country. They could include, but are not limited to, cultural and art exhibitions, performances, Festivals, parades, and other types of cultural celebrations. The main purpose of cultural events is to preserve and promote heritage, art, and cultural diversity, and foster innovation/creativity and a sense of community and belonging.

Key Highlights:

- Not all Emirati folkloric dances artisans performing in cultural events are subject to individual entertainer permit approvals, as per the abiding policies of the DCT and the Emirate.
- Adhering to the official national dress while performing at events and committing to demonstrating quality performances that display Emirati heritage appropriately and Each band member shall be mastering the composition or the singing and movement performance of every performance art.
- All cultural events showcasing antiques or artefacts require approval from the DCT's Culture Department.
- All cultural events require the DCT's approval.
- All cultural events showcasing antiques or artefacts require approval from the DCT's Culture Department.
- Although the ELS is linked with the primary Government Entities for automated approvals and would not require any interference from applicants, in some specific instances and in accordance with the various types of Events or activations, some additional documentations and/or approvals may be required prior to, or after obtaining final approval from DCT. Those are mainly highlighted under Section, within the Event Permit Summary Table.

D. Social Events: These Events are organised for personal or social reasons. They could include, but are not limited to, gala dinners, get-togethers, weddings, engagement/birthday parties, anniversaries, condolences, graduations, and reunions. They can also be work-related, such as team building activities or corporate parties. The main purpose of social events is to socialise, network, celebrate and share special moments with family, friends, and acquaintances.

Key Highlights:

- For weddings events and ceremonies, neither permits nor approvals are required. However, wedding events and ceremonies must be registered in the ELS for statistical purposes.

E. Sport Events: These Events include the performance of a type or types of sports, such as competition, with the participation of professionals, and are held in a location specific for sport

EVENT LICENSING MANUAL USER GUIDELINES

activities, or other locations that can be used for these purposes (beaches, desert areas etc.) as long as they are accessible to the audience. The main purpose of sport events is to foster new levels of athleticism, bringing a variety of positive benefits for communities and individuals, and to gather the community together.

Key Highlights:

- In addition to the DCT, all sport events require the approval of the ADSC.
- Such events may require other Government authorities' approvals based on their various characteristics and types, as deemed appropriate by the DCT.
- Although the ELS is linked with the primary Government Entities for automated approvals and would not require any interference from applicants, in some specific instances and in accordance with the various types of Events or activations, some additional documentations and/or approvals may be required prior to, or after obtaining final approval from the DCT.

F. Religious Events: These Events are held to revive a religious occasion or performance or discuss a topic of a religious nature such as religious celebrations, as determined by the DCT.

- In addition to the DCT's approval, all religious events require the approval of the DCD and may need other Government authorities' approvals based on the various characteristics and types, as deemed appropriate by the DCT.
- Although the ELS is linked with the primary Government Entities for automated approvals and would not require any interference from applicants, in some specific instances and in accordance with the various types of Events or activations, some additional documentations and/or approvals may be required prior to, or after obtaining final approval from the DCT. Those are mainly highlighted under Section 3.5 & 3.6 from this manual.

G. Charitable Events: These Events aim to collect financial or other donations with a charitable purpose. These include charitable fundraising activities such as auctions, dinner parties, charitable bazaars and others, as determined by the DCT, which are centred around a discussion, or raising awareness on a subject of a humanitarian or charitable nature. The organising entity must be licensed to work in those fields, according to the laws and regulations in force in the country and in the Emirate.

Key Highlights:

- In addition to the DCT's approval, Charitable Events require the approval of the DCD, especially for Charity and fundraising Events, auctions, as well as activities of NGOs.
- Such Events may need government authorities' approvals based on the various characteristics and elements, as deemed appropriate by the DCT.
- Although the ELS is linked with the primary Government Entities for automated approvals and would not require any interference from applicants, in some specific instances and in accordance with

the various types of Events or activations, some additional documentations and/or approvals may be required prior to, or after obtaining final approval from the DCT. Those are mainly highlighted under Section 3.5 & 3.6 from this manual.

H. Electronic Gaming Events: These gatherings feature interactive games played on various electronic devices like video game consoles (e.g., PlayStation, Xbox), websites, and apps (e.g., Facebook), smartphones, and portable gadgets like iPads and Nintendo DSIs. These games may or may not require an internet connection.

Esports are defined as competitive sports played at a professional or semi-professional level, featuring organised formats like competitions or leagues with the aim of achieving specific goals or prizes, such as winning championship titles or monetary rewards.

EVENT LICENSING MANUAL USER GUIDELINES

Key Highlights:

All gaming events necessitate the following:

- The game must possess a licence from the Ministry of Culture and Youth.
- The game must be pre-classified according to age ratings.
- Any form of gambling is prohibited in electronic games and competitions organised for these events.

For more details, please visit the following website:

<https://www.twofour54.com/ar/media-centre/blog/highlights/why-is-esports-the-fastest-growing-sport>

I. Other Events: Those are the Events classified by the DCT in compliance with the Event controls in place. They could include but are not limited to the following:

- Healthcare/medical Events held in the premises or Venues of the relevant establishments (hospitals, clinics, healthcare centres) and not open to the Public.
- University/School/Academic Events held in the premises or Venues of the relevant establishments and dedicated to students.
- International National Day celebrations
- National and International Elections

The ELS guides users through the phases, requirements and conditions related to every type of Event. For further details, highlights are found under Section Event permit Summary Table.

3. PERMIT REQUIREMENTS

3.1. Event Licensing System (ELS) Platform

As part of its efforts to streamline, facilitate, and collate Event Processing and licensing procedures, the DCT has launched the Abu Dhabi ELS, a holistic platform unifying the registry and permit approval mechanisms for all the relevant Government Entities and for all types of Events conducted in Abu Dhabi, including but not limited to entertainment, cultural, sport, religious, and Business Sector Events (such as Exhibitions, Conferences, Training Workshops and Meetings).

The licensing system ensures the provision of the necessary information for approvals and builds an accurate database for all the activities in Abu Dhabi, thus avoiding conflicting dates and locations, and ensuring appropriate Events are held and high-end Venues are used, with the overall goal of developing this promising sector.

Applicants must apply through the ELS via the TAMM platform:

<https://www.tamm.abudhabi/ar-en>

TAMM is the official one-stop platform providing direct access to all services of the Abu Dhabi Government, with the aim of supporting the Emirate's digital transformation and easing the Customer journey.

3.2. General Guidelines and Policies

It is important for all Event Organisers and Venue owners to abide by the following:

- It is prohibited for any Event to be organised or established in the Emirate unless the necessary licences are obtained from the DED, and the relevant permits from the DCT as well as the relevant entities through the ELS. Individuals cannot apply for permits unless they hold a valid relevant DED Licence (Type of activity "Event Management").
- Application for permit request(s) for any type of listed Events to be held in the Emirate must be submitted through the DCT's ELS.
- The applications are submitted and handled through the ELS, in accordance with the technical and standard procedures enforced by the DCT.
- The ELS provides a reference number for each request that is being presented in a proper and integral manner, and this reference number is used to follow up on the application with the DCT and all other relevant entities.
- The submission of requests, or the receipt of the relevant statements and approvals, is made through the ELS, and the applicant must be registered in the ELS in accordance with the procedures in force by the DCT.
- No applications shall be accepted if submitted less than three (3) working days prior to the Event date as additional external approvals may be required.
- For larger Events that comprise a greater number of Participants, speakers, and Entertainers of various types, it is required to submit the applications within a longer period prior to the Event so that the DCT team can proceed with the procedures properly and ensure that all relevant approvals are obtained in a timely manner to avoid any delay in the permit process.
- Event Organisers are responsible to pay licensing fees in accordance with Resolution No (54) of 2016 regarding the Event Licensing System for any Event requiring a licence/permit via the ELS.

3.3. User Journey Process Map

The User journey of an Event Organiser and/or Venue owner is streamlined into the following phases:



(A) Creation of Profiles

- Profile files are created as a one-time step as all the information is saved in the system for easy reference and action.
- It is important that profiles be created in the ELS by either Venue owners or Event Organisers. This will help users to access the portal easily while securing their data. The creation of profiles requires the following:
 - Logging in to the TAMM platform via **www.tamm.abudhabi/ar-en**
 - Signing in with the UAE pass, considered as a single trusted digital identity for all citizens and residents.
 - Choosing the required service.
- Uploading the commercial licence data for companies (if the applicant is a Government Entity, they must attach a copy of the Resolution)
- Should there be any changes related to the profile, the users can edit their profiles and a notification will be sent to the DCT's relevant team for further action through the TAMM platform.
- Event Organisers or Venue owners shall appoint administrators who will be handling the registration process, transactions, service requests and all the ELS relevant requirements. They shall also be responsible for adding/removing users for the same account, and the timely update of all relevant information such as email address, contact details, etc. to ensure proper communication.
- The DCT shall not be held responsible for any misuse of the system by either the appointed administrators or users.

(B) Registration of Venues

Registration of Venues is limited to owners of exhibition centres, galleries, shopping malls, approved Event Venues and Event Organisers and does not entail any charges nor application fees associated with it.

For Processing purposes, the following requirements must be met:

Submission of a valid trade license for activities related to organizing events or exhibitions.

Or

The applicant for registration must be the owner of a Venue.

Venue owners and Event Organisers shall provide accurate data/information in compliance with the agenda to speed up the approval process and avoid any punitive measures.

Individuals are not permitted to register in the ELS unless they hold the necessary licences from DED. Three types of Venues can be registered in the ELS:

- Indoor Venues: permanently registered.
- Outdoor Venues: permanently registered.
- Temporary Venues*: temporarily registered. In this case, processing is only made when applying for a specific Event regardless of its type.

*The Registration of Temporary Venues requires the provision of the following documents:

- NOC from Owner
- Updated Land Plot
- Event Details

(C) Inspection of Venues

The DCT Inspection Team must be given full access to any registered Venue at any suitable time.

All DCT inspectors will be carrying their DCT Abu Dhabi identification cards while on duty as Event Organisers and Venue owners may request proof of identification prior to providing any information.

The DCT inspectors may visit registered Venues or attend Events to ensure the following:

- Compliance with the DCT legislation and operating standards
- Confirmation that the data in the ELS is correct and accurate
- Review of complaints
- Responding to any official request filed by the Event Organiser or Venue owner.

For the validation of information related to Venues, the DCT Inspectors are immediately notified of any new Venue registered in the system and of any amendments made at a later stage by the Venue owners.

Post Processing or amendment, the inspectors from the DCT shall conduct the inspection visit based on defined criteria/standards. In the Event of non-compliance, the Event Organisers or Venue owners shall be notified of the same via the ELS. The relevant changes need to be made accordingly for Venues to pass the inspection visit.

Event Organisers or Venue owners must not disrupt the progress of the inspection and must cooperate fully with the inspectors.

In addition to the inspection visits conducted by the DCT Team, the relevant Government Entities may, as per their prerogatives, inspect the same Venue or Event to ensure compliance with the set requirements/standards. These inspections operations may result in different violations and fines to be settled and paid by the violators.

(D) Application for an Event Permit

Permits are required for Events to be held in the Emirate.

The DCT is not responsible for the rejection of the permit by the other concerned entities, or even for any delay in issuing the relevant approvals.

Prior to the organisation of any Event, it is essential that Venue owners or Event organisers submit the relevant application forms, while observing the following:

- Ensure the correct category of Event is chosen.
- Enter the Event title, days (exact start and end dates of the Event. The set-up dates are not considered), and details according to the attached agenda and enter the expected attendance and the number of participating exhibitors in addition to the clear details of the contact persons available during the Event.
- Ensure that the organising company is chosen. Attach the contract or no objection letter indicating the start and end dates of the Event in line with the attached agenda.
- Ensure that the speakers' and Performers' information is entered with the required attachments.
- If incorrect or non-compliant applications/information are submitted, the applicant shall be held responsible and be subject to administrative offenses under the legislation and regulations in force.
- The application must be submitted at least three (3) working days prior to the Event to ensure obtaining the necessary approvals in time. Hence, no applications will be accepted if submitted less than three (3) working days prior.

EVENT LICENSING MANUAL USER GUIDELINES

- If submitted within less than 3 working days, it will incur an 'urgent services' fee of AED 500 – without the guarantee of approval, if other government entities approval is needed.
- For larger Events that contain greater numbers of Participants, speakers and Entertainers of various types, it is required to submit the applications within a sufficient period of time prior to the Event's start date, so that the DCT can proceed with the procedures properly and ensure that all relevant approvals are obtained in a timely manner to avoid any delay in the necessary permit process.
- The event organiser should submit the speaker application approval at least 14 days before the start date of the event to avoid any delays.
- The application status should be continuously followed up on to make sure that any required notes or amendments in the system are responded to – to avoid any delay in approvals.
- The approvals of the concerned authorities must be obtained before the start of the Event and all requirements and standards must be followed. Permits obtained from TAMM are not final approvals if other authorities are concerned. The applicant therefore needs to obtain all necessary approvals.
- If it is found that any Event has started without the prior approvals of the relevant authorities, the punitive and administrative penalties stipulated in accordance with the legislations and regulations in force will be imposed, and the Event shall be suspended.
- If Events require the participation of speakers or Entertainers/Performers, only the ones registered and approved in the permit are allowed to take part therein.
- In the Event any unauthorised performances are being held or unapproved speakers are taking part, or if a Performer/Participant/speaker's permit is still being processed, the Event will be suspended immediately, in whole or in part, and administrative penalties will be imposed in accordance with the legislation and regulations in force.
- The Event licence fees that are settled in accordance with the ELS are considered non-refundable in all cases except as stipulated by Article (24) of HE DCT Chairman Decree No. 11 of 2019. For further details, you may refer to Point 3.6.2 titled Cancellation of an Event from this manual.

3.4. Permit Types

The necessary permits are issued in accordance with the type and characteristics of the Events being held.

A. Business Sector Event Permits

The necessary permits are required to apply and hold the following Business Sector Events:

- **Conference Permits:**

A Conference includes any gathering under the administration, invitation or sponsorship of Government or private agencies, through which it hosts experts in a particular field to explore, discuss and highlight a specific topic or issue, be it international, regional, local, political, social, scientific, economic or press conferences or in any other area.

A Conference requires approvals from the following entities:

- The DCT;
- Other Government Entities' approval, depending on the type of Conference as follows:
 - The DCD for Worship Places, public benefit associations and fundraising
 - ADAFSA, for Events hosting or delivering food activities and food trucks that do not hold the relevant licence by the DED.
- Some approvals shall be automatically sent to the relevant entities via the ELS or provided directly by the applicant prior to or post DCT's approval

EVENT LICENSING MANUAL USER GUIDELINES

• Exhibition Permits:

This permit is mandatory for all commercial and non-commercial exhibitions staged in the Emirate and which feature transactional elements, such as space allocation, sales and Event sponsorship.

An Exhibition Permit (Consumer Exhibitions, food trucks, food kiosks, real estate and others) may require additional approvals from the following entities:

- The DED; and
- ADAFSA, for Events hosting or delivering food activities and food trucks that do not hold the relevant licence by the DED.

For more information on conditions and standards for organising consumer exhibitions and fairs, please check the ELS.

• Consumer Exhibition Permits:

If a Consumer Exhibition is organised, it is important to state that only Event Organisers holding a commercial licence in the Emirate including the activity (which should state “organising exhibition”) may apply for the relevant permit(s).

The exhibition details must be attached to the application, including:

- The number of participating companies;
- The type of Event (Event activities);
- A site plan for temporary buildings;
- The approval of Abu Dhabi Investment Office for Temporary Venues that are not registered in the system;
- Insurance for the exhibition;
- Security Guard contract; and
- Cleaning company contract.

It is not permissible to hold Consumer Exhibitions in external facilities (not equipped) except post obtaining approvals/permits issued by the following authorities and providing supporting evidence, according to the type of activity:

- The DED for any exhibition (consumer exhibitions, trade exhibitions, food trucks, if not licensed, real estate, and others – www.adcda.gov.ae);
- Abu Dhabi Civil Defence Authority (for temporary buildings/tents – Follow Temporary Venues requirement) including the layout of temporary tent and the Event’s location.

(please visit www.adcda.gov.ae;

- ADAFSA, for Events hosting or delivering food activities and food trucks that do not hold the relevant licence by Abu Dhabi DED;
- For exhibitions involving scales, scales verification is required by the Abu Dhabi Quality and Conformity Council;
- A pledge letter to implement new conditions and standards for the DCT;
- For Jewellery exhibitions, in addition to the previous scale verification requirement, silver, gold and diamond will only be sold at the exhibition if the below is complied with; and
- Vendors holding a valid UAE trade licence issued within the UAE;

EVENT LICENSING MANUAL USER GUIDELINES

- Vendors holding a valid UAE trade licence issued within the UAE;
- Vendors selling branded jewellery bearing trademarks and international brands; and
- Approval from Department of Municipalities and Transport and Police Department (in case of blocking the road).

For further details, please refer to the “Policy Manual to establish the Conditions and Standards for Organising Consumer Fairs and Exhibitions” Policy.

• Meetings:

For Internal Meetings, no permits are required.

External Meetings are other Business Sector Events and shall require the relevant approvals from the DCT and other relevant Government Entities, if applicable.

• Training and Workshop Permits

For Participants who are trainers, the following needs to be considered:

- If training is requested by a training company, the latter needs to be certified by ACTVET prior to applying for a speaker permit.
- If training is requested by a Government Entity, the training provider is NOT required to be certified by ACTVET.
- Trainers shall be subject to the speaker permit conditions/criteria – ACTVET certificate must be obtained and attached with the application.

• Speaker Permit

All speakers need to be issued a speaker permit. Therefore, any person requested to speak/present to an audience, including poets and Stand-up Comedians, at an Exhibition/Conference/Event on a given topic, and who delivers a speech or a presentation, needs to have been issued the relevant permit. Official identification documents need to be attached with all Event applications that include speakers along with a clear agenda.

A Speaker needs the following approvals from:

- DCT; and
- Security clearance from the relevant authorities

B. Entertainment Event Permits

Permission is required for any artist or entertainer performing at Entertainment or Business Sector Events,

(including all Events listed under Section 3. above), or in authorised Tourist Restaurants, Commercial Restaurants, Temporary Venues (if permitted according to the relevant criteria listed by the DCT).

This shall include Entertainers at Business Sector Events, entertainment & leisure Events, cultural Events, social Events, sport Events, religious Events, charitable Events, others as classified by the DCT.

• Entertainment Permits

- Any Entertainer/Performer/Participant at any Event shall apply for a permit and would require various permissions, in accordance with the type of Events to be held. The Entertainer permit is valid for 1-6 months against a fee of AED 500/- month for every Entertainer/Performer/Participant.
- An application fee of AED 200/- is also applicable.

EVENT LICENSING MANUAL USER GUIDELINES

– If submitted within less than 3 working days, it will incur an 'urgent services' fee of AED 500 - without the guarantee of approval, if other government entities approval is needed.

• Entertainment Permits

– Any Entertainer/Performer/Participant at any Event shall apply for a permit and would require various permissions, in accordance with the type of Events to be held. The Entertainer permit is valid for 1-6 months against a fee of AED 500/- month for every Entertainer/Performer/Participant.

– An application fee of AED 200/- is also applicable.

– If submitted within less than 3 working days, it will incur an 'urgent services' fee of AED 500 - without the guarantee of approval, if other government entities approval is needed.

• Temporary Entertainment Permits

– For Major Events hosting more than ten (10) Performers/Participants, the DCT recommends applying for the above permit against a fee of AED 5,000/- for an unlimited number of Entertainers.

– This permit is valid for seven (7) days, and renewable for seven (7 Days) for an additional amount of AED 1,000/-.

– An application fee of AED 200/- is also applicable.

– If submitted within less than 3 working days, it will incur an 'urgent services' fee of AED 500 - without the guarantee of approval, if other government entities approval is needed.

• Special Permits

In case alcoholic beverages are served at the Event, a special permit is required (for places that do not hold a valid liquor licence allowing them to serve alcoholic beverages). A temporary permit must be obtained beforehand, and beverages must be purchased from a certified distributor – from the special licensing section in DCT.

• Ramadan & Summer Tent Permits

– Ramadan and Summer Tents can only be set up upon being granted permits for a specific period of time.

– A Ramadan tent can be transformed into a Summer tent for a duration of three (3) months at the utmost.

• Theatrical Performance or Film Screening

– If the Event will be a theatrical performance or film screening, it is important to ensure that a permit approval is obtained from the UAE Media Council before applying for the Event permit.

• Commercial Restaurants Permits

– It is not allowed to hold any music events, Training Workshops, Conferences or Exhibitions in Commercial Restaurants. A permit shall be obtained for only one (1) individual

C. Religious Event Permits

If the Event is held in Worship Places or involves community and fundraising activities, the approvals must be obtained from the DCT and the DCD before starting the Event.

Ramadan Period

Events are permitted during the holy month of Ramadan. However, some rules related to noise disturbance have been set and will need to be followed and adhered to. The inspection team shall ensure compliance with any notice or circular issued by the DCT in this regard.

EVENT LICENSING MANUAL USER GUIDELINES

SN	Type of Events	Required documents	Required Approvals	Fees
1	Entertainment Events			
1.1	Entertainment Event with Participant(s)/ Performer(s)	<p>No objection certificate from venue or contract with the venue owner</p> <p>Agenda including title of event, company name, start & end date of the actual event, time and/or sponsorship package</p> <p>Documents for each performer / participant depending on status**</p>	<p>DCT</p> <p>Other Government entities, if applicable, depending on the type of activities*</p>	<p>Processing Fee of AED 200/-</p> <p>AED 500/- for every performer/ participant/</p>
1.2	Temporary Entertainment permits – For specific Entertainment Event ***	Ref 1.1	<p>DCT</p> <p>Other Government entities, if applicable, depending on the type of activities*</p>	<p>Processing Fee of AED 200/-</p> <p>AED 5,000/- for permit that includes an unlimited number of entertainers</p>
1.3	Entertainment Event with flying objects, drones, Fireworks and laser shows	Ref 1.1	<p>DCT</p> <p>Other Government entities, if applicable, depending on the type of activities*</p> <p>Post DCT approval, organizers must obtain approvals from Abu Dhabi Civil Aviation</p> <p>For fireworks, an additional approval is required from Abu Dhabi Civil Defense Authority and the Abu Dhabi Police General Headquarters.</p>	<p>Processing Fee of AED 200/-</p>

EVENT LICENSING MANUAL USER GUIDELINES

1.4	Events for/with tobacco and shisha	Ref 1.1 DED pre approval	DCT Other Government entities, if applicable, depending on the type of activities*	Processing Fee of AED 200/-
1.5	Events hosting or delivering food activities	Ref 1.1	DCT Other Government entities, if applicable, depending on the type of activities* DED and Abu Dhabi Agriculture & Food Safety Authority permits	Processing Fee of AED 200/-
1.6	Retail Outlet Opening/activity	Ref 1.1 Applications should be submitted through event organizers or mall	DCT Other Government entities, if applicable, depending on the type of activities*	Processing Fee of AED 200/- AED 500/- for every performer/ participant
1.7	Events involving animals or pet shows	Ref 1.1 Approval needed from Ministry of Climate Change and Environment (www.moccae.gov.ae) and Department of Municipalities and Transport (DMT)	DCT Other Government entities, if applicable, depending on the type of activities*	Processing Fee of AED 200/-
1.8	Events including rides and games	Ref 1.1 Statement from authorised safety company declaring the area is safe for visitors Insurance company covering the Event and the relevant area Abu Dhabi Civil Defence Authority approval	DCT Other Government entities, if applicable, depending on the type of activities*	Processing Fee of AED 200/-

EVENT LICENSING MANUAL USER GUIDELINES

SN	Type of Events	Required documents	Required Approvals	Fees
2	Business Events			
2.1	Conference Permits	<p>No objection certificate from venue</p> <p>Contract or Agenda including title of event, company name, start & end date of the actual event time and/ or sponsorship package</p> <p>Documents for each speaker/performer/ participant, if applicable**</p>	<p>DCT</p> <p>Other Government entities, if applicable, depending on the type of activities*</p>	<p>Processing Fee of AED 200/-</p> <p>AED 50/- for each speaker permit</p> <p>AED 500/- for every performer/ participant</p>
2.2	Healthcare/Medical Business Events	<p>No objection Certificate (letter) or contract from venue</p> <p>Agenda including title of event, company name, start & end date of the actual event, time and/or sponsorship package</p> <p>Documents for each speaker / performer/ participant, if applicable**</p> <p>If Exhibition/Product launch: layout of the exhibition</p>	<p>DCT</p> <p>AD Health Authority – CME approvals to ensure attendees can avail accreditation, if required</p> <p>Other Government entities, if applicable, depending on type of activities*</p>	<p>Processing Fee of AED 200/-</p> <p>AED 50/- for each speaker permit</p> <p>AED 500/- for every performer/ participant</p>

EVENT LICENSING MANUAL USER GUIDELINES

2.3	Consumer Exhibition Permit ****	<p>No objection certificate from venue or contract</p> <p>If Exhibition /Product launch: layout of the exhibition Details or agenda of the Event</p> <p>Approval of the Abu Dhabi Investment Office for temporary venues that are not registered in the system.</p>	<p>DCT</p> <p>Other Government entities, if applicable, depending on type of activities*</p>	<p>Processing Fee of AED 200/-</p> <p>AED 500/- for every performer/ participant</p>
2.4	Gold and Diamond Exhibitions	No objection letter from the Venue owner or Event Organiser of the site or a contract with the Venue owner	<p>DCT</p> <p>Abu Dhabi Quality and Conformity Council (QCC) where marks/ stickers must be obtained from them, to be visible on all weighing apparatus ensuring quality standards are met. (www.qcc.gov.ae)</p>	Processing Fee of AED 200/-
2.5	Training and workshop permits	<p>Trainers shall be subject to the Speaker Permit conditions and criteria</p> <p>Agenda including title of Event, company name, exact start & end date of the Event time and Documents for each performer/ participant, if applicable**</p>	<p>ACTVET Certification*****</p> <p>DCT</p>	<p>Application Fee of AED 200/-</p> <p>AED 50/- for each trainer</p>

EVENT LICENSING MANUAL USER GUIDELINES

SN	Type of Events	Required documents	Required Approvals	Fees
3	Religious & Charitable events			
3.1	Religious Events at Worship places, events for Charity, fundraising, and public benefit associations	<p>No objection letter from the Venue owner or Event Organiser of the site or a contract with the Venue owner</p> <p>The DCD Agenda including title of Event, company name, exact start & end date of the Event, time and Documents for each performer/ participant/speaker/ lecturer, if applicable** *</p>	<p>Approval from DCD</p> <p>DCT</p> <p>Other Government entities, if applicable, depending on the type of activities*</p>	<p>Processing Fee of AED 200/-</p> <p>AED 50/- for each speaker</p>

SN	Type of Events	Required documents	Required Approvals	Fees
4	Sports Events			
4.1	International and Domestic Sport Events	<p>No objection certificate from venue or contract with the venue owner</p> <p>Agenda including title of event, company name, exact start & end date of the event, time and / or sponsorship package</p> <p>Documents for each performer/ participant, if applicable**</p>	<p>DCT</p> <p>Abu Dhabi Sports Council (ADSC)</p> <p>Other Government entities, if applicable, depending on the type of activities*</p>	<p>Processing Fee of AED 200/-</p>

EVENT LICENSING MANUAL USER GUIDELINES

SN	Type of Events	Required documents	Required Approvals	Fees
5	Cultural Events			
5.1	Cultural events	<p>No objection certificate from venue</p> <p>Documents for each performer/ participant, if applicable**</p> <p>If Exhibition /Product launch: layout of the exhibition</p>	<p>DCT</p> <p>Other Government entities, if applicable, depending on the type of activities*</p>	Processing Fee of AED 200/-
5.2	UAE National Day celebrations, Flag Day & Women's Day	<p>No objection certificate from venue</p> <p>Agenda including title of event, company name, exact start & end date of event, time and topics</p> <p>Documents for each performer/ participant, if applicable**</p>	<p>DCT</p> <p>Other Government entities, if applicable, depending on the type of activities*</p>	Processing Fee of AED 200/-
5.3	International Day celebrations	<p>No objection certificate from venue</p> <p>Agenda including title of event, company name, exact start & end date of the event, time and topics</p> <p>Documents for each performer/ participant, if applicable**</p>	<p>NOC or approval from Ministry of Foreign Affairs prior to applying via the ELS</p> <p>DCT</p> <p>Other Government entities, if applicable, depending on the type of activities*</p>	Processing Fee of AED 200/-

EVENT LICENSING MANUAL USER GUIDELINES

5.4	Event involving antiques or artifacts	Ref 1.1	DCT Approval from DCT Abu Dhabi's Culture Department is needed via the Events Licensing System.	Processing Fee of AED 200/-
5.5	Book fairs, Theatrical performances, plays, film screenings/ videos	No objection letter from the Venue owner or Event Organiser of the site or a contract with the Venue owner Agenda including title of Event, company name, date, time, and topics UAE Media Council (for script proofing & other relevant processes)	DCT Other Government Entities, if applicable, depending on the type of activities*	Application Fee of AED 200/-
SN	Type of Events	Required documents	Required Approvals	Fees
6	Social Events			
6.1	Private Parties *****	Ref 1.1	DCT Other Government entities, if applicable, depending on the type of activities*	AED 350 per application AED 500/- for every performer/ participant
6.2	Community meetings, gatherings, social events	Ref 1.1	DCT Other Government entities, if applicable, depending on the type of activities*	Processing Fee of AED 200/-

EVENT LICENSING MANUAL USER GUIDELINES

SN	Type of Events	Required documents	Required Approvals	Fees
7	Other Types of Events			
7.1	UAE Elections	<p>No objection certificate from venue</p> <p>Agenda including title of event, company name, exact start & end date of the event, time, and topics.</p> <p>Documents for each performer/ participant, if applicable**</p>	DCT	Processing Fee of AED 200/-
7.2	Other Elections - International	<p>No objection certificate from venue</p> <p>Agenda including title of event, company name, date, time, and topics.</p> <p>Documents for each performer/ participant, if applicable**</p>	<p>NOC or approval from Ministry of Foreign Affairs prior to applying via the ELS</p> <p>DCT</p> <p>Other Government entities, if applicable, depending on the type of activities*</p>	Processing Fee of AED 200/-
7.3	<p>Virtual entertainment or Business Events*****</p> <p>(in case attendees are present in a registered venue)</p>	<p>No objection certificate venue or contract with the venue owner</p> <p>Agenda including title of event, company name, date, time, and topics.</p> <p>Documents for each performer/ participant/ participant, if applicable**</p>	<p>DCT</p> <p>Other Government entities, if applicable, depending on the type of activities*</p>	<p>Processing Fee of AED 200/-</p> <p>AED 50/- for every speaker</p>

Notes

*** Other governments approvals or specific requirements may vary depending on the type of events, activations, and participants, as follows:**

- All Participants' (Entertainers/speakers) permits are subject to security clearance from the relevant authorities
- Religious Conferences for non-Muslims will require additional approvals from the DCD
- Sport events require an additional approval from the ADSC
- For Events hosting or delivering food activities, ADAFSA approval is required (if the DED relevant licence is not provided). For further details, please check <https://www.adafsa.gov.ae/>
- For Events including tobacco/shisha, DED approval is required prior to applying for the Event permits
- For animals or pet shows, approval from Ministry of Climate Change and Environment is required prior to applying for the Events permit. For further details, please check www.moccae.gov.ae
- For Events requiring closure of roads, Department of Municipalities and Transport and Abu Dhabi Police notification and approvals are required in this regard
- If the word "Abu Dhabi" is used in the title of the Event, an NOC from Abu Dhabi Media Office is required
- If the Abu Dhabi Logo is used, it must follow the standards specified by Abu Dhabi Media Office
- If the Event includes any UAE flag hoisting ceremony, the UAE flag guidelines shall be endorsed and complied with. For further details, please check <https://u.ae/resources/guidelines>) or (www.mohre.gov.ae)
- The event organiser must sign the approved undertaking form, confirming the completion of obtaining parental consent for participants under the age of 21, and clarifying their roles in the event.
- The event organiser must undertake the responsibility of archiving all parents consents forms to presented whenever required.

**** All required documents for performers/participants (entertainers/ guest speakers) must be attached for approval:ments may vary depending on the type of events, activations, and participants, as follows:**

For UAE citizens/Residents:

- A recent photograph.

For GCC and foreign nationals:

- A passport copy; and
- A recent photograph.

For mission or visit visa:

- A passport copy;
- UAE visa copy; and
- A recent photograph.

EVENT LICENSING MANUAL USER GUIDELINES

***The Temporary Entertainment Permit applies for any Event where more than ten (10) Entertainers/Performers/Participants are involved, including but not limited to Major Events. Such permit covers an unlimited number of Entertainers against the fee of AED 5,000/-. This Permit is valid for seven (7) days and is renewable for another seven (7) days for an additional amount of AED 1,000/-.

****For Consumer Exhibitions, please refer to above clause 3.3.5 Permit Types € – point c and Regulation No 25/2019 for Consumer Exhibitions.

*****ACTVET Certification is issued by ACTVET and is only required for training providers. Training Workshops organised by Government Entities are exempt from this condition.

***** Those social Events include internal private parties such as birthdays, lunches, gatherings, and graduation

ceremonies. Wedding, engagement, hennah ceremonies and consolation Events are excluded.

*****If the Event is fully online (i.e. Attendees and performer/speaker are not present at a registered Venue) no permit is required. In case the attendees are present in the registered Venue, and the Participant (Performer/speaker) is delivering the Event online, a Performer/Participant permit is required, and the Application fees shall apply.

3.6. Changes to an approved Event Permit

It is possible to make amendments to the licence requests through the ELS after having completed the procedures in accordance with the electronic system.

A. Modifications to an Event:

Modifications made by Event Organisers and Venue owners are limited to the following:

- date, time, Event title;
- changing or adding a new Venue to the Event; and
- adding a speaker or performance.

Any amendments to the applications, submitted less than 3 working days before the event, will incur an 'urgent services' fee of AED 500 on every amendment – without the guarantee of approval, if other government entities approval is needed.

No modification is allowed after the Event time has expired.

The Event may not be held until the final approvals from all the relevant authorities are obtained further to the amendment(s) made.

For the addition of a speaker or performance, applicants need to consider the period for obtaining approval from the concerned authorities, that is no less than three (3) working days. If approvals are not granted prior to holding the Event, the relevant Participants (Entertainers/speakers) are not allowed to present nor perform.

B. Cancellation of an Event

- If the Event is cancelled for any reason, the request in the system must be cancelled before the end of the Event and NO refunds will be made due to this cancellation. This is applicable in all cases except as stipulated by Article (24) of HE DCT Chairman Decree NO. 11 of 2019 stated hereunder.

• If the entertainment activities taking place in the Emirate are stopped or cancelled by the DCT or the competent Government authorities for any reason whatsoever like a natural disaster (earthquakes etc.) or Government decision (mourning, pandemic regulations, and precautionary measures etc.), the dates of the permit shall be considered invalid during the prohibition and the permit fees shall be refunded. In this case, request submitters may through the Events licensing system submit a request to refund all the licensing fees and the DCT decides on these requests in accordance with the financial instructions and procedures within thirty (30) working days from the date of the request submission. The DCT shall notify submitters of its final decision.

Event Organisers may request change of dates via the same application by using the “amendment service”.

Event Organisers shall ensure refunding all the sold Tickets to Ticket Buyers.

4. TICKETING SYSTEM

A Sale of tickets

- Use of the approved ticket sellers
- Use of the Event Ticketing System

B Payment of ticket allowances and guarantee

- A 10% ratio is to be settled to DCT within 30 days from the event
- The ticket seller must not present or sell any tickets related to an event with a price different than the price specified by the event's organizer and printed on the ticket.

C Control Mechanism of ticket value

- Ticket Prices must be clear and adhered to
- DCT relevant Team shall ensure accuracy of reports provided
- Punitive measures are applied in case of incorrect information or non-compliance

4.1. Ticketing Requirements

- It is mandatory, as per the DCT resolutions, to use the Electronic Ticketing System for all entertainment and Business Sector Events where Tickets are issued to enter recreational and non-recreational activities.
- Organisers must use the Ticket system to print Tickets for all types of paid or non-paid Tickets.
- Tickets may not be ordered through the Event ticket system to use at private parties.

4.2. Ticketing Ratio

- In the Event of sold Tickets, a fee of 10% of the total ticket sales will be charged to the DCT for the benefit of the DCT.
- Ticket allowances, distribution and marketing must be paid in accordance with the Events licensing system and are non-refundable in all cases except as stipulated by Resolution No. 11 Article No. 24 of 2019.
- If Tickets will be on sale at the Event, Event Organisers must choose “to ticket” for the Event permit application, and make sure to submit the Event permit application request to activate the Ticket printing feature through the system.

4.3. Specific Provisions Regarding Ticket Allowances

- All Participants of the ELS must use the electronic system to print Event Tickets and pay through the system when printing the Tickets unless they have contracted one of the approved partners to market and sell the Event Tickets.
- For the same day Events, Ticket allowances should be paid no later than thirty (30) days from the Event date.
- Payment of Ticket allowances should be made from the partners' linking systems who are required to settle the Ticket allowances calculated based on the entire Event.
- Each Ticket Seller must sell the relevant tickets through the system within thirty (30) days of the date on which the DCT issues the periodic claim reports in accordance with the approved categories.
- In all cases, ticket allowances must not be less than AED 1 per ticket issued through the Event Ticketing System (this includes all tickets sold/distributed against a fee or complimentary tickets).

4.4. Control Mechanism of Ticket Value

- The Ticket Seller must include a clear and readable Ticket price related to any Event in all Tickets sold in both Arabic and/or English regardless of the selling channel (traditional Ticket platform, via internet, or any electronic application) in accordance with the provisions issued by the DCT.
- The Ticket Seller must not present or sell any Ticket related to an Event with a price different than the price specified by the Event Organiser and printed on the Ticket.
- The relevant DCT team members shall ensure the accuracy of data and reports provided by the Ticket Seller, through inspection visits in accordance with the regulations, circulars and procedures followed by the DCT.

4.5. Event Ticketing System

There are two (2) electronic platforms that can be used by the Ticket Sellers approved by the DCT, as follows:

EVENT LICENSING MANUAL USER GUIDELINES

- Main Ticket platform: it is an electronic platform that has been developed to allow Ticket Sellers (ticket platform partners) who wish to use it to sell Tickets via the Internet or through Ticket outlets, after adding their corporate identity elements.
- Process of connecting Ticket systems: it is an electronic platform given to allow Ticket Sellers (Ticket platform partners) who wish to use the Event Ticket system to link their own systems should they meet the requirements and procedures established by the DCT. Systems Associates shall be responsible for conducting the electronic link operation in accordance with the technical requirements established by the service, and the service shall not be liable for any costs, financial expenses, risks, liabilities or claims associated with such electronic linkage.

4.6. Payment of Ticket Allowances and Guarantee

- Ticket Sellers are responsible towards the DCT for ensuring the settlement of all allowances, expenses, distribution, and marketing of the Tickets that are imposed to any Event.
- The revenue assurance team shall audit the DCT revenue generated by Events to ensure the accurate collection based on the contract signed.
- Ticket Sellers must present/guarantee exchange allowances, distribution and marketing of Tickets according to the category under which they fall as shown below:

Ticket seller category	Guarantee of exchange allowances, distribution and marketing of tickets
System-linking partners classified by DCT in category (b)	Providing a check under DCTs name with a value of 10% of the total value of the tickets for each event. Ticket sellers are responsible for the same.
System-linking partners classified by DCT in category (c)	Signing an agreement according to the guarantee prepared by DCT whereby the proceeds of the sale of the tickets of the events are transferred in full to the guaranteed account administered by a financial institution approved by DCT.
Main ticket platform partners classified by DCT in category (a)	Providing a bank guarantee as determined by DCT and reserving the right to claim additional warranties if the total amount of exchange allowances, distribution, and marketing of the presumed tickets to any licensed event exceeds the value of the advanced guarantee.
Main ticket platform partners classified by the Department in category (b)	Signing an agreement according to the guarantee prepared by DCT whereby the proceeds of the sale of the event tickets are transferred in full to the guaranteed account administered by a financial institution approved by DCT.

4.7. Restoration of Licensing Fees and Entitlement to Ticket Allowance

Ticket allowances, distribution and marketing must be paid in accordance with the Events licensing system and are non-refundable in all cases Tickets according to the category under which they fall as shown below:

4.8. Setting up Ticket Value for Buyers

In case there is an Event cancellation for any reason after having sold all or some of Tickets, the following must be taken into consideration:

- The Ticket Seller is responsible for the full refund of the Tickets sold to the Ticket Buyers within ten (10) days of the cancellation date of the Event;
- The Event Organiser is responsible for any fees related to payment procedures through the electronic or traditional channels; and
- Tickets for cancelled Events are not charged.

4.9. Payment Method of Fees and Ticket Allowances

All fees, marketing allowances and distribution of Tickets must be paid through the electronic system, bank transfer, check payment, or cash deposit in the DCT's account in accordance with the instructions and financial procedures in force by the DCT.

4.10. Issuance and Distribution of Complimentary Tickets

Event Organisers may issue and distribute any Event Tickets licensed from the DCT. However, Ticket Sellers must print the word "مجانياً" in Arabic or "complimentary" in English on all Tickets that are issued or distributed free of charge. The following guidelines shall be respected according to the type of Event and the maximum limits set out:

Event Type	% of complimentary ticket
Business sector events	Not exceed 75% of the total event tickets
Entertainment events	Not exceed 10% of the total event tickets
Sports events	Not exceed 25% of the total event tickets
Religious events	According to the event organizer
Charitable events	According to the event organizer
Any other event	In accordance with the requirements and limits determined by DCT

4.11. Revenue Assurance Audits

It is important to mention that the revenue assurance auditors are responsible to compare the percentages to ensure accuracy of the provided data (please refer to 4.10 above). To ensure compliance with revenue audit requirements, it is mandatory to maintain Ticket sale reports.

The DCT revenue assurance team must be given full access to any registered Venue at any suitable time.

All the DCT auditors will be carrying their DCT Abu Dhabi identification cards while on duty as Event Organisers and Venue owners may request proof of identification prior to providing any information.

The DCT auditors may visit registered Venues or attend Events to perform the following:

- a. Ensure compliance with the DCT legislation and operating standards;
- b. Confirm the source of revenue in the Event;
- c. Request all the needed requirements to support the revenue generated in the Event; and
- d. Ensure compliance with the Event inspection checklist.

The revenue assurance audits aim at ensuring that accurate revenues are recorded in accordance with existing laws and regulations and that they have been properly reported and paid to the DCT based on the agreed contract signed.

It is important to state that Event Organisers or Venue owners must submit all the requested documents within a maximum deadline of three (3) months from the date of the Events.

5. FREE ZONE GUIDELINE

Events Organisers and Tickets Sellers in free zones need to comply with the following:

- If an Event Organiser is registered in the Emirate (outside the free zones) and wishes to hold an Event at a suitable Venue in a free zone in the Emirate (excluding Hotel Establishments), the Event organiser will then be responsible for entering the Event licensing requests through the ELS and obtain all necessary permits accordingly. In this case, the DCT responsible for issuing the Event permits, provided that the prior approval of the relevant free zone authority is obtained through the ELS.
- If the Event Organiser has been registered in the free zone area affiliated with the Abu Dhabi Global Market, they must obtain the necessary event permits for events planned within the free zone area through the registration authority affiliated with the market.
- The Event Organisers that are registered in free zone areas may not organise Events outside that free zone geographical area without obtaining a commercial license from the DED.

6. RESPONSIBILITIES OF EVENT SITES

Without prejudice to the responsibilities of Event Organisers and Ticket Sellers, each Event site shall be responsible for the following:

- Nominating a site representative who shall be available during the Event and responsible for attending to the inspection visits conducted by the DCT team, as well as keeping all the documents/ records/permissions readily retrievable to ensure they are provided promptly to the relevant inspectors.
- Not allowing any Event to be held on the borders of the location without having obtained the necessary approval from the DCT through the ELS.
- Ensuring holding only one Event at a time in the same location.
- Adjusting the entering procedures to ensure that Event attendees have entered the Event Venue by presenting a valid Ticket issued by the Electronic Ticket System with an electronic code that has not been previously used.
- Complying with all requirements and controls related to the ELS as determined by the DCT.
- Providing appropriate systems and procedures which ensure the safety of Event attendees and Staff in accordance with the DCT's and other relevant Government Entities' Health and Safety policies (please refer to Section 9 – Health and Safety from this manual).

7. ADMINISTRATIVE MEASURES, VIOLATIONS AND FINES

7.1. Administrative measures

Without prejudice to the responsibilities of Event Organisers and Ticket Sellers, each Event site shall be responsible for the following:

- Drawing attention
- Warning
- Partial or total suspension of the Event activity on a permanent or temporary basis
- Cancellation of approval of the permits
- Temporal or permanent suspension of the Event
- Discontinuing receiving Event permit requests from the Event Organisers committing violations, unresolved or repeated irregularities and who continuously do not comply with the requirements of the DCT.

The signature of the administrative sanctions shall not preclude the collection of fees established under the terms of the ELS and the relevant resolutions in place.

7.2. Violations and fines

Without prejudice to the right of the concerned Governmental Entities to impose fines in accordance with the legislations in force, the DCT shall impose administrative fines as a result of violations related to non-compliance with the governing policies, transactions in the ELS and the Event Ticketing System.

- Punitive measures may vary in accordance with the frequency of offenses.
- Please refer to the table containing the violations and fines.
- Paid fines and all warnings shall be levied and cleared after a year from the date of issuance of the violation.
- Payment of fines within the set timeframes (sixty (60) days from the date of the violation) may result in the reduction of the required amounts by 25%.

7.3. Grievances

Any Event Organiser or Venue owner/operator is entitled to file a written complaint to the DCT against any violation raised prior, during or post an Event within sixty (60) days from the date of notification. The complaint or grievance shall be reviewed by the Review Committee and a decision thereon shall be issued within thirty (30) days from the date of submission of the complaint or grievance. The decision shall be considered as final and irrevocable.

Failing to file the complaint or grievance within the set legal timeframe shall be considered as an acceptance of the complaint or grievance.

8. POST-EVENT FEEDBACK

DCT is keen on listening to the opinions of all stakeholders and interested parties from both Government and private sectors, in addition to the opinions and ideas of the audience participating in the Events.

The public is also encouraged to complete the relevant surveys, prepared by the DCT in order to obtain insights into positive or negative sentiments of the Event and make future decisions thereon. Post-Event surveys developed by the DCT generally contain a mix of question types. They are sent out to Event Organisers and Venue owners to share with their audiences and revert to the DCT.

Those results will help DCT make decisions for new, re-occurring or repeated Events, types of Events to be held, based on the feedback and demand of the public and relevant stakeholders.

9. GENERAL REQUIREMENTS AND CRITERIA

9.1. Health & Safety

The DCT is keen on ensuring Events are conducted in a safe environment. Therefore, it has designed the “Abu Dhabi Event Safety Code of Practice” in the aim of supporting the industry in implementing health and safety measures.

The said Code of Practice is based on the OSHAD, UAE Fire and Life Safety Code of Practice (Ministry of Interior) and international Event safety standards. All Event Organisers and Venue owners are encouraged to comply with the provisions of the guidelines to manage crowds (i.e. visitors, guests, suppliers) and employees safely at all types of Events.

Health and safety are an important consideration for any Event as it is a significantly high priority to keep both Participants and visitors safe. In addition, the DCT has recommended initiatives that are additional to the mandates and that would surpass expectations to drive Event Organisers and Venue owners towards having a strong and sustainable health and safety system.

Such Guidelines cover all Health and safety planning, management and monitoring issues that may arise. Following such guidelines will ensure that Venues and Event Organisers minimise all risks.

The concerned Venue/facility would be subjected to the necessary inspections prior to the issuance of approvals from the relevant Government Entities including, but not limited to, Abu Dhabi Civil Defence, ADAFSA etc.

9.2. Venue Accessibility

The DCT aims to promote Abu Dhabi as a global inclusive destination, as the Emirate acknowledges that accessibility is crucial to create an inclusive community and ensure that people of determination (people with disabilities) enjoy the same benefits and experiences as other members in their community. Accessibility in Events becomes essential for a destination to be welcoming to all types of visitors, resulting in an increase not only in visitor satisfaction but also in number of visitors. Therefore, the DCT is launching an accessible event manual that covers all the aspects of accessibility and inclusion in an Event, from infrastructure to people, equipment, health and safety, marketing, seating, etc.

All Event Organisers and Venue owners are hereby encouraged to comply with the guidelines to ensure that Abu Dhabi becomes an inclusive and accessible destination for Events (Ref Accessible Event Manual Draft). It is also mandatory to provide first aid contact details to visitors, volunteers and personnel with disabilities and to provide a medical storage facility including medical supplies and generic medications with the approval of Abu Dhabi Health Authorities.

9.3. Environmental Sustainability

As the UAE moves towards sustainability, it is imperative to establish and promote Abu Dhabi's leading position as a global destination in eco-tourism and sustainable tourism. As the tourism industry's regulator, the DCT is committed to providing a sustainable and responsible tourism industry tailored to the regional climate, culture, and available resources. The tourism industry is instrumental in supporting the evolution of Abu Dhabi into a world-class destination. The DCT has established a comprehensive sustainability framework for the tourism industry and Events based on the UN Sustainable Development Goals (SDGs). This is a long-term and forward-looking framework aiming to manage the tourism industry's economic, social, and environmental impacts.

Event Organisers and Venue owners are responsible for assessing the feasibility of adopting initiatives stated in the guidelines and making progress to develop their individual sustainability strategy and policy.

Event Organisers and Venue owners are requested to use these guidelines and develop their own sustainability journey/roadmap towards the vision of making Abu Dhabi a sustainable destination.

The said guidelines aim at reducing the impact of Events on the environment, including waste and water management, energy conservation/management, green and sustainable transportation, environmental protection, carbon management and the use of eco-friendly materials.

(Ref Events Practical Guide to Implementing Sustainable Practices -SUSTAINABILITY GUIDELINES)

9.4. Advertising & Promotion Guidelines

It is compulsory that Event Organisers and Venue owners do not start marketing, advertising, or initiating any Event before receiving the final approval of the DCT and other Government Entities according to the type of Event to be held.

The Event Organiser must mention the permit number issued by the ELS in any advertisement related to the Event in accordance with the procedures in force by the DCT.

All broadcast or published advertisements, whether on traditional or digital platforms, must be clear and must not contain any incorrect information, nor create confusion between products.

For all marketing and promotional announcements/communications channels, the organisers must abide by the same TITLES/NAMES/BRANDS/ACTIVITIES approved by the DCT on the ELS.

The use of the Abu Dhabi or the Government of Abu Dhabi brands is prohibited without securing the required approvals from the ADGMO.

According to the advertising standards in place, the following practices are strictly prohibited:

- Any advertisement publication to contain words and pictures that breach public morals.
- Any advertisement publication to contain misleading claims of a similar nature that tend to confuse consumers.
- The spread and dissemination of information that may prejudice children, women, or any other members of society.
- The provocation of violence, hatred, and sectarianism via advertising content.
- The unlawful use of trademarks in advertisements.
- Fraudulent, imitated trademarks.
- Unrightfully used labels or pictures.
- Any content that might disrespect the regime in the UAE and/or the symbols and political institutions thereof.

9.5. Adherence to Cultural Sensitivity

- To ensure the provision of authentic experiences and preserve the culture of Abu Dhabi, all entertainment and Business Sector Events must respect the UAE's cultural aspects.
- Therefore, it is strictly prohibited to organise any Event in Abu Dhabi that breaches the UAE laws or is of any disrespectful characteristics towards the customs, traditions, heritage, and values of the country in general and the Emirate in particular. Therefore, the DCT requests parties involved in organising any Event to ensure that the contract signed between Venue owners and Event Organisers for all types of Events clearly states that the responsibility of ensuring that cultural values are respected is borne by the Event applicant.
- It is essential during an Event to avoid engaging in any acts or arrangements that infringe on the public order or morals of the UAE.
- In addition, Events of a direct or indirect racist or extremist nature, or that constitute a crime, or that disturb public order and morals in the country are not permitted.
- All Events must protect the society from harmful influences and trends that go against the prevailing nature of Abu Dhabi, its culture, religion, and traditions.

- All Events must respect the privacy of individuals, religions, and Government institutions in the Emirate.
- Any type of gambling is prohibited during an Event and at any registered Venue. Operating or organising gambling games and engaging in gambling can lead to strict criminal penalties and fines will be imposed.
- Individuals wearing the UAE and GCC national dress (such as Dishdasha or Kandura) are strictly not permitted access to discos, bars, nightclubs or other related dancing entertainment Venues primarily serving alcoholic beverages.
- Individuals who are below 21 years of age are strictly not permitted access to discos, bars, nightclubs or other related dancing entertainment Venues serving alcoholic beverages.
- Adhering to the cultural rules will avoid any legal measures that will be taken against offenders according to the legislations in force. All Events will be checked by DCT's inspectors to ensure compliance with the above in addition to the policies and standards in place.
- Approval may not be granted to Events that may lead to any cultural sensitivity or ramifications. Such decision is left at the sole discretion of the DCT.

10. SYSTEM PROTECTION POLICY AND RISK MANAGEMENT

10.1. System Protection Policy

Users of the ELS and Event Ticketing System are responsible for all the risks that may impact users and the DCT shall not be responsible nor liable for any losses, requirements, costs, or damages (including loss of employment or profit) resulting in any form from the use of such electronic systems in accordance with the DCT instructions.

It is also important for Event Organisers have full responsibility in proactively and adequately identifying, assessing and addressing any Event-specific risks, potential incidents and disruptions.

- Provision of the appropriate systems and procedures that ensure the safety of Event attendees and crowds in accordance with the provisions stipulated by the DCT and other relevant Government Entities in the Emirate.
- Ensuring the protection of the electronic system protection, and compliance with policies, and preventive procedures (whether linked with technical or operational risk analysis)
- Using the access permissions for these electronic systems with the highest degree of care and preventing the use of illegal authorizations.
- Ensuring that delegates or authorised officials who are responsible for the use of the systems and/or who have the capability to access the electronic systems do not misuse the data in any way possible.

10.2. Data policy Article (29)

Ticket Sellers and Event Organisers requiring Processing under the terms of the ELS and this resolution shall abide by the following:

- In the context of Ticket sales/processing, it is necessary to obtain the information of Event attendees and Ticket Buyers within a specified scope of private data and according to the requirements outlines in this manual, as well any other data required by the DCT.

The scope of data required to be obtained by Ticket Sellers and Event processing agencies that require registration include the following:

Event type	Scope of data (ticket sellers)
Business sector events Entertainment events Sports events Religious events Cultural events Charitable events Any other event determined by DCT	Nationality Place of residence Age Surname Email address- mobile number In accordance with the limits and requirements specified by the DCT

11. CONTACT DETAILS

The DCT Abu Dhabi Office is headquartered at Nation Towers on Abu Dhabi's Corniche, Tower 2.

The Licensing Department and its team members are available for consultation and advice during official working hours.

Should you require any assistance, or have complaints/queries, you may contact the call centre on (+971) 800 555 or send an email to info@dctabudhabi.ae

12. REFERENCES

- Resolution no (54) of 2016 of the Executive Council's President concerning the Event Licensing System of Abu Dhabi
- DCT's chairman Resolution No. 11 of 2019 regarding the mechanism for implementing the event licensing system in the Emirate of Abu Dhabi
- Law No. 1 of 2017 concerning the financial system of Abu Dhabi Government
- DCT's chairman Resolution no (5) of 2018 concerning the determination of percentage of Ticket allowances in accordance with the Event Licensing System (ELS) of Abu Dhabi
- Law No. (8) of 2018 concerning the establishment of the Department of Culture and Tourism
- Resolution no. (23) of 2019 of the Executive Council's President concerning additional competencies to the Department of Culture and Tourism
- The standards enlisted in Regulation No 25/2019 for consumer exhibitions.
- Events Practical Guide to Implementing Sustainable Practices - SUSTAINABILITY GUIDELINES
- Abu Dhabi Occupational Safety & Health System Framework (OSHAD – SF) Code of Practice.
- Circular No. 1 of 2023 concerning Event Licensing System
- Circular No. 3 of 2023 concerning the Event Licensing System
- Circular No. 8 of 2023 concerning the Traditional Band Requirements in Abu Dhabi Events
- Circular NO. 4 of 2024 concerning the event licensing system

دائرة الثقافة والسياحة
DEPARTMENT OF CULTURE
AND TOURISM

