

Resumption Guidelines for Commercial Facilities

Effective 27 May, 2020 until further notice

Non Clinical Activities	New Guidelines in addition to the previously announced Precautionary Measures
Educational and training institutes and Child Learning center	<p>Allowed to operate at 50% capacity</p>
Sports academies, indoor gyms, sports, and fitness clubs (excluding - Showers, Spa, Saunas and Massages)	<p>Allowed to operate at 50% capacity</p> <ul style="list-style-type: none"> • Sports facilities and all tools, equipment, and means of transportation shall be sanitized. A permanent sanitization program shall be put in place, and sanitizers shall be provided in the necessary areas in the establishment. • A physical distance of at least 2 meters must be maintained, and separators/partitions (e.g. acrylic dividers) shall be installed between sports equipment, if the nature of the sports activity requires it, to ensure protection of people. • Prepare for the return of the activity at a maximum of 50% of the facility's normal capacity. • Close off waiting areas, and ensure lockers rooms, changing rooms, and shower booths (shower, Sauna, Jacuzzi) are closed off. Furthermore, trainers and instructors are not allowed to gather in any area. • Bathrooms/toilets must be sanitized after each use, or at least once every hour. • All athletes/visitors/members must wear a face mask at all time and while engaged in light or moderate physical activity, but can be lowered/removed while engaged in strenuous physical exercise. • Frequently used equipment that are used or touched by members must be cleaned. Floors and equipment must always be cleaned after each use.

	<ul style="list-style-type: none"> • Provide equipment to measure the temperature of customers, employees, trainers and participants before the start of every training session. Anyone with a temperature of over 37.5 degrees shall not be allowed in the facility. • Individuals below the age of 12 and above 60 are not allowed to practice activities. • A person who has a cough, temperature, breathing difficulty, respiratory disease or immunodeficiency, shall not be allowed to participate in the sports activities. • Guidelines and instructions issued by health authorities, and updated from time to time, shall be observed and strictly followed. • The return of activity does not include swimming and water sports centers that are practiced indoor, and the return of the activity in them will be determined later.
Retail Store Operations	Allowed to operate at 70% capacity
F&B outlets	<ul style="list-style-type: none"> • All F&B outlets and food courts are allowed to operate at their own capacity, while maintaining the hygiene, sanitization, and social distancing. Regardless of the capacity, they should all maintain placing tables 2 meters apart for all customers or set up separators/screens between tables. • Take-always are encouraged. • All F&B outlets that are licensed to serve alcohol, serving alcoholic beverages are still limited to tables and when ordering meals. All bars will remain closed
Salons (excluding Spa, Sauna, Moroccan Hammam/bath or massages and home service)	<p>All salons and barbers will operate at 50% capacity for all services with below additional measures</p> <ul style="list-style-type: none"> • Kids salons are strictly for child only facilities • Appointments and ticketing system must be strictly followed • Physical spacing of customers and hair/nail stations and other related services of at least 2m

	<ul style="list-style-type: none"> • Face masks must be worn by client—mask can be adjusted for very short time periods during certain procedures (e.g. trimming hair behind ears, beard shave) if absolutely necessary • Face masks, face shield and overall must be worn by the treatment provider while providing all type of services • One adult (<60 years) can supervise a maximum of three children with only one aged between 1 and 5 • Surface/chair decontamination must be performed after each client and clients encouraged to wash/sanitize hands before and after use • Remove all waiting / seating area inside or in front of the salon/barbershop • Temperature check on arrival and clients exhibiting symptoms will not be permitted to enter the premises • Strict penalties for providers not adhering to the government protocols
<p>Commercial Offices/ Buildings</p>	<p>Offices to resume to normal operating hours post Ramadan</p> <ul style="list-style-type: none"> • Increase occupancy ceiling to 50% of common areas and within office premises • Increase capacity level of staffing to 50% • All elevators must have markings on the floor that indicate social distancing and users must comply by standing on these markings.
<p>Valet Parking Services</p>	<p>Wearing gloves and masks at all times</p> <ul style="list-style-type: none"> • Wearing protective face shield if coming in direct contact with customers/guests • Changing gloves and sanitizing hands after every car valet service is mandatory • Use of disposable covers for the seats and steering wheels • Undergo mandatory temperature screening and staff showing symptoms must be refrained from coming to work • Regular cleaning and disinfecting the operated parking facilities, equipment, cars common surfaces

	<ul style="list-style-type: none"> • Each valet station to have sanitizing wipes that are used to wipe down the steering wheel, gear stick, and any other surface touched (e.g. key fob) before handing over the car • Valet attendant to keep the AC on for some time before delivering the car back to the guests (while keeping the doors and windows open) to achieve right amount of fresh air/air circulation. Valet attendant can also use fogging sanitation or special strong fans for ventilation purposes.
<p>General Restrictions</p>	<p>The following conditions has to be satisfied for all the below activities in addition to their above specific protocols</p> <ul style="list-style-type: none"> • Normal operations and working hours must be aligned to federal directives on national sterilization program hours • Ensure all individuals (whether staff/employees or visitors/guests/customers/passengers/patients) entering any facility or engaging in any activity to undergo mandatory temperature screening • Mandatory installation of contactless hand sanitizer dispensers at all common areas • Social distancing (2m) • Home/institutional quarantine for returning UAE residents • Hygiene & personal protection • Sterilization & use of disposables
<p>Note:</p>	<ul style="list-style-type: none"> • <i>Instructions issued by the Supreme Committee of Crisis and Disaster Management in Dubai, the Department of Economic Development, Dubai Municipality and relevant authorities., shall be observed and strictly followed.</i> • <i>All sterilization shall be done through a company approved by the Dubai Municipality</i>