

FAQ: DHCA Business Relief Package

For all partners

Note: Discounts and waivers for regulatory fees on renewal of commercial license and clinical operating permit in our Relief Package are valid for the duration of the COVID-19 economic situation or until 31 December, 2020, whichever comes first.

Waivers

Clinical Operating Permit:

- **Is the waiver applicable to Clinical Operating Permit?**
 - The waiver is applicable to the Pre-Operating assessment fee for new facilities only.
- **When is the effective date and validity of waiver?**
 - From 4 May, 2020 until 3 August, 2020.
- **Are investors eligible for a refund if the Pre-Op assessment has been paid before 4 May, 2020?**
 - No retroactive refunds will apply.

Professional Licensing:

- Not applicable to professional licensing services

Deferrals

- Not applicable to Professional Licensing or Clinical Facility licensing.

Discounts

Clinical Operating Permit:

- **What is the applicable period of the Package for New Clinical Operating Permit fees?**

- The discount will apply for requests submitted during the period 4 May, 2020 to Monday, 3 August, 2020.
- **What is the applicable period of the Package for Renewal of Clinical Operating Permit fees?**
 - The discount will apply for requests submitted during the period 4 May, 2020 to Thursday 31 December, 2020.
- **How can the Facility avail any of the discounts?**
 - The discounts are applied when you submit the application on Masaar, as applicable.
- **Who is eligible for the discounts?**
 - All facilities under healthcare segment except pharmacies.
- **How much is the discount on the new Clinical Operating Permit fees?**
 - The discount applied is 50% on any new healthcare facility application.
- **How much is the discount on the renewal of Clinical Operating Permit fees?**
 - The discount varies between 25% - 50% on Clinical Operating Permit renewal fees.
- **Are facilities eligible for a refund on fees paid prior to 4 May, 2020?**
 - No retroactive refunds will apply.

Professional Licensing:

- **What is the applicable period of the Package for New Professional License review & License issuance fees?**

- The discount will apply for requests submitted during the period 4 May, 2020 to 3 August, 2020.
- **What is the applicable period of the Package for Renewal of Professional License fees?**
 - The discount will apply for requests submitted during the period 4 May, 2020 to 3 August, 2020.
- **What is the applicable period of the Package for discount on late Renewal fees of Professional License?**
 - The discount will apply for requests submitted during the period 4 May, 2020 to 3 August, 2020.
- **How early can the professional submit for renewal of the professional license prior to expiry and avail the discount?**
 - The healthcare professional can submit for renewal up to 60 days prior to expiry date during the period 4 May, 2020 to 3 August, 2020.
- **How can the professional avail any of the discounts?**
 - The discounts are applied when you submit the application on Masaar, as applicable.
- **How much is the discount on the new Professional License fees?**
 - The discount applied is 50% on the initial license review fees and license issuance fees only for all professional categories.
- **How much is the discount on the renewal of Professional License fees?**
 - The discount is 25% on total renewal fees for all professional categories.

- **How much is the discount on the late renewal fees for Professional Licenses?**
 - The late renewal fees are discounted by 50% for all professional categories.
- **Are professionals eligible for a refund on fees paid prior 4 May, 2020?**
 - No retroactive refunds will apply.
- **For more information, please email the following departments:**
 - For Clinical Operating permits - COP@dhcr.gov.ae.
 - For Professional Licensing - pld@dhcr.gov.ae.

Commercial Licensing

New Business Partners:

- **We are planning to set-up a new business in DHCC, is there any special discount during this pandemic period?**
 - 50% on Initial Application fees.
 - 25% on New Commercial License fees.
 - Period of Discount in 2020 - 4 May to 3 August.
- **Is this relief package applicable to new ZAWEL Commercial License?**
 - Yes! It also applies to ZAWEL Commercial License based on activity.

Existing Business Partners:

- **We renewed our commercial license before the announcement, am I eligible to get discount amount refunded?**
 - The effective date of the applicable discount shall be from date of announcement and therefore any fees paid before the announcement will not be refunded.

- **We have renewed our Commercial License before the announcement - are we eligible to get a discount during our next renewal?**
 - Discount for the Commercial License will remain in effect only until 31 December, 2020.
- **How can I check that our company is eligible for the discount?**
 - All the companies are eligible for the discount based on business segment type, except supermarkets, pharmacies, convenience stores, groceries, and mini stores.
- **Our commercial License expired before the announcement and we haven't applied for Commercial License renewal. Are we eligible?**
 - You are eligible based on activity if you submit the commercial license renewal application and make the payment on or before 31 December, 2020. (Excluded segments are supermarkets, pharmacies, convenience stores, groceries, and mini stores.)
- **Our Commercial License has expired and there is a late renewal fee - are we eligible for any discount on late renewal penalty?**
 - 100% discount on COVID-19 impacted business sector.
 - 50% on non-impacted business sector.
- **We are located in an investor building - are we still eligible for discount?**
 - Yes! You are eligible based on activity for the discount on regulatory fees.
- **Our company is under cancellation due to non-renewal - are we still eligible for discount if we wish to renew the commercial License?**
 - Yes! You are eligible based on activity if you submit the commercial license renewal application and make the payment on or before 31 December, 2020.

- Additionally, you will get discount on re-instatement fee and late renewal fee depending on segment type (impacted or non-impacted).
- Period for discount on re-instatement fee and late renewal fee: 4 May to 3 August 2020.
- Note: Excluded segments are supermarkets, pharmacies, convenience stores, groceries, and mini stores.
- **How do I apply in order to avail the discount?**
 - You can submit the required application through Masaar e-services portal; payment details will be updated as per approved relief package.
- **Our licensed activity is pharmacy - am I eligible for discount?**
 - No.
- **Our licensed activity is supermarket - am I eligible for a discount?**
 - No, excluded segments are supermarkets, convenience stores, groceries, and mini stores
- **Our license has multiple segments - are we eligible to get a discount on all segments?**
 - Yes, the discount will be granted for all applicable segments as per approved relief package.
- **Our license has multiple locations - is there any discount applicable?**
 - No! Discount is based on activity type, not location.
- **Our licensed segment is not falling under directly impacted segments, however we shut down our operation during this pandemic period. Are we considered under directly impacted segment.?**
 - No! Impact consideration is based on type of the business segment.

- **Is there any installment or deferrals on Commercial License services?**
 - No, installment or deferralment is not available on Commercial License services.

- **For more information, please email:**
 - Registry of Companies: roc@dhcr.gov.ae

For partners in DHCA-leased units

1. Who is eligible for deferrals?

- All partners currently leasing units from DHCA, and who have been affected by the COVID-19 pandemic with the exception of pharmacies, supermarkets including convenience stores, and partners who have leased land.

2. When is the effective date and validity of waivers and deferrals?

- Applicable for DHCA building (base rent) payments that are due between 1 May, 2020 and 31 July, 2020.

3. What are the waiver terms?

- Partners must currently lease F&B units from DHCA with no pending dues.
- The waivers do not apply to service charges and parking leases.
- The waivers do not apply to partners currently at fit-out stage.

- Partners with leases that expire during the aforementioned period can qualify provided all necessary renewal procedures are completed including cheques.

4. What are the deferral terms?

- Only payments that are due from May 1, 2020 until 31 July, 2020 can be deferred.
- Does not apply for payment due prior to May 1, 2020
- Partners can opt for flexible, multiple payments in the form of post-dated cheques (PDCs) until Thursday, 31 December, 2020. Once PDCs are received, previous cheques will be returned.
- Terms and conditions in the contract shall remain the same and only payments shall be adjusted.
- Deferrals do not apply for service charges and parking leases.

5. Can a partner renew earlier to benefit from the deferment?

- Yes, DHCA will accept early renewals if the contract expiry date falls on or before 31 July, 2020.
- Only partners with valid leases and no dues can benefit.

6. Are partners eligible for a refund if the rent has been paid before 1 May, 2020? What about refunds for security deposits?

- No refund for paid-up rent as the relief package validity is from only 1 May to 31 July.
- No refund for security deposit.

7. How can partners apply for support?

- Please complete an online form available [here](#).

- For queries, please email Leasing and Tenant Relations - pmoperations@dhca.gov.ae.

Ends

