VISA POLICY

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1. INTRODUCTION

DHCA provides comprehensive government services by interfacing with various department of Dubai Governments and UAE Ministries to all Dubai healthcare city business partners as part of one stop shop services. One of those services is the issuance and maintenance of Visas. This policy has been developed to outline the process and requirements.

2. DEFINITIONS

Term	Meaning
Authority	The Dubai HealthCare City Authority
Authorized Signatories	means individuals duly authorised in writing by a person or body legally empowered to grant such authority for the relevant department, business cluster, company, business unit or third party covered by this Policy, to sign and submit visa and residency applications, requests and supporting documents on its behalf, within the scope and validity period of their authorisation and subject to applicable immigration requirements. Before the AUTHORITY processes a request submitted by an Authorised Signatory, the relevant entity shall provide a current list of its Authorised Signatories and supporting documents establishing their identity and authority, including any applicable signing limits or requirements for joint signatures. The relevant entity shall promptly notify the AUTHORITY in writing of any change, expiry or revocation of such authority. The AUTHORITY may require further supporting documents at any time. Any notarisation, registration or approval required by the competent immigration authority shall also be obtained.
DHCA	Dubai Healthcare City Authority
DHCC	Dubai Healthcare City
Master Developer	means Dubai Healthcare City FZ LLC, including its successors in title or permitted assigns under the applicable Master Community Declaration, acting in its capacity as master developer of the relevant DHCC master community, with the rights and obligations relating to its development, infrastructure and common-use facilities prescribed by that declaration and applicable law.
CEO	The Chief Executive Officer of DHCA
DOA-	Delegation of Authority
ICP	ICP means the Federal Authority for Identity, Citizenship, Customs and Port Security of the United Arab Emirates.
Free Zone	The Dubai Health Care City Zone being regulated by the Dubai HealthCare City Authority
Free Zone Rules	means the Dubai Healthcare City free zone, within the boundaries and area demarcated on the map attached to Law No. (16) of 2024 Concerning the Dubai Healthcare City, administered by the AUTHORITY in accordance with that Law and without prejudice to the powers of other competent authorities under applicable legislation.

GSO	The Government Service Office of DHCA.
KHDA	Means the Knowledge and Human Development Authority
Lease Office	means office premises within the Free Zone leased by the Licensee as tenant under a valid Lease Contract with the owner or another legally authorised lessor and recognised by the AUTHORITY as the Licensee's approved business premises.
Licensing Decision	means Rule No. (1) of 2025 Concerning Permitted Activities and Licensing Categories for Dubai Healthcare City, as amended or replaced from time to time.
Licensee	means any person or entity, including a company, establishment or registered branch, holding a valid commercial licence issued by the AUTHORITY to conduct authorised business activities within the Free Zone.
Policy	means this Visa Policy, together with its appendices and any amendments duly approved and issued by the AUTHORITY from time to time, all of which form an integral part of this Policy.
UAE	The United Arab Emirates
AED	United Arab Emirates Dirham
ROC	The Registry of Companies

3. PURPOSE

3.1 To establish the framework under which AUTHORITY facilitates and processes applications for employment, visit and student visas and related residence permits for eligible Licensees and applicants, subject to applicable eligibility criteria, visa categories and quotas, and the requirements and approval of the competent immigration authorities, including ICP and GDRFA Dubai, as applicable.

3.2 To ensure that commitments and transactions under this Policy are approved by the persons or bodies designated to approve them, acting within their powers under applicable legislation and approved written delegations of authority. Any matter not expressly covered by this Policy shall be referred to the person or body authorised to determine it. Approval by AUTHORITY shall not replace any approval required from the competent immigration authorities or other government entities.

3.3 To provide Licensees with clear requirements for compliance with applicable immigration and employment legislation and AUTHORITY's rules, and to prevent misuse of visa and residence permit services. Prohibited practices include:

a. Obtaining or using visas or residence permits contrary to their conditions or applicable law, including facilitating unauthorised work or profiting from fictitious employment arrangements.
b. Supplying, deploying or seconding personnel to subsidiaries or other entities within or outside the Free Zone without the licences, permits and approvals required by applicable law and AUTHORITY's rules.
c. Submitting applications based on fictitious employment or false information, including misclassifying domestic workers or relatives as company employees to circumvent applicable sponsorship conditions, deposits, guarantees, fees or other requirements.

4. SCOPE AND APPLICATION

4.1 This Policy applies to all Licensees and other eligible entities within the Free Zone, their employees, applicants and other persons receiving visa and residence permit services through AUTHORITY, together with their duly authorised representatives. It also applies to AUTHORITY personnel and authorised service providers involved in administering those services.

4.2 All persons and entities covered by this Policy shall comply with its provisions and with applicable UAE federal and Dubai legislation, including the relevant immigration and employment requirements and the rules and procedures of the competent authorities.

4.3 AUTHORITY shall comply with binding orders and directions lawfully issued by competent courts and government authorities concerning matters governed by this Policy, in accordance with applicable law and within its statutory powers. Where implementation requires action by a competent immigration authority or another government entity, AUTHORITY shall coordinate with that entity and take the steps required of it under applicable law.

5. POLICY

5.1 Visa Services

5.1.1 All appropriate approvals for processing a transaction, are obtained and complied with in accordance with the mandates of this Policy.

5.1.2 A Personnel Secondment Agreement (PSA) must be signed and submitted prior to processing employment visa services to which the PSA applies.

5.1.3 GSO ensures all visas pertaining to ICP or GDRFA Dubai, as applicable, are renewed and/or cancelled within the allowed time. Any required repatriation shall follow applicable legal procedures. Any absence-from-work or absconding report shall be submitted only where the applicable legal conditions are met.

5.1.4 Employment visas are issued for employment purposes only. Authority does not not process visa applications for a shareholder as an investor/partner. A shareholder may obtain an employment visa through Authority only where genuinely employed by the company under a lawful employment contract.

5.1.5 The ownership of Freehold properties does not entitle the owner to obtain any type of visa from the Authority.

5.1.6 Authority will not provide any employment visas under the following job titles- Investor, Owner, Partner

5.1.7 Any Licensee operating on a shift basis must obtain specific approval from the Authority prior to deploying employees on a shift basis, as this may have an impact on the visa eligibility. Non-compliance or breach of this requirement shall entitle Authority to take necessary action.

5.1.8 For any shift operation, the clients must obtain an NOC from the Landlord and DHCA Authority.

5.1.9 Each additional shift shall be offered up to 60% visa eligibility in addition to their entitlement, subject to evaluation and approvals by Authority.

5.1.10 Authority ceases the sponsorship of the employees who have resigned or have been terminated by the Licensee upon the effective end of employment and in accordance with the competent immigration authority's procedures. In such cases Licensee must ensure that the visa of the employee is cancelled or transferred to avoid any Legal matters. Granting an extension of sponsorship will be at the sole discretion of Authority, subject to applicable law and any required approval from the competent immigration authority.

5.1.11 Where an employee with a labour dispute pending before Dubai Courts or another competent authority submits a written request for visa cancellation or transfer, GSO shall facilitate the request in accordance with applicable procedures. Registration or referral of a labour dispute shall not, by itself, result in cessation of sponsorship. Granting an extension of sponsorship will be at the sole discretion of Authority, subject to applicable law and any required approval from the competent immigration authority.

5.1.12 Authority will process cancellation or transfer of the sponsorship of the employees of de-registered companies or companies under cancellation, as required by applicable law and immigration procedures. GSO ensures that the visa cancellation or transfer is completed. Granting an extension of sponsorship will be at the sole discretion of Authority, subject to applicable law and any required approval from the competent immigration authority. Visit visas are issued solely for business purposes. Any visit visa holders must comply with the statutory requirements of the federal as well as local government prior to taking up employment.

5.1.13 Following the issuance of an employment visa, Employment ID Cards are issued in addition to the visa. Additional information regarding Employment ID Cards is available in Appendix 2.

5.2 General Eligibility

5.2.1 GSO is required to process any visa requests from any licensees as per the eligibility matrix as defined in Appendix 1.

5.2.2 ROC may approve up to 20% of the total eligibility in addition to the visa entitlement upon submission of the completed pre-defined form and/or an exemption form, duly signed.

5.3 Land Lease Eligibility

5.3.1 Any Licensee who holds a plot of land is eligible for six visas. Any additional visa requirements while the building is under construction will be subject to having a temporary office on-site or lease of a permanent office space within the Free Zone.

5.3.2 Once the construction is completed and equipment is installed, and the building completion cerificate has been issued, the workspace will be determined by the Consultant and approved by Authority. Thereafter, visas will be approved as per the GFA (Gross floor Area).

5.4 Education Sector Eligibility

5.4.1 Eligible licensees can request up to the total number of allowed admitted students on student visa quota.

5.4.2 Eligible licensees can request up to the total number of designated faculty, administrative staff and visiting faculty visas.

5.4.3 In order to ensure that total student numbers remain within the allotted parameter

5.4.3.1 Institutions are required to submit to the KHDA (as applicable) a complete list of sponsored and non-sponsored students (with individual student details) within 30 days of each semester's commencement on the KHDA approved enrollment template.

5.4.4 In order to ensure that total faculty and administrative staff visas remain within the allotted parameters:

5.4.4.1 All sponsored and non-sponsored employees (faculty, visiting faculty, and administrative staff) are required to obtain the appropriate Identity Card from the Authority upon commencement of employment.

5.4.4.2 All faculty, staff and students are obliged to comply with the Regulations stipulated by the Authority and UAE Labor Law where applicable.

5.5 Commercial and Retail Employment Visa: Additional Requirements

5.5.1 Any request for additional visas up to a maximum of 20% exceeding eligibility shall require specific approval from the ROC.

5.5.2 Any visa requirement for activity Operations Support in excess of the allowable shall be processed subject to:

5.5.2.1 Licensee's contracts with third parties.

5.5.2.2 Recommendation from the C&A department of Authority.

5.5.2.3 Final approval at the sole discretion of Authority.

5.6 Visit Visas for Events

5.6.1 Any request for visit visas shall be subject to the approval of Authority and in accordance with the following:

5.6.1.1 Up to 25 visas: BP shall be required to fill and complete the pre-defined form. This request needs to be approved by the ROC.

5.6.1.2 Above 25 visas: BP shall be required to fill and complete the pre-defined form. This request needs to be approved by the CEO.

5.7 Exceptions and Waivers:

5.7.1 Approval of any exceptions and waivers shall be at the sole discretion of the Authority within its statutory powers and subject to applicable law.

5.7.2 The request for waiver of a DHCA penalty must comply with the Authority's DOA and/or any applicable Enforcement Policy.

5.7.3 Any exception for obtaining an employment visa, wherein the employee does not meet the minimum or maximum age requirements where applicable, must be permitted under applicable law and be subject to any approval required from the competent immigration or employment authority. Authority may facilitate and process the request but shall not independently waive statutory age requirements. .

5.8 Violations and Penalties

5.8.1 Any violations will result in freezing of GSO services to the Licensee or imposition of fines or other sanctions prescribed under applicable legislation and DHCA Rule No. (3) of 2025 (as amended), including the applicable formally approved violations and penalties schedules. These measures shall be imposed by the authorised DHCA decision-maker in accordance with the approved Enforcement Policy and delegation of authority. Any blacklisting, banning or suspension of entry into the UAE shall remain subject to the powers and decisions of the competent immigration or judicial authority.

5.8.2 All Licensees are expected to comply with the Authority regulations during their operations in the zone. In the event of non-compliance, appropriate penalties, concerning the sponsorship, will be applicable

6. APPENDICES

1. Eligibility Matrix
2. Documents Associated with Visa Issuance- Employment ID Cards

APPENDIX 1

Healthcare				
Sl	Category	Employment Visa	Visit Visa	
1	Clinical - Inpatient	1 per 80 sq.	15 per month	
2	Clinical - Outpatient	1 per 80 sq.	5 per month	
3	Diagnostic Centre	1 per 80 sq.	5 per month	
4	Pharmacy	1 per 80 sq.	None	
5	Patient Escort Service	1 per 80 sq.	5 per month	
Wellness				
Sl	Category	Employment Visa	Visit Visa	
1	Outlets	1 per 80 sq.ft	0	
Research and Development				
Sl	Category	Employment Visa	Visit Visa	
1	Research and Development Centre	1 per 80 sq.ft	5 per month	
Hotels & Hotel Apartments				
Sl	Category	Category Visa	Visit Visa	Description
1	3 Star Hotels	0.8 per room	20 per month	Authority issues a commercial license to the operator and authorizes visas in line with the Hotel categorization.
2	4 Star Hotels	1.2 per room	20 per month	
3	5 Star Hotels	1.65 per room	20 per month	
4	Deluxe Hotel Apartment	0.75 per room	20 per month	
Note: Upon fulfillment and compliance by the Licensee of all the statutory requirements of Authority and the Hotel becomes operational				
Retail Space				
Sl	Category	Employment Visa	Visit Visa	
1	Retail (Restaurant / Café / Food Court Outlet etc.)	1 per 80 sq.ft	0	
2	Kiosk / Booth	3	0	
Business Support, Support Services, Regional Headquarters and Property				
Sl	Category	Employment Visa	Visit Visa	
1	Commercial offices	1 per 80 sq. ft.	5 per month	

Business Center				
SI	Category	Employment Visa	Visit Visa	
1	Executive Desk / Desk Space	2	--	
2	Executive Office	3	--	

Universities				
SI	Instructional space per student (sq ft) for 1 Session)	Instructional space per Admin. & Faculty Staff (sq. ft) (for 1 Session)	Instructional space per Visiting Faculty Staff (sq ft) (for 1 Session)	Category
1	50	100	300	Universities

Training Institutions

Visa Eligibility	Visits Visa
1 visa per 80 sq.ft	15

APPENDIX 2

EMPLOYMENT ID CARDS

Sponsored Employment ID Cards are issued by GSO for all employees sponsored by licensees under the free zone thereby the Business Partners to utilize their allotted employment visa quota. Sponsored ID cards are valid till the expiry of residence visa

NON SPONSORED ID CARD:

- The Non sponsored ID cards are issued to the employees sponsored by their parents or spouse who are employed by Free Zone companies or the UAE & GCC nationals employed by Free zone companies.
- The issued Non Sponsored ID cards will be counted against the total number of employees allowed to be employed in the facility.
- Non sponsored employees must sign an employment contract with sponsoring company.
- Non sponsored ID cards are valid for one (1) year from date of issue.
- If the non-sponsored staff continue to be employed in the Free Zone, ID cards must be renewed on or before the expiry date.
- Renewed cards are valid for one (1) year from the date of expiry.
- Upon cessation of employment in the Free Zone, the non-sponsored cards must be returned by the Licensee to GSO for cancellation.

NON SPONSORED ACCESS CARDS

- Non-sponsored Access cards are issued to the employees sponsored by the parent company of companies who are operating in Free Zone.
- These employees must be either sponsored by the parent company of companies who are operating in Free Zone or the UAE & GCC nationals employed by the parent company either as an employee or a shareholder/owner.
- Authority will not issue any kind of salary certificate for non-sponsored access holders. However, the GSO will issue the access card bearing the same designation on their employment residence visa.
- Non sponsored Access cards are valid for one (1) year from date of issue.
- If the non-sponsored staff continue to be employed in the Free Zone, their access card must be renewed prior to the expiry date.
- Renewed cards are valid for one (1) year from the date of expiry
- Upon cessation of employment in the Free Zone, the non-sponsored cards must be returned by the Licensee to GSO for cancellation.
- Temporary access cards are issued to all visitors and are valid for either one or three months from date of issue.