

**Bylaw of 2000
Regulating the
Tour Guide Profession in the Emirate of Dubai¹**

The Director General of the Department of Tourism and Commerce Marketing,

After perusal of:

Law No. (1) of 1997 Establishing the Department of Tourism and Commerce Marketing and its amendments;

Regulation No. (2) of 2000 Concerning Qualification of Persons Working in the Tourism Sector in Dubai; and

Decree No. (1) of 1997 Appointing the Director General of the Department of Tourism and Commerce Marketing,

Does hereby issue this Bylaw.

Article (1)

This Bylaw will be cited as “Bylaw of 2000 Regulating the Tour Guide Profession in the Emirate of Dubai”.

Article (2)

In implementing the provisions of this Bylaw, the following words and expressions will have the meaning indicated opposite each of them unless the context implies otherwise:

Emirate: The Emirate of Dubai.

DTCM: The Department of Tourism and Commerce Marketing.

Director General: The director general of the DTCM.

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¹*Every effort has been made to produce an accurate and complete English version of this legislation. However, for the purpose of its interpretation and application, reference must be made to the original Arabic text. In case of conflict the Arabic text will prevail.*

Tour Guide:	A person who performs the activities of guiding and accompanying tourists to the various tourist and archaeological sites in the Emirate, and providing tourists with information about these sites.
Tourist	A natural or legal person licensed to organise tourist tours.
Establishment:	

Article (3)

A Tour Guide must:

- a. be of good reputation, and not have been convicted of a felony or misdemeanour affecting honour, trustworthiness, or public morality, unless he has been rehabilitated; and
- b. have a valid Tour Guide licence badge issued by the DTCM.

Article (4)

To be issued with a Tour Guide licence badge, a person must successfully complete the Tour Guide Award Programme developed by the DTCM. The Tour Guide licence badge will be valid for one (1) year.

Article (5)

- a. The Tour Guide licence will be renewed annually provided that the Tour Guide attends the annual refresher course developed by the DTCM.
- b. In case of failure by a Tour Guide to renew his licence badge for two (2) consecutive years, he will be subject to the provisions of the preceding Article.

Article (6)

A Tour Guide must wear and prominently display his licence badge on his chest while on duty for easy reference by tourists and the DTCM employees.

Article (7)

A Tour Guide must:

- a. perform his duty towards tourists in an efficient and appropriate manner to reflect the civilised image of Dubai;
- b. provide adequate and accurate explanation to tourists about the tourist and archaeological sites in the Emirate;
- c. not solicit tips from tourists; and
- d. not consume alcoholic drinks while on duty.

Article (8)

A Tour Guide will be exempt from paying the fees prescribed for entry to tourist and archaeological sites upon entry to such sites with the tourists he is assigned to accompany.

Article (9)

A Tourist Establishment may hire a Tour Guide only if he has a valid Tour Guide licence badge.

Article (10)

The tuition fees of the Tour Guide training programmes will be determined by a resolution of the Director General.

Article (11)

The Director General may impose one or more of the following administrative penalties against a person who violates any of the provisions of this Bylaw:

- a. a fine of not less than one hundred Dirhams (AED 100.00) and not more than five thousand Dirhams (AED 5,000.00);
- b. suspension of the Tour Guide licence badge for a period not exceeding three (3) months, or revocation of the licence badge; and/or
- c. suspension of the Tourist Establishment licence for a period not exceeding three (3) months, or revocation of the licence.

Article (12)

A person may file a grievance against an administrative penalty imposed on him within one (1) week of being notified thereof, by means of a petition submitted to the Director General. The Director General may determine the grievance within fifteen (15) days, amend the administrative penalty, revoke the penalty, or dismiss the grievance.

Article (13)

This Bylaw will be published in the Official Gazette and will come into force on the day on which it is published.

Khalid Ahmed bin Sulayem

Director General

Issued in Dubai on 10 August 2000

Corresponding to 12 Rajab 1421 A.H.