Dubai Municipality calls on water parks and water attractions operators in Dubai to comply with the following:

1. Prior to reopening, all water parks, water attraction should go under deep cleaning, water quality test should be done before reopening (TBC & legionnaires).
2. All water parks and attractions to maintain the hygiene and sanitization requirements as per DM guidelines inclusive of maintaining regular cleaning regime, water testing, the chlorine concentration (between 1.0 and 2.0 PPM),
3. Cleaning and disinfecting frequently touched surfaces and common areas at least once every hour and shared objects each time they are used (handrails, slides, tubes, lockers, counters, toilets etc.)
4. Cleaning and sanitization to be performed after every use, or at a minimum of once every hour for all common areas, and social distancing (2m) must be maintained at all times. If operators unable to maintain the strict cleaning, sanitization regimes, and social distancing rules then these facilities must be closed.
5. Providing towels not permitted, visitors and guests must bring their own towels.
6. Install touchless hand sanitizers at the common areas.
7. Ensuring that ventilation/cooling and air conditioning system for indoor areas operate properly with an adequate intake of fresh air.
8. Refrain people from sharing items that are difficult to clean, sanitize, or disinfect or that are meant to come in contact with the face (for example, goggles, nose clips, and snorkels, food equipment).

The following actions should be taken:

1. Prior to the reopening, water parks and water attractions should go under deep cleaning to ensure the hygiene and sanitization requirements are met.
2. Water quality tests should be performed before reopening to ensure compliance with DM guidelines.
3. Regular cleaning and disinfection of frequently touched surfaces and common areas is mandatory.
4. Operators are required to maintain social distancing and hygiene protocols.
5. Visitors and guests are encouraged to bring their own towels.
6. Touchless hand sanitizers should be installed at common areas.
7. Proper ventilation and air conditioning systems are necessary for indoor areas.
8. Sharing items like goggles, nose clips, and snorkels should be avoided.

Classification (Public)
9. Provide all staff with training on safety, hygiene and social distancing protocols.

10. All staff and guests/visitors/trainers must go through temperature screening before entering the pool, anyone with temperature more than 37.5°C won't be allowed to enter the pool.

11. Guest/visitors with underlying medical conditions, respiratory illness, or chronic diseases must not enter.

12. All water parks/water attraction must dedicate an isolation room and set procedures to handle COVID-19 suspect/confirmed cases as per DHA guidelines. If the swimming pool is within a facility that has isolation room, then the current isolation room is sufficient.

13. Visitors and pool users should maintain 2m social distancing at all times inside and outside the play zone. Members of a single group (up to 5 members) can be seated together while maintain 4m social distancing between two groups, not more than 10 people in one group, park/attraction operator must take the necessary action.

14. Maintain capacity in the water park/attraction to 1 person per 4 square meters (density requirement), and the capacity signage should be placed at the entrance.

15. Children must be supervised by an adult at all times to ensure social distancing in their designated attractions.

16. Pool staff, trainers and visitors must wear face shield or mask at all times, but shall remove it during playing.

17. Public announcements and placement of rules in highly visible areas including entrances and other common areas, to promote protective measures.

18. All massage services, spa, sauna, and Jacuzzi are not allowed.

19. Gatherings of any sort, events, and parties are not allowed.

20. Cashless admission payment is encouraged, cash is still accepted.

21. Renting items that are difficult to clean or sanitize that are meant to come in contact with the face (for example, goggles, nose clips) are prohibited.
22. Users who endanger others’ safety and wellbeing by refusing to comply with guidelines should not be allowed in the premises after repeated warning to stay in the pool or swimming pool area.

23. All renting equipment’s must be sanitized after each used such as Strollers, wheelchairs and lifejackets.

24. Wrist bands to be made available preferably through automated dispenser [wherever possible] or distributed by hand at the entrance post screening.

25. Staff/operators must wear gloves and masks at all the time.

26.character appearances are allowed only at fixed schedule at limited venue with no meet or greet allowed with guests and all social distancing must be maintained (2m) 

27. valet parking service is allowed with follow all restriction in valet parking circular.

28. bus/buggy service from parking areas to the park must follow all social distancing guidelines.

29. Shower facilities, lockers and changing rooms are permitted conditional that cleaning and sanitization is performed after every use, or at a minimum of once every hour, and social distancing must be maintained at all times. If operators unable to maintain the strict cleaning, sanitization regimes, and social distancing rules then these facilities must be closed.

30. Maintain capacity in the attraction by apply 4sq.m per 1 person at each attraction at the same time.

31. Queuing at minimum of 2m distance between each guest, group and 2m distance floor marking must be fixed.

32. No F&B allowed to be carried or consumed in the ride area.

33. Each rides to only allowed 1 individual per turn [except direct family/same group], and ride balance must be taken into consider while applying.

34. Every alternative vehicle/gandola to be left empty (ride balance must be taken into consider while applying).

35. Children’s Soft Plays, Ball Pit, Rock-Climbing Wall, Trampoline, rides and devices, etc. and any other attractions that create crowding, cannot maintain social distancing, or difficult to clean and disinfect is not permitted to operate.

### Issue date: 16th June 2020

---

**Health & Safety Department**

**Document title:** External Circular / تعميم خارجي

**Document Ref.:** DM-PH&SD-CR57

**Organization Unit:** Health & Safety Department

**Doc Ref.:**

**Classification (Public):**

---

**Warning:**

- Users who endanger others’ safety and wellbeing by refusing to comply with guidelines should not be allowed in the premises after repeated warning to stay in the pool or swimming pool area.
- All renting equipment must be sanitized after each use such as Strollers, wheelchairs, lifejackets.
- Wristbands must be made available preferably automated dispenser [wherever possible] or distributed by hand at the entrance post screening.
- Staff/operators must wear gloves and masks at all times.
- Character appearances are allowed only at fixed schedule at limited venue with no meet or greet allowed with guests, all social distancing must be maintained (2m).
- Valet parking service is allowed with all restrictions in valet parking circular.
- Bus/buggy service from parking areas to the park must follow all social distancing guidelines.
- Shower facilities, lockers, and changing rooms are permitted conditional that cleaning and sanitization is performed after every use, or at a minimum of once every hour, and social distancing must be maintained at all times. If operators unable to maintain the strict cleaning, sanitization regimes, and social distancing rules then these facilities must be closed.
- Maintain capacity in the attraction by apply 4sq.m per 1 person at each attraction at the same time.
- Queuing at minimum of 2m distance between each guest, group and 2m distance floor marking must be fixed.
- No F&B allowed to be carried or consumed in the ride area.
- Each ride to only allowed 1 individual per turn [except direct family/same group], and ride balance must be taken into consider while applying.
- Every alternative vehicle/gandola to be left empty (ride balance must be taken into consider while applying).
- Children’s Soft Plays, Ball Pit, Rock-Climbing Wall, Trampoline, rides and devices, etc. and any other attractions that create crowding, cannot maintain social distancing, or difficult to clean and disinfect is not permitted to operate.

---

**Warning:**

- Users who endanger others’ safety and wellbeing by refusing to comply with guidelines should not be allowed in the premises after repeated warning to stay in the pool or swimming pool area.
- All renting equipment must be sanitized after each use such as Strollers, wheelchairs, lifejackets.
- Wristbands must be made available preferably automated dispenser [wherever possible] or distributed by hand at the entrance post screening.
- Staff/operators must wear gloves and masks at all times.
- Character appearances are allowed only at fixed schedule at limited venue with no meet or greet allowed with guests, all social distancing must be maintained (2m).
- Valet parking service is allowed with all restrictions in valet parking circular.
- Bus/buggy service from parking areas to the park must follow all social distancing guidelines.
- Shower facilities, lockers, and changing rooms are permitted conditional that cleaning and sanitization is performed after every use, or at a minimum of once every hour, and social distancing must be maintained at all times. If operators unable to maintain the strict cleaning, sanitization regimes, and social distancing rules then these facilities must be closed.
- Maintain capacity in the attraction by apply 4sq.m per 1 person at each attraction at the same time.
- Queuing at minimum of 2m distance between each guest, group and 2m distance floor marking must be fixed.
- No F&B allowed to be carried or consumed in the ride area.
- Each ride to only allowed 1 individual per turn [except direct family/same group], and ride balance must be taken into consider while applying.
- Every alternative vehicle/gandola to be left empty (ride balance must be taken into consider while applying).
- Children’s Soft Plays, Ball Pit, Rock-Climbing Wall, Trampoline, rides and devices, etc. and any other attractions that create crowding, cannot maintain social distancing, or difficult to clean and disinfect is not permitted to operate.
<table>
<thead>
<tr>
<th>No.</th>
<th>Instruction</th>
</tr>
</thead>
<tbody>
<tr>
<td>36.</td>
<td>Sanitize control and dispatch panel, safety gates and railings after every employee rotation.</td>
</tr>
<tr>
<td>37.</td>
<td>Increase duration between ride cycles to ensure wipe-down after every use and thorough sanitization once every hour at minimum [timelines to be customized in-line with types of rides ensuring compliance to hygiene requirements].</td>
</tr>
<tr>
<td>38.</td>
<td>Follow All DM – H&amp;S guidelines regarding retails, F&amp;B, valet parking, pools and all other related circulars</td>
</tr>
</tbody>
</table>

These measures are valid till further notice and regular inspections will be conducted to ensure the compliance, where non-compliant will cause further actions according to the enforced rules.

For further information, please contact Safety Section

☎ 800900
✉️ safety@dm.gov.ae

www.dm.gov.ae
Health & Safety Department

للن-ground الإجراءات بالارية حتى إشعار آخر وسيتم المتابعة من خلال التفتيش لتأكيد من الالتزام بما ورد أعلاه، واتخاذ الإجراءات اللازمة مع الجهات غير ملتزمة وفقًا للضوابط المعمول بها.

للن-ground معلومات أو الاستفسارات، يمكن التواصل مع قسم السلامة.

www.dm.gov.ae
إدارة الصحة والسلامة