


Dubai Municipality
Health and Safety Department
Registration & Permits Section

Permits Issuance Guidelines for Smoking Areas

DM-PH&SD-GU70-PIGSA2

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1. Purpose

This document aims to explain the conditions and requirements that must be met and considered by owners of cafés, restaurants & café, hotels, shopping centers and engineering consultancies related to obtaining and/or renewing annual smoking areas permits.

2. Scope

This document applied on all cafes, restaurants & café, hotels, shopping centers and other premises that located within the geographical boundaries of the Emirate of Dubai

3. Responsibilities & Authorities

The service is provided by Dubai Municipality – Health and Safety Department, where safety engineer is responsible for reviewing the completion of applications and issuing permits. The safety engineer receives and reviews the request. If the request met all requirements, it will be approved and the permit will be issued.

However, in the case of non-completion, the application will be returned only for once.

4. Legal References

4.1 Legislation (laws/executive orders)

Federal Law number (15) for 2009 regarding tobacco control and its executive order number (24) for of 2013.

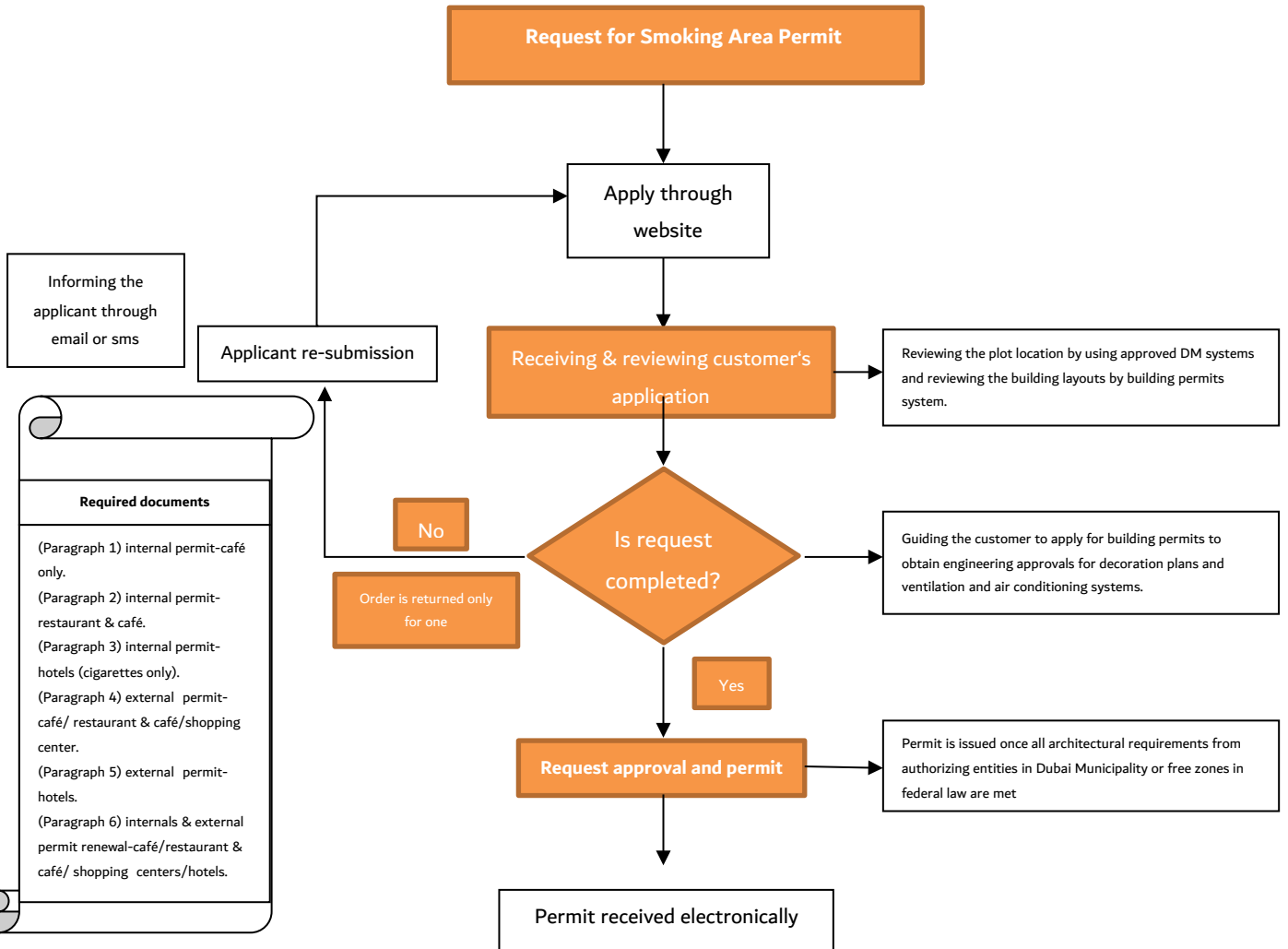
5. Procedures

The application for smoking area permit is received electronically through the Dubai Municipality website. The applicant should register on the Dubai Municipality website through the trade license data that contained the required activity and the number of the plot, as well as attach the required documents outlined below – “described in appendices part number (10)”



- (Paragraph 1) internal permit-café only.
- (Paragraph 2) internal permit- restaurant & café.
- (Paragraph 3) internal permit- hotels (cigarettes only).
- (Paragraph 4) external permit-café/ restaurant & café/shopping center.
- (Paragraph 5) external permit-hotels.
- (Paragraph 6) internals & external permit renewal-café/restaurant & café/ shopping centers/hotels.

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6. Flowchart to obtain smoking area permit/service card



□ Customer
 ■ Dubai Municipality

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Service card							
Sector name	Environmental Health & Safety						
Department name	Health & safety						
Service name	Request for designated smoking area permit						
Service type	Sub-service						
Main service	Consumer product safety and public health						
Operation related service	Inspection of establishments related to public health						
Service details	Service allows shopping centers/hotel/commercial buildings/restaurants & cafes etc to obtain smoking area permits (cigarettes/shisha)						
Service fees	Free						
Performance criteria	Time for service completion						
Time for service to be completed	5 working days						
Entities benefiting from service	Individuals/business sector						
Portals for application & inquires	<table border="0"> <tr> <td>☎ 800900</td> <td>✉ STPERMITS@dm.gov.ae</td> </tr> <tr> <td>📞 Customer service landline: 04-5035740</td> <td>🌐 www.dm.gov.ae</td> </tr> <tr> <td colspan="2">Customer service center: Dubai Municipality – AlKafaf center</td> </tr> </table>	☎ 800900	✉ STPERMITS@dm.gov.ae	📞 Customer service landline: 04-5035740	🌐 www.dm.gov.ae	Customer service center: Dubai Municipality – AlKafaf center	
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Customer service center: Dubai Municipality – AlKafaf center							

7. Site planning & design

The site's planning & designs conditions for providing shisha are as follows:

1. The premises must be located in areas classified as commercial, commercial/residential or touristic areas, which are located at the approved main roads.
2. Shisha cafes are permitted on main streets between commercial and residential areas.
3. The distance between the premises (restaurant / cafe) and residential buildings, residential neighborhoods, or residential houses should not be less than 150 meters.
4. The distance between the premises (restaurant / cafe) and kindergartens, schools, institutes, colleges and universities should not be less than 150 meters.
5. The distance between the premises (restaurant / cafe) and mosques and places of worship should not be less than 100 meters.
6. The front view of the premises must directly facing the approved main road.
7. Shisha should not be served inside malls and hotels.
8. Shisha is permitted in cafés or similar licensed hotels (four stars) and above, provided that it is only in outdoor areas, within the boundaries of the plot, and within authorized uses, provided that the place of shisha is not visible to hotel guests (outside and inside).

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8. Building permits:

8.1 Compliance with requirements of decoration approvals, ventilation and air conditioning systems

The applicant should apply first and be approved for engineering decorations, ventilation and air conditioning systems through DM building permits system or through equivalent applicable systems for free zone authorities through approved consultants or contractors with appropriate legal representation from owner.

The rules and regulations of building permits states the following:

1. The internal area of the premises shall not be less than 200 square meters, and the area of the cafe hall shall not be less than 150 square meters. The area that designated for smoking shisha shall not exceed 50% of the hall area in the event of a catering activity.
2. The premises shall have a separate external entrance, according to the approved original design of the building, and be isolated from the rest of the building.
3. That the internal area of the site is not be changed until obtaining the approval of the competent authority for building permits.
4. No changes are made to the building in terms of entrances, exits or service facilities before obtaining prior approval of the competent authority for building permits.
5. The designated area for smokers should be completely isolated from its vicinity, and the height of the site should not be less than (3) meters.
6. All doors must be self-closing.
7. Non-smokers should not have any access through or crossing the designated smoking areas.
8. Public facilities and services, such as restrooms, receptions and telephones should be in the non-smoking area.

8.2 The specifications for ventilation and air conditioning in designated smoking areas

1. Designated smoking areas must meet the specifications and requirements for ventilation and air conditioning systems as stated in the executive order number (24) of 2013 for tobacco control.
2. Smoking areas must be provided with mechanically processed Fresh Air Handling Unit (FAHU) system and extract exhaust in accordance with ASHRI (American Society of Heating and Refrigeration Institute) where the internal air flow rate of the place is no less than (25) liters per second per person, determined by the upper limit of the occupancy intensity. The rate and size of ventilation can be measured according to the HVAC standard using equations or specialized programs.

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3. Specifications for FAHU of the external air unit are designed taking into account the temperature and humidity of the air as follows :

Dry air temperature	DB 22.5° C	DB 25.5° C
Relative humidity	RH 30%	RH 60%
Air velocity in closed areas (0.2-0.3) liter/second		

4. If the volume of air-conditioned air inside the FAHU external air handling unit requires more than 1000 liter/second, the FAHU with heat recovery system should be provided using at least 50% of the total exhaust air and the thermal energy recovery system must be at least 70% efficient.

Example for restaurant and café only	
Overall Internal area of the premises	Area is measured by square meter(rental)
Internal area of dining (smokers)	Area is measured by square meter (where it is 50% or less of the total dining area
Internal area of dining (non- smokers)	Area is measured by square meter (where it is 50% or more or total dining area
Number of individuals (smokers)	People are calculated by 2 square meter per person
Number of individuals (non – smokers)	People are calculated by 2 square meter per person
Amount of fresh air (smokers)	is calculated by 25-30 liters/second per person
Amount of fresh air (non-smokers)	is calculated by 4-5 liters/second per person
Amount of extracted exhaust (smokers)	is calculated by 29-35 liters/second per person
Total fresh air for FAHU	Is equal to the amount of fresh air for smokers as well as non-smokers
Note:	
The above table is an example for required ventilation calculations for smoking areas (calculations must be done by competent engineer)	
Ventilation is calculated according to the conditions and specifications of ventilation and air conditioning referred to in the Executive order number 24 of 2013 for Tobacco Control.	

5. Applications must be submitted via licensed contractor at Dubai municipality building permits department or private development areas, free zones, or Dubai international financial center in accordance with conditions applied to obtain approvals for architectural and interior design plans and ventilation systems.



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9. Health & Safety requirements

9.1 Licensee or his representative shall abide to the following:

1. The designated smoking area should be at least than 7.5 meters away from main entrances to nearby buildings or shops.
2. Posting a clear sign at the entrances showing the smoking area and non-smoking area.
3. Posting a "no smoking" sign in all locations where smoking is clearly prohibited.
4. Posting a warning board prohibiting those under the age of (18) from entering smoking areas or being served in any kind of tobacco-based products.
5. The places designated for smoking should not contain any services (such as entertainment, games, etc.).
6. The number of individuals in the designated smoking areas at the same time should not exceed the permitted number, and at a rate of (2) square meters per person.
7. Safety requirements that include the use of fire-retardant materials and the provision of fire-fighting systems m be provided.
8. The working hours for supplying tobacco or its products should be from 10 am to 12 am, and this period may not be extended until having the approval of the competent government authorities.
9. Ashtrays should be removed from all locations where smoking is prohibited.
10. Do not display or sell tobacco or its products next to places where food, health, children, or sportswear tools/goods/products displayed or sold.
11. Cover places where tobacco products are displayed so that children cannot see them.
12. An emergency exit should be allocated and clearly identified through signs.
13. Training the health supervisor to apply for smoking permits service, obtaining or renewing permits, in addition to emergency matters, safety conditions in the place, and providing fire extinguishers in a clear location.
14. Provide a first aid box.
15. Placing decorative plants of height 1.2 meters in smoking areas to block vision of smoking areas to outdoor scenes.

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9.2 In addition to the above requirements, the following requirements apply in designated areas for Shisha:

1. Should not cause any inconvenience to the surrounding areas such as building, neighborhood, traffic, or public parking.
2. Shisha with one-time hoses should be provided.
3. It is prohibited to serve shisha inside closed cabins from three or more sides.
4. It is prohibited to provide shisha service outside the premises (shisha delivery service to offices, homes or cars).
5. Comply with the federal regulations which states the validity of the product giving that the shelf life of this product should not exceed six months from the date of production.
6. The permit is deemed invalid in the event of any changes in the area or nearby locations.
7. It is not allowed to provide shisha in places of entertainment.
8. It is not allowed to provide shisha next to the children's play areas.

10. Appendixes

▪ **(Paragraph 1) internal permit-café only.**

- 1- Valid copy of trade license must be (Café activity only).
- 2- Copy of site plan/layout (plot map).
- 3- Approved copy of floor plan layout outline where the Cafe located.
- 4- Copy of Tenancy Contract / (Ejari).
- 5- NOC from the Owner or Developer to serve cigarettes smoking or shisha.
- 6- NOC from Civil Defense to serve cigarettes smoking or shisha.
- 7- Approved Furniture Layout for the premises (Area calculation, dimensions (by square meter m²), and number of smokers).
- 8- Approved FAHU and Ventilation and air conditioning schemes with thermal loads and calculation details of HVAC unit with duct layout as per standard.
- 9- Clear photos of the smoking area .

▪ **(Paragraph 2) internal permit- restaurant & café.**

- 1- Valid copy of Trade License Must be (Restaurant & Café activity).
- 2- Copy of site plan/layout (plot map).
- 3- Approved Copy of Floor Plan Layout outline where the Cafe located.
- 4- Copy of Tenancy Contract / (Ejari).
- 5- NOC from the Owner or Developer to serve cigarettes smoking or shisha.

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- 6- NOC from Civil Defense to serve cigarettes smoking or shisha.
- 7- Approved Furniture Layout for the Shop (Area calculation, dimensions (by square meter m2), and number of smokers and Nonsmokers) and the Location of shisha preparation & service area. The smoking area must be completely isolated and separated.
- 8- Approved FAHU and Ventilation and air conditioning schemes with thermal loads and calculation details of HVAC unit with duct layout as per standard.
- 9- Clear photos of the smoking area and non smoking area .



▪ **(Paragraph 3) internal permit- hotels (cigarettes only).**

- 1- Valid copy of Trade License.
- 2- Copy of site plan/layout (plot map).
- 3- Approved Copy of Floor Plan Layout outline where the Cafe located.
- 4- Copy of classification certificate (4 stars and above).
- 5- NOC from the Owner or Developer to serve cigarettes smoking.
- 6- NOC from Civil Defense to serve cigarettes smoking.
- 7- Approved Furniture Layout for the location (Area calculation, dimensions (by square meter m2), and number of smokers and Nonsmokers). The smoking area must be completely isolated and separated.
- 8- Approved FAHU and Ventilation and air conditioning schemes with thermal loads and calculation details of HVAC unit with duct layout as per standard.
- 9- Clear photos of the smoking area and nonsmoking area.

Important notes: in the hotels and shopping centers is not allowed to serve internal shisha.

▪ **(Paragraph 4) external permit-café/ restaurant & café/shopping center.**

- 1- Valid copy of Trade License Must be (Café, or Restaurant & Café activity).
- 2- Copy of site plan/layout (plot map).
- 3- Approved Copy of Floor Plan Layout outline where the shop located.
- 4- Copy of Tenancy Contract / (Ejari).
- 5- NOC from the Owner or Developer to serve cigarettes smoking or shisha.
- 6- NOC from Civil Defense to serve cigarettes smoking or shisha.
- 7- Approved Outdoor Furniture Plan Layout for the Outdoor area (Area calculation, dimensions (by square meter m²), and number of smokers and Nonsmokers). Outdoor Smoking area must be 50% or less than outdoor nonsmoking area and must be separated by green plants (outdoor), or tinted sticker (1.2 meters from floor) and away 7.5 meters from the entrances and exits.
- 8- Clear photos of the smoking area and nonsmoking area.

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▪ **(Paragraph 5) external permit-hotels.**

- 1- Valid copy of Trade License.
- 2- Copy of site plan/layout (plot map).
- 3- Approved Copy of Floor Plan Layout outline where the Cafe located.
- 4- Copy of classification certificate (4 stars and above).
- 5- NOC from the Owner or Developer to serve cigarettes smoking.
- 6- NOC from Civil Defense to serve cigarettes smoking.
- 7- Approved Outdoor Furniture Plan Layout for the Outdoor area (Area calculation, dimensions (by square meter m²), and number of smokers and Nonsmokers). Outdoor Smoking area must be 50% or less than outdoor nonsmoking area and must be separated by green plants (outdoor), or tinted sticker (1.2 meters from floor) and away 7.5 meters from the entrances and exits. In addition, must be away 3.5 meter from the pool.
- 8- Clear photos of the smoking area and nonsmoking area.

▪ **(Paragraph 6) internals & external permit renewal-café/restaurant & café/ shopping centers/hotels.**

Request for renewal (café, Restaurant & café, Shopping centers)

- 1- Valid copy of Trade License (Add the activity of Shisha services to the trade license).
- 2- Copy of previous permit.
- 3- Commitment letter that no change in layout and areas in the region to provide a service to smoke cigarettes or shisha as per the previous statement.

▪ **Request for renewal (hotels):**

- 1- Valid copy of Trade License.
- 2- Copy of classification certificate (4 stars and above).
- 3- Copy of previous permit.
- 4- Commitment letter that no change in layout and areas in the region to provide a service to smoke cigarettes or shisha as per the previous statement.

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