



Health & Safety Department (Registration and Permits Section)

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Document History Log

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1.0	23 rd Dec. 2022	Registration and Permits Section	Issue - Version 1
1.1	21 st March 2023	Registration and Permits Section	Update part # (5.2) – Planning Requirements
2.0	4 th May 2024	Registration and Permits Section	<ul style="list-style-type: none"> Update part # (4.2) – Planning Requirements Adding the new logo of both Dubai Government & Dubai Municipality





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1. Purpose

The purpose of this guideline is to indicate the conditions and requirements that must be met and observed by the owners of specialized and non-specialized shops wishing to sell tobacco or its products and related goods (including electronic) related to obtaining and renewing a permit or initial approvals to obtain a commercial license or add a commercial activity within the geographical borders of the Emirate of Dubai.

2. Scope



- Specialized shops
Which includes all specialized stores wishing to sell tobacco or its products and related goods (including electronic) located within the geographical borders of the Emirate of Dubai.
- Non-specialized shops
Which includes all establishments wishing to sell the same products and according to the descriptions of the trade license activities, for example (supermarket, consumer store, grocery store, or general trading) located within the geographical borders of the Emirate of Dubai.

3. Responsibilities

The responsibility for reviewing the fulfillment of applications, issuing permits for specialized shops, or giving approval to add activity rests with the service employee at the Health and Safety Department - Dubai Municipality.

For non-specialized shops, the responsibility for complying with the instructions listed in this document and with the relevant laws and legislation rests with the owners of the establishments that fall within the scope of application. Dubai Municipality and any other oversight authority have the right to take the necessary legal measures if the establishment's non-compliance is detected.

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4. Section One: Specialized outlets

4.1 Types of permits and approvals for the service of issuing permits for specialized outlets

The types of permits and approvals are divided according to the type of the trade license activity as follows:



- **Retail shops specialized in selling tobacco or its products and related goods (including electronic):**

They are shops that do retail sale of tobacco and smoking accessories and include the following trade activities:

- Tobacco & Cigarettes Trading.
- Electronic Cigarettes & Accessories Trading.
- Cigarettes Selling.
- Tobacco Trading.
- Smoking & Tobacco Heating Devices Trading.

These shops must fulfill all the planning and technical conditions that will be mentioned later in this guideline and obtain the initial approval from Dubai Municipality - Health and Safety Department - Registration and Permits Department by applying on [Invest in Dubai platform](#) for commercial licenses issued by the Dubai Economy and Tourism Department, and it is not required It has the right to issue an annual permit to practice the activity.

As for commercial licenses issued by other local authorities, these shops must issue an annual permit from Dubai Municipality - Health and Safety Department - Registration and Permits Section. After fulfilling all the terms and conditions of the service, you must comply with all the conditions mentioned in Federal Law No. (15) of 2009 regarding tobacco control and its Implementing Regulations No. (24) of 2013.

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- **Wholesale companies:**

They are companies that distribute tobacco and tobacco accessories by wholesale, as well as import and re-export them, and include:

- Tobacco & Cigarettes distribution.
- Electronic Cigarettes & Accessories distribution.
- Cigarettes distribution.
- Tobacco distribution.
- Smoking & Tobacco Heating Devices distribution.



These companies must obtain a non-objection letter for adding activities from Dubai Municipality - Health and Safety Department - Registration and Permits Section after attaching the required documents that will be mentioned later in this guideline. All conditions mentioned in Federal Law No. (15) of 2009 regarding tobacco control and its Implementing Regulations No. (24) of 2013 must also be adhered to.

4.2 Planning requirements

The planning conditions and controls for establishments wishing to sell tobacco and its products according to activity stipulate the following:

- It is permitted to license shops specialized in selling or displaying tobacco or its products and smoking accessories in areas classified as commercial CBD, C2, C3, touristic, commercial and residential RC1, RC2, which are located on the approved main streets.
- It is permitted to license specialized stores (retail sale) only in units classified as a shop, and it is not allowed to sell tobacco or its products in small shops (kiosk/wall units) or any similar types of shops.
- It is permitted to license shops specialized in selling or displaying tobacco or its products and smoking accessories in commercial centers, except for those located in residential areas.
- The distance between shops specialized in selling or displaying tobacco or its products and smoking accessories and between residential buildings or residential neighborhoods should not be less than (150) meters.
- The shop must not be located within the campuses and buildings of places of worship, educational institutions, sports or health facilities.
- The shop must be at least 100 meters away from places of worship.

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- The shop should be not less than 150 meters away from the external entrance of kindergartens, schools, institutes, colleges and universities.
- It is prohibited to license and practice tobacco trade activities and traditional and electronic smoking accessories in shops and commercial centers located in residential neighborhoods.
- It is allowed to license wholesale companies only in units classified as an office according to the documented lease contract.



4.3 Technical Requirements

The technical requirements that must be adhered to by specialized shops wishing to sell tobacco or its products and related goods (including electronic ones) include:

4.3.1 Technical requirements for specialized shops

- The displayed tobacco products must be registered with the Ministry of Industry and Advanced Technology and obtain conformity certificates.
- The shop shall not cause any disturbance to the building, the neighborhood, or the area in general, or to traffic or public parking.
- Placing a warning sign prohibiting the entry of persons under the age of (18) years at the entrance to the store.
- Smoking is not permitted inside the store and a clear "no smoking" sign must be placed.
- Not to provide tobacco or its products to those under the age of eighteen years.
- Placing clear signs at the entrances showing that the place is designated for the sale of tobacco.
- The shop should not contain any services (such as entertainment and games).
- It is not permissible to add or practice any other activity inside the store except for displaying or selling tobacco and smoking accessories.
- Safety conditions that include the use of fire-resistant materials and the provision of fire-fighting systems must be met.
- The shop should be hidden from the outside in a way that prevents it from being seen by the public.
- Storing tobacco and its products in a safe manner from the risk of ignition.
- Not covering the floors with flammable materials or materials that are difficult to clean.
- Commitment to the general requirements contained in this guide.

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4.3.2 Technical requirements for wholesale companies



- Obtaining a non-objection letter to add the activity from Dubai Municipality - Health and Safety Department - Registration and Permits Section.
- The sale of tobacco and smoking accessories is in wholesale only, and retail is not allowed.
- The products must be registered with the Ministry of Industry and Advanced Technology.
- Not selling to shops that are not licensed by Dubai Municipality.
- Commitment to the general requirements contained in this guide.

4.4 General requirements

The general conditions and controls that must be adhered to by all establishments wishing to sell tobacco or accessories for the sale of tobacco or electronic cigarettes include:

- It is prohibited to publicize, advertise and promote tobacco or its products and related commodities.
- Not to distribute tobacco or its products or related commodities in the form of prizes or gifts in any competitions or events.
- Not to use tobacco or its products as a means of advertising and promoting any other product, commodity or service.
- Not to print or publish advertisements or use any other means of advertising that encourage the use of tobacco.
- It is prohibited for any natural or legal person engaged in any activities related to tobacco or its products to exploit the sponsorship of any activities, events, teams or persons to promote his activity related to tobacco.
- It is prohibited for all public and private bodies and institutions, including cultural, sports, academic and social media, publishing and distribution houses, printing houses and advertising agencies to carry out advertising, publicity and promotion of the use of tobacco or its products and related goods with the aim of encouraging tobacco use.
- It is prohibited to publicize, advertise and promote tobacco or its products using all means aimed at encouraging tobacco use, including:
 - Billboards.
 - Personal baggage, clothing and the like.

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- Electronic means and the like from the Internet and electronic games.
- Means of communication and the like, such as phone calls, text messages, and social media.
- Newspapers, magazines, books, flyers, pamphlets, CDs, and advertising and media guides.
- Film, television, radio, theatrical productions, cartoon films, informational and educational programs and various means of communication.
- Various public and private means of transportation.
- Any commodity related to tobacco or its products.
- Not to provide donations and aid for reasons related to social responsibility for the purpose of promoting tobacco.
- No discounts, special offers, promotions or liquidations on tobacco or its products.
- Not displaying or selling tobacco or its products within various festivals and exhibitions without a license from the competent authority.
- Not to sell tobacco or its products or smoking supplies retail through the electronic information network or any electronic means.
- It is prohibited to allocate automatic devices and equipment for the sale or use of tobacco or its products within the country.
- It is prohibited to provide services for the delivery of tobacco products and accessories.
- Compliance with all conditions stipulated in Federal Law No. 15 of 2009 regarding tobacco control and its Executive Regulations No. 24 of 2013.
- Any other conditions approved by the competent authority that do not conflict with the provisions of Federal Law No. 15 of 2009 regarding tobacco control and Cabinet Resolution No. 24 of 2013 regarding the executive regulations of Federal Law No. 15 of 2009 regarding tobacco control.

4.5 Procedures

4.5.1 For commercial licenses issued by the Dubai Economy and Tourism Department

- The request must be submitted through the Invest in Dubai platform when issuing a trade license and selecting one of the commercial activities from the scope of the service. A Makani number must be provided for the location of the shop in which the activity is to be practiced, to verify that the location is compliant.

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- In the event of obtaining approval, the procedures for issuing the trade license to be completed, and the activity will be allowed to be practiced at that time, and it will not require the issuance of a separate permit.

4.5.2 For commercial licenses issued by other local authorities in the Emirate of Dubai

The request for a permit to sell tobacco and smoking accessories is received electronically via the service e-mail (STPERMITS@dm.gov.ae).

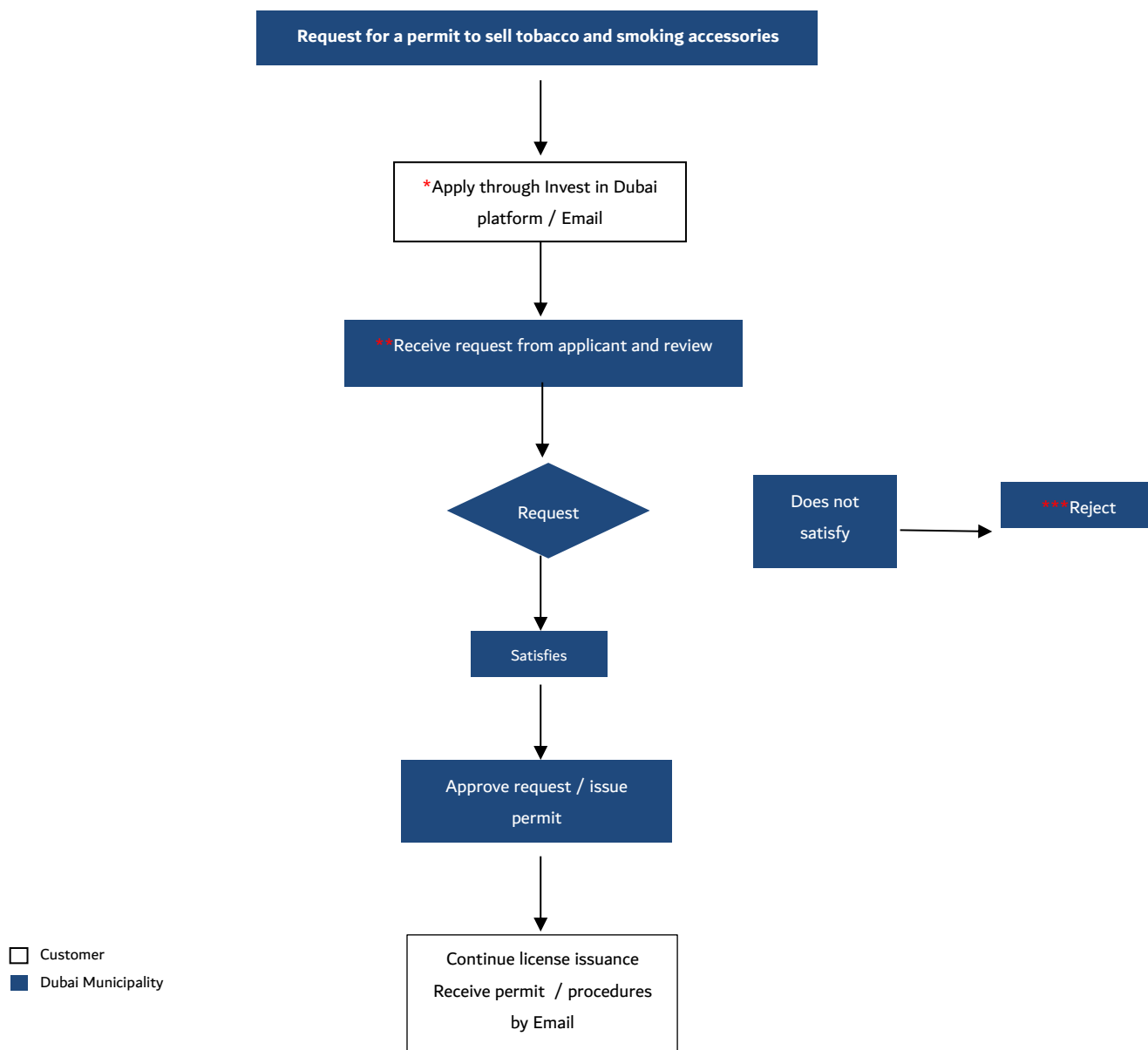
- The applicant submits the required documents:

For specialized retail shops	For wholesale companies
<ol style="list-style-type: none"> A copy of the valid trade license and it must include some or all the following activities: <ul style="list-style-type: none"> Tobacco & Cigarettes Trading. Electronic Cigarettes & Accessories Trading. Cigarettes Selling. Tobacco Trading. Smoking & Tobacco Heating Devices Trading. Lease contract (Ejari). <p>Required documents for permit renewal application:</p> <ol style="list-style-type: none"> A copy of the valid trade license. The previous statement. 	<ol style="list-style-type: none"> A copy of the valid trade license or a copy of the initial approval from Dubai Economy. A letter of undertaking not to sell retail (signed by the trade license owner or partner).

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4.6 Flowchart to obtain a tobacco selling permit and the service card.

- Request for a permit to sell tobacco and smoking accessories (shops specialized in selling tobacco and smoking accessories)





*The required documents are determined by reference to the guideline

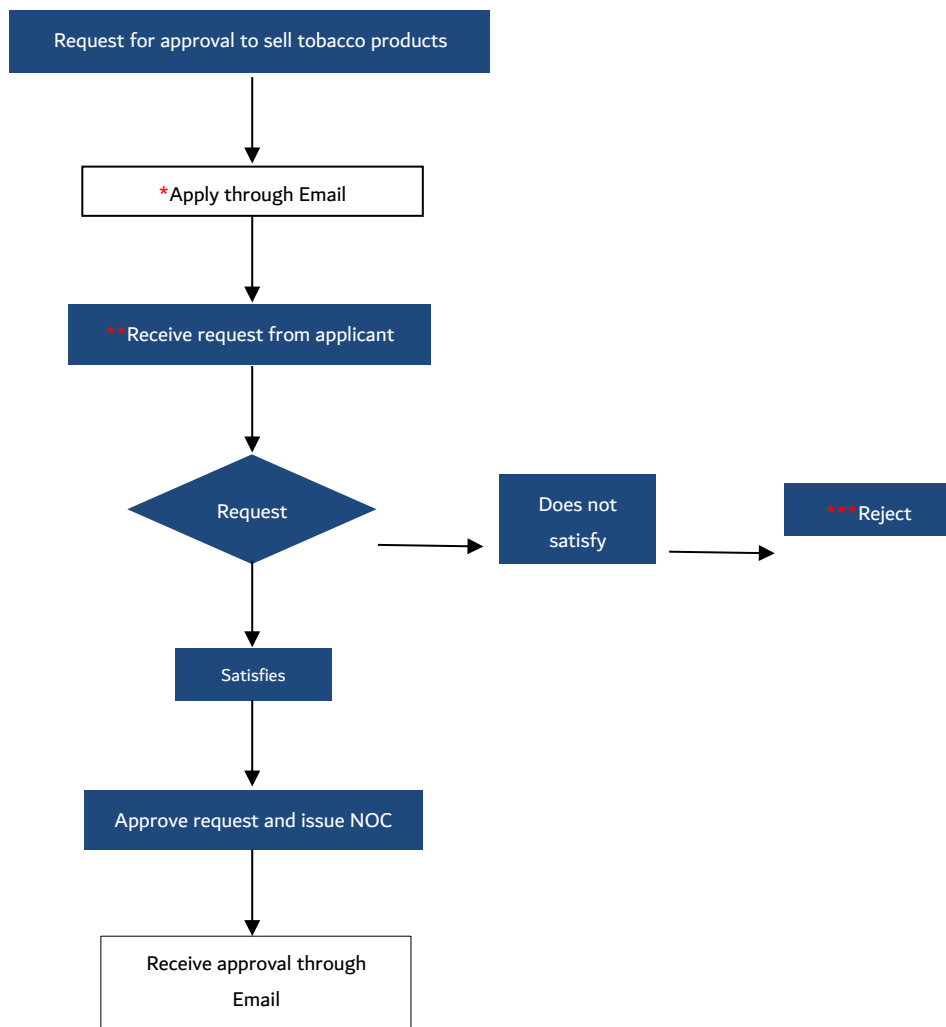
**Checking the site location using the approved systems by the municipality, and checking the required documents

***Inform applicant by Email

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- Request approval to add activity (wholesale companies)









☐ Customer
☒ Dubai Municipality

**The required documents are determined by reference to the guideline

**Review the required documents

***Inform applicant by Email

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Service Card		
Agency name	Environmental Health & Safety	
Department name	Health & safety	
Service name	Apply for a tobacco selling permit	
Service details	The service allows establishments to obtain a permit or approval to sell tobacco and smoking accessories.	
Service fees	Free	
Time for service to be completed	5 working days	
Entities benefiting from service	business sector	
Portals for application & inquires	 800900  Customer service landline: 04-5218675	 stpermits@dm.gov  www.dm.gov.ae

5. Section Two: Non-Specialized shops



The general requirements and controls that must be adhered to by all establishments wishing to sell tobacco or its products and related goods (including electronic ones) include:

- Grocery stores and consumer stores are not allowed to sell tobacco products other than “cigarettes”, such as molasses, doukha, shisha tools and equipment, pipes (midwakh), electronic cigarettes and their products.
- The tobacco products must be registered and have conformity certificates issued by the competent authorities in the country.
- It is prohibited to offer, trade, sell or attempt to sell tobacco or its products unless the conditions set forth in the mandatory UAE standards are met.
- Each package of tobacco or its products must contain phrases, images and data in a clear and varied manner, and must conform to the mandatory UAE standard specifications (UAE.S/GSO 246:2011).
- Not to display or sell tobacco or its products near places where food or health products and products are displayed or sold, or products and goods intended for children, or sports equipment and clothing.

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- Not to display tobacco or its products (whether traditional or electronic), related goods and smoking accessories in a visible manner to the public, and to be inaccessible to them except by the establishment's employees.
- Smoking is not permitted inside the shop, and a "no smoking" sign must be clearly displayed.
- Refrain from providing tobacco or its products to persons under the age of eighteen years, and the institution has the right to request proof of age for the purpose of verification before sale.
- To store tobacco and its products in a manner that is safe from the risk of ignition.
- It is prohibited to publicize, advertise and promote tobacco or its products using all means aimed at encouraging tobacco use, including:
 - Billboards or any other means of advertising.
 - Personal effects, clothing and the like.
 - Electronic and similar means of the Internet and electronic games.
 - Means of communication and similar phone calls, text messages and social media.
 - Newspapers, magazines, books, pamphlets, pamphlets, CDs, advertising and media guides.
 - •Film, television, radio, theatrical productions, cartoon films, informational and educational programs, and various means of communication.
 - Various public and private means of transportation.
- In addition, it is prohibited to do the following:
 - Distribution of tobacco or its products or related commodities in the form of prizes or gifts in any competitions or events.
 - Providing donations and aid for reasons related to social responsibility for the purpose of promoting tobacco.
 - Carrying out discounts, sales, special offers, promotions or liquidations on tobacco or its products.
 - Displaying or selling tobacco or its products within various festivals and exhibitions.
 - Retail sale of tobacco or its products or smoking supplies through the electronic information network or any electronic means.
 - Allocation of automated devices and equipment for the sale or use of tobacco or its products within the country.

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- Exploit sponsorship of any activities, events, teams or people to promote tobacco-related activity.
- Using tobacco or its products as a means of advertising and promoting any other product, commodity or service.
- Compliance with all conditions stipulated in Federal Law No. 15 of 2009 regarding tobacco control and its Executive Regulations No. 24 of 2013.
- Any other conditions approved by the concerned authority that do not conflict with the provisions of Federal Law No. 15 of 2009 regarding tobacco control and Cabinet Resolution No. 24 of 2013 regarding the executive regulations of Federal Law No. 15 of 2009 regarding tobacco control.

6. References

- Federal Law No.15 of 2009 on Tobacco Control
- Cabinet Decision no. (24) of 2013 concerning the Executive Regulation of Federal Law no. 15 of 2009 concerning tobacco control

For (suggestions, comments, and complaints)	For further information
1. Unified interactive platform that connects Dubai Government and its customers: The 04 Platform https://04.gov.ae/ 2. ① Dubai Municipality - Call Center (24/7): 800900	1. STPERMITS@dm.gov.ae 2. ① Dubai Municipality - Call Center (24/7): 800900