





Health & Safety Department (Registration and Permits Section)

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1. Purpose

The purpose of this guide is to indicate the conditions and requirements that must be met and observed by the owners of play areas and events to obtain approval permits for these areas and events.

2. Scope

- It is applied according to the activity in the Department of Economic Development in the Emirate of Dubai and the commercial or professional license within the geographical borders of the Emirate of Dubai and includes the following:
 - Amusement Park
 - Parties & Entertainments Services
 - General Trading
 - Kids Rides & Games Trading
 - Leisure & Sport Equipment Rental
 - Children Games & Baby Care Requisites Rental
 - Gaming Venue
 - Recreational Playground
 - Sports & Amusement Tracks
 - Recreational Services
 - Management of events and play areas.
 - Kids Amusement Arcade
 - Hotel
 - Shopping center
- The permitted types of games are required to be compatible with the requirements contained in the Technical Guideline for Safety in Events and Play Areas [DM-HSD-GU02-SEPA2](#) or in accordance with the requirements of the Emirates International Accreditation Center for play areas and events.

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3. Responsibilities

The service is provided by Dubai Municipality – Health and Safety Department, where a safety engineer is responsible for reviewing the completion of applications and issuing permits. The safety engineer receives and reviews the request. If the request meets 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 once.

4. Requests/Permits types

4.1 Request for an initial approval for a play area.



It is a request for initial approval for the purpose of installation and construction without operation to the public, and it is according to the period required by the business owner with the general required attachments and a note to provide general safety requirements during construction and installation.

4.2 Request for a play area permit

A permit for a play area or event containing games or entertainment stations, valid for more than 6 months and not exceeding 1 year (permanent), and based on the expiration dates of independent safety certificates, or a temporary or seasonal permit for a play area or event containing games or entertainment stations and not exceeding its duration is six months.

Example:

Permit Type	Validity
Permanent	Up to one year
Temporary	Up to 6 months

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5. Service procedures and requirements

5.1 Procedures and steps to apply for the service:

1. Login to Dubai Municipality website.
2. Apply for the service.
3. Check Dubai Municipality's reply through the website (Preliminary Approval/Rejected/To be Amended or Completed), and receive the date of Dubai Municipality inspector's visit to the event location/play area, if required after receiving the preliminary approval.
4. Receive the permit through Dubai Municipality website, in case of approval and site conformity with the required standards and conditions.

5.2 Required Documents:



- The documents included are according to the safety requirements for each game in accordance with the Technical Guide for Safety in Events and Play Areas [DM-HSD-GU02-SEPA2](#), in addition to the requirements of the Emirates International Accreditation Center (EIAC), including an inspection certificate or a safety certificate*.

*Inspection Certificate or Safety Certificate: means a certificate issued by an accredited inspection body, indicating that the inspection of the toy/equipment/amusement device has been carried out in accordance with the rules and regulations approved by the concerned department and is safe for use by the public. This content can be found in the requirements of Emirates International Accreditation Center.

❖ General documents required while applying for the transaction:

1. Drawing of full floor design.
2. Risk Assessment plan, which contains emergency plan for the area.**
3. NOC from the building or area owner for proposed entertainment area.
4. Other documents: photos or any documents needed related for public safety requirements as per site situation

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❖ Documents required for each play area separately for the initial permit, permanent or temporary:

1. Independent third party safety certificate (For Temporary & Permanent permits only).
2. Independent third party safety report (For Temporary & Permanent permits only).
3. Risk assessment report and safety protocol for each ride /device. **
4. Initial third party safety certificate. (For Initial approval only).
5. Initial third party safety report with all related documents as per EIAC standard. (For Initial approval only).
6. Reference Documentation for ride structure including installation, operation and maintenance, procedures, list and number of operator and staff required.

❖ Documents required for permit renewal or temporary permit extension:

- If the renewal request contains modification in the rides, the same above documents will be required.
- If there are no modifications in the rides, the following documents are required:
 1. Independent third party safety certificate.
 2. Independent third party safety report.

6 Planning requirements.

Conditions and planning requirements for play areas permit:



- The distance between the play area or event and an existing smoking area should not be less than 100 meters.
- Not to establish any activity or play area on empty land without the necessary permits from the Executive Planning Department or any other concerned authority.

7 Building Permits.

Fulfilling requirements related to construction approvals, ventilation, and air conditioning systems:

- The approval of engineering construction works ventilation and air conditioning systems for indoor play areas must be submitted through the Dubai Municipality's Building Permits

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application or similar free zone systems through approved consultants and contractors who are officially authorized to apply by the license holder.

Specifications for ventilation and air conditioning required.

- If the play area is indoor, all conditions and systems for ventilation and air conditioning must be considered according to the Green Building Guide of Dubai Municipality.
- The drawings must be approved by the concerned authority (i.e.: the building permit system in Dubai Municipality or the free and development zones authorities).

8 Health and safety requirements.



Licensee or his representative shall abide to the following:

- All that is included in the Technical Guide for Safety in Events and Play Areas, and addition:
 1. The design of the play area must be considered in accordance with the age group specified in this area.
 2. Taking all necessary safety measures to organize the public in terms of defining safe entrances and exits and organizing the playing methods.
 3. At least 25% of the land area must be left for walking or sitting.
 4. All games must be surrounded by a non-climbable fence, provided that the height of the fence is not less than 1.2 meters, and the distance between any two adjacent pieces of the fence must not exceed 10 cm. All floors, fences, and chairs must be designed from fire-resistant materials, provided they comply with the standard specifications in force in the Emirate.
 5. The field of vision in the game operation room must be open to observe all parts of the game.
 6. It must be considered that the play areas are committed to providing all requirements for people of determination in the region.

General safety and emergency procedures:

- Public safety:
 1. All necessary measures must be taken to organize the public in terms of determining the entrances and exits according to the size of the play area, the number of rides, and the type of rides.
 2. The necessary lighting and ventilation must be provided in proportion to the space of the play area and the accompanying events.

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3. The capacity of the number of people allowed to be present at the same time in the play area must be adhered to.

4. The noise level allowed in the play area must be adhered to.

9 Service Card



Service card		
Agency name	Environmental Health & Safety	
Department name	Health & safety	
Service name	Apply for Permit for Play Area or Events	
Service details	This service enables you to obtain an event or play area permit, after verification of their conformity with the public health and safety standards and requirements adopted by the Dubai Municipality.	
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	✉ hspemits@dm.gov.ae 💻 www.dm.gov.ae

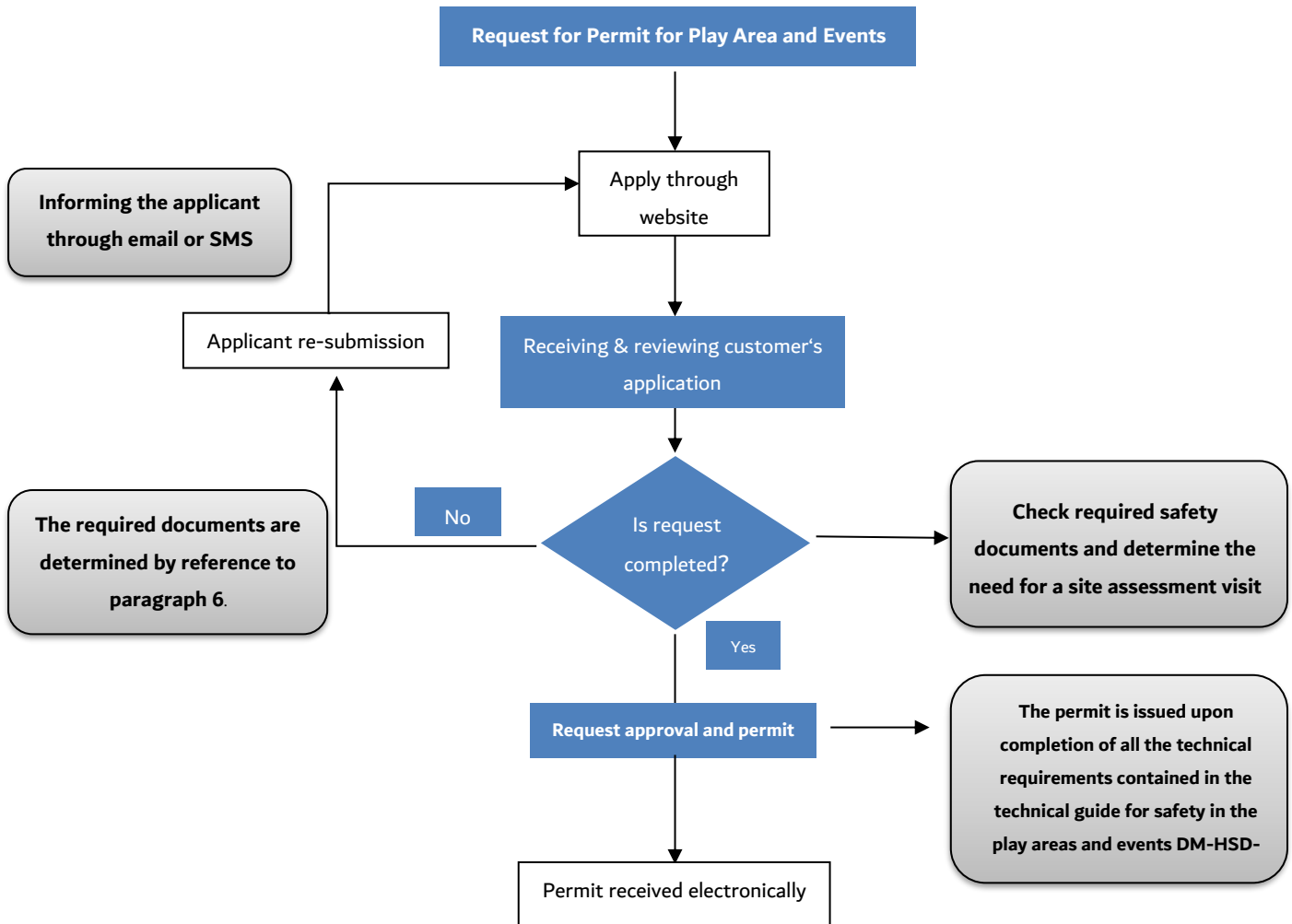
❖ The service card can be viewed on the Dubai Municipality website.

Service card URL: <https://hub.dm.gov.ae/link/servicedetails?ServiceCode=3554>

10 Flowchart to obtain a play area permit

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11 Appendices

** Risk Assessment

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The following is an example of risk assessment according to the severity of the potential risks and the probability of their recurrence using a 5*5 matrix. The risk assessment can be prepared according to a 3*3 matrix or others according to the nature of the event /ride separately:

- Note: The form below is just a general guiding example and is not obligatory to comply with. The institution can prepare their own risk assessment as appropriate.**

Risk probability	Risk severity				
	Negligible	Minor	Moderate	Significant	Severe
Frequent	Low	Medium	High	Catastrophic	Catastrophic
Likely	Low	Medium	High	High	Catastrophic
possible	Low	Medium	Medium	High	High
Unlikely	Low	Low	Medium	Medium	Medium
Rare	Low	Low	Low	Low	Low

12 References

- Local Order No. (11) of 2003 Concerning Public Health and Safety of the Society in the Emirate of Dubai
- Administrative order No. (30) Of 2007 Issuing Local Order No. (11) Of 2003 Concerning Public Health and Safety of the Society in the Emirate of Dubai.

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. ☎ Dubai Municipality - Call Center (24/7): 800900	1. ✉ HSPERMITS@dm.gov.ae 2. ☎ Dubai Municipality - Call Center (24/7): 800900