

Health & Safety Department (Environmental Health Section)

Document Title	Ideal Salon Technical Guidelines
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Version #	V 4
Issue Date	7 th July 2025
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Document History Log

Any modification to the document must be reviewed and approved
as per the corporate policies and procedures of document control

Version #	Date	Prepared/reviewed by	Modifications summary
3	9 th May 2024	Environmental Health Section	<ul style="list-style-type: none"> Added new logo for both Dubai Municipality & Dubai Government. Added 3 new definitions into section # 4 – Definitions; (the non-compliant salon/the committed salon/ideal criteria) Section # 5 - Idealism Journey has been detailed and explained. Part 5-2-2: points (4) and (7) have been added Section #6 & #7 has been added Local Order No. (11) of 2003 have been added to the references
4	7 th July 2025	Environmental Health Section	<ul style="list-style-type: none"> Section No. #6 (inquiries/suggestions) and section No. #7 (complaints) were deleted Adding channels of suggestions/ complaints/ and inquiries in the last page

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1 Introduction

The Dubai Municipality has prepared this guide as part of the Quality of Life and Future sight initiatives to enhance public utility services through self-regulation and improving service quality in beauty centers, salons, and barber shops at the lowest cost possible to business owners or completely free of charge, with standards that exceed health and safety requirements, thus creating a competitive environment among establishments involved in this activity to ensure health practices and customer satisfaction in the Emirate of Dubai.

2 Purpose

Achieving a healthy environment with service quality and sustainability by enhancing partnerships with establishment owners and guiding them towards providing comfort, luxury, and exceptional services for all segments of the public, exceeding health and hygiene safety requirements with minimal possible complaints, in addition to fostering marketing competitiveness and encouraging investment in sustainable concepts of activities and services provided to make Dubai a leading city and a reference for ideal standards in beauty centers and salons activities.

3 Scope

The guide provides specific guidelines to achieve idealism for all beauty centers, salons, and barber shops for men, women, and children in the Emirate of Dubai.

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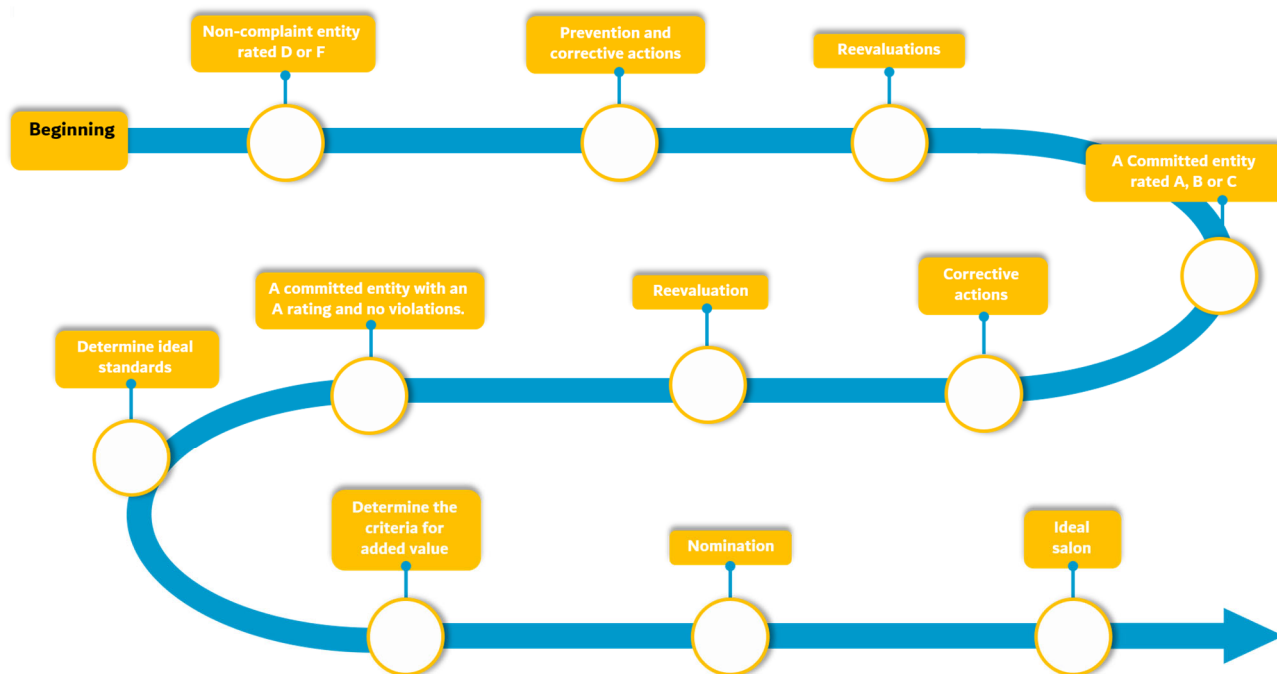
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4 Definitions

Definition	Meaning
Compliance Level	Indicate the degree of compliance that the organization scored, or to overall commitment with requirement, which expressed by range of grades, starting from higher A to F the lowest.
The Non-Compliant Salon	This is a salon that achieves a level of commitment of D or F, and based on that assessment, its continuity in business is not suitable except with a specified deadline through the monitoring program. It is required to develop a plan of preventive and corrective actions for the violations identified during that period
The Committed Salon	This is a salon that achieves a level of commitment of A, B, or C classification, and based on that assessment, its continuity in business is suitable without a specified deadline. It is required to develop a plan of preventive and corrective actions for the violations identified.
Ideal Salon	This is a salon that achieves the highest level of commitment by receiving an A classification without any violations, and it meets the ideal criteria it was nominated for.
Ideal Criteria	These are the requirements that must be met in the salon at a higher level than health and safety regulations.
Added Value Criteria	Values in the salon are measured to determine its category within the economy class, business, or first class.

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5 Idealism Journey



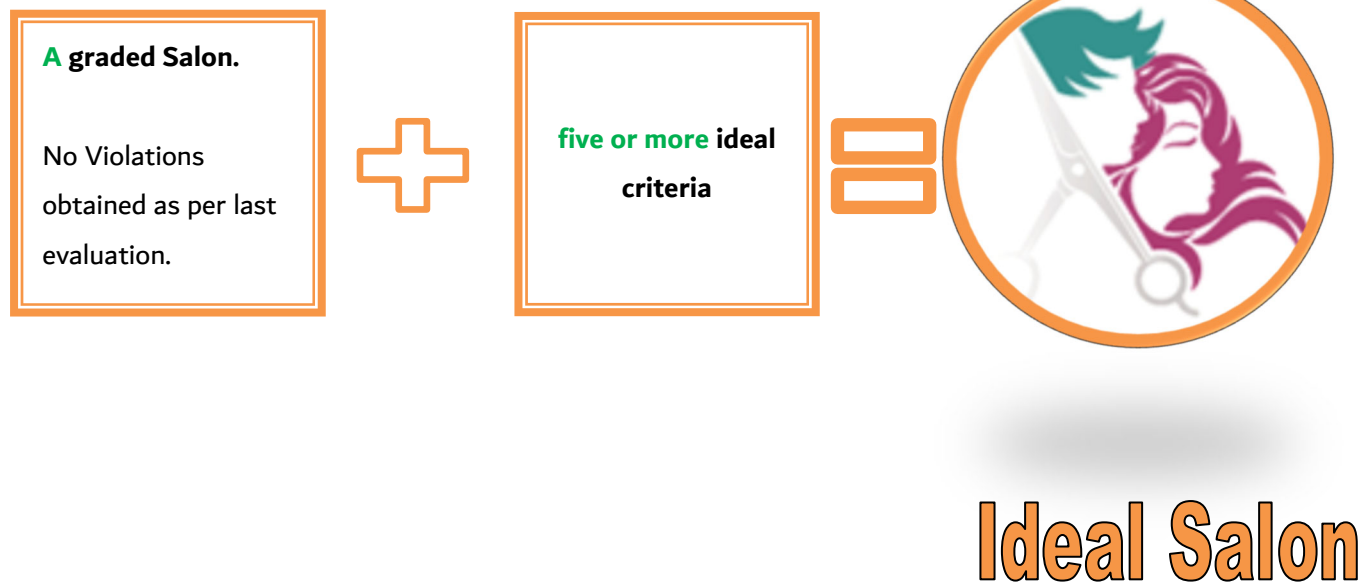
5-1 Fulfilling health and safety requirements and obtaining an A classification without violations

- The salon must comply with and meet all health and safety requirements, according to the Technical Guidelines for the Commitment of Salons, Barbershops, and Beauty Centers (Men, Women, and Children) available on the Dubai Municipality website.
- The salon must achieve the highest level of commitment and maintain an A classification without violations, according to the Technical Guidelines for the Commitment of Salons and Beauty Centers available on the Dubai Municipality website.
- Therefore, salon owners are allowed to apply for the certification.
- All certification privileges are revoked in case of any violation of the health and safety requirements applied in the salon.

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5-2 following for Idealism evaluation



5-2-1 ideal criteria

- Availability of salon management system, including consultation services. (Mandatory).
 - Providing consultation service, which is a system based on inquiry and recording the health status of customers by asking specific questions related to each service provided at the salon to ensure their safety before providing the service, through manual records or an electronic system that allows service providers to record customer data and the services provided and its nature.
 - Customer data, such as any medical reports for allergies, skin diseases, or respiratory diseases, or through previous negative experiences. As for service providers' data, such as organizing their working hours to avoid working under stress, as well as their specialties, professional certificates, experiences, and the services to be avoided to ensure proper qualification.
 - Regarding the nature of the services provided, their precautionary measures and precautions, such as providing declaration forms before providing the service, especially for services whose results may vary depending on the health condition of the customers.
- Staff qualification certificates and skills in professional practices at the salon (Mandatory)
 - Providing a specialized technical staff for specialized services that may pose health risks, by providing accredited training certificates or specialized certificates, or by the establishment seeking to qualify professional workers through training workshops conducted by product distributors and suppliers of equipment used in the provided service or by specialized institutes and companies.

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3. Using products registered in Montaji, with training provided on how to use them professionally (Mandatory).

- Providing evidence of employee training on consumer products used professionally, by requesting it when contracting with certified distributors to provide the necessary training before starting to use the product to ensure safe use.

4. Readiness and specialization of work areas

- For example, but not limited to, providing single-use non-mandatory tools, all tools are covered and stored in bags or drawers, using dedicated work areas for preparing products and related tools, as well as an area for sterilizing tools, spacious service areas with increased distance between chairs, providing a sink and drying tools attached to each chair for service delivery, and providing specialized areas for each authorized practice according to the activity.

5. Cleanliness and sustainability of the decor and materials inside and outside the salon to align with the aesthetic image of Dubai.

- This criterion refers to the focus on general cleanliness, safety, and sustainability of the materials used for the inside decoration and external facade and any advertising materials at the entrance of the establishment.

6. Adequate mechanical ventilation system in work areas

- Providing various and separate ventilation systems in different work areas based on the nature of the services provided, so they can be used as needed during service delivery without affecting the indoor air quality in the salon from dust, dirt, fumes, and maintaining the appropriate temperature and fresh air circulation, or providing other isolation solutions to eliminate moisture, steam, and odors, or by providing air purifying units.

7. Provide a separate waiting area, located more than 2 meters away from the work area.

- This criterion refers to without affecting the space allocated for service delivery, providing an area or space designated for customer waiting inside the establishment that does not provide any services, and the space should be separate so as not to be affected by any effects resulting from service delivery inside the salon.

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8. Suitable lighting levels and controlled in some service areas inside the salon.
 - Providing different and separate lighting systems in various areas based on the nature of the services provided, so they can be adjusted as needed during service delivery without affecting the overall lighting level in the salon, to ensure adequate lighting for the service exclusively without the need to illuminate the entire establishment and increase electricity consumption.
9. Recycling program for activity waste.
 - The establishment meets health and safety requirements by providing appropriate sewage systems and effective waste disposal, while the ideal salon stands out for recycling activity waste through dealing with government agencies and collaborating in related initiatives, and by contracting with companies for general waste and organic waste recycling. Examples include contracting with a specialized company for collecting single-use tools and expired products.

5-2-2 added value criteria



Salon Classification	Economy class	Business class	First class
Available added values	1-2 Values	3-4 Values	5 Values

1. Provide a reception area.
2. A sufficient number of staff compared to the number of service chairs; for example, if there are (2) hair care service chairs, there should be (3) staff members providing hair care services.
3. Provide different brand of products for the same service.
4. Use environmentally friendly products.
5. Provide internet service for customers.
6. Multilingual staff (Arabic and English as a minimum).

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6 References

- Salon, barbershops and beauty centers compliance guideline.
- 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
<ul style="list-style-type: none"> ▪ Unified interactive platform that connects Dubai Government and its customers: The 04 Platform https://04.gov.ae/ ▪ ① Dubai Municipality - Call Center (24/7): 800900 	<ul style="list-style-type: none"> ▪ Email: ehcinspection@dm.gov.ae ▪ ① Dubai Municipality - Call Center (24/7): 800900