

Directory of services

Dubai Culture and Arts Authority

Second release 2021/2022

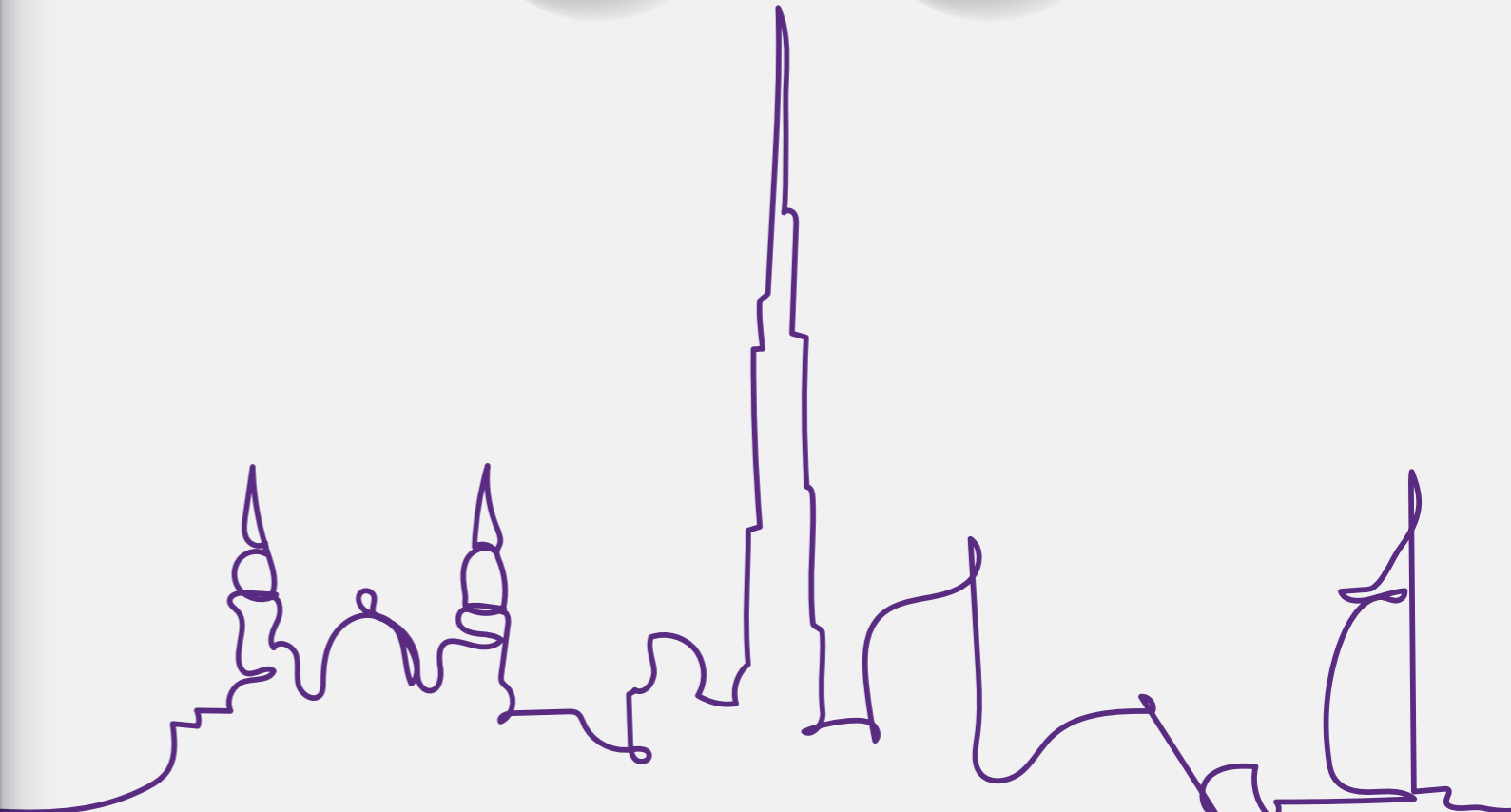


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1.0. The Director General of the Dubai Culture and Arts Authority's Message

Customer happiness is a fundamental criterion for our success. In line with His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, we developed our institutional vision by providing pioneering services in the fields of heritage, culture and arts with customer happiness at the heart of what we do.

In pursuance, we developed, with the help of our family at the Authority, the Customer Happiness Charter to provide distinguished services across several smart channels and service centres that would emphasise the happiness of our customers.

It gives us great pleasure to share with you this service guide to address your questions and work with you on catering and delivering optimal services.



2.0. Overview of Dubai Culture and Arts Authority Services Directory



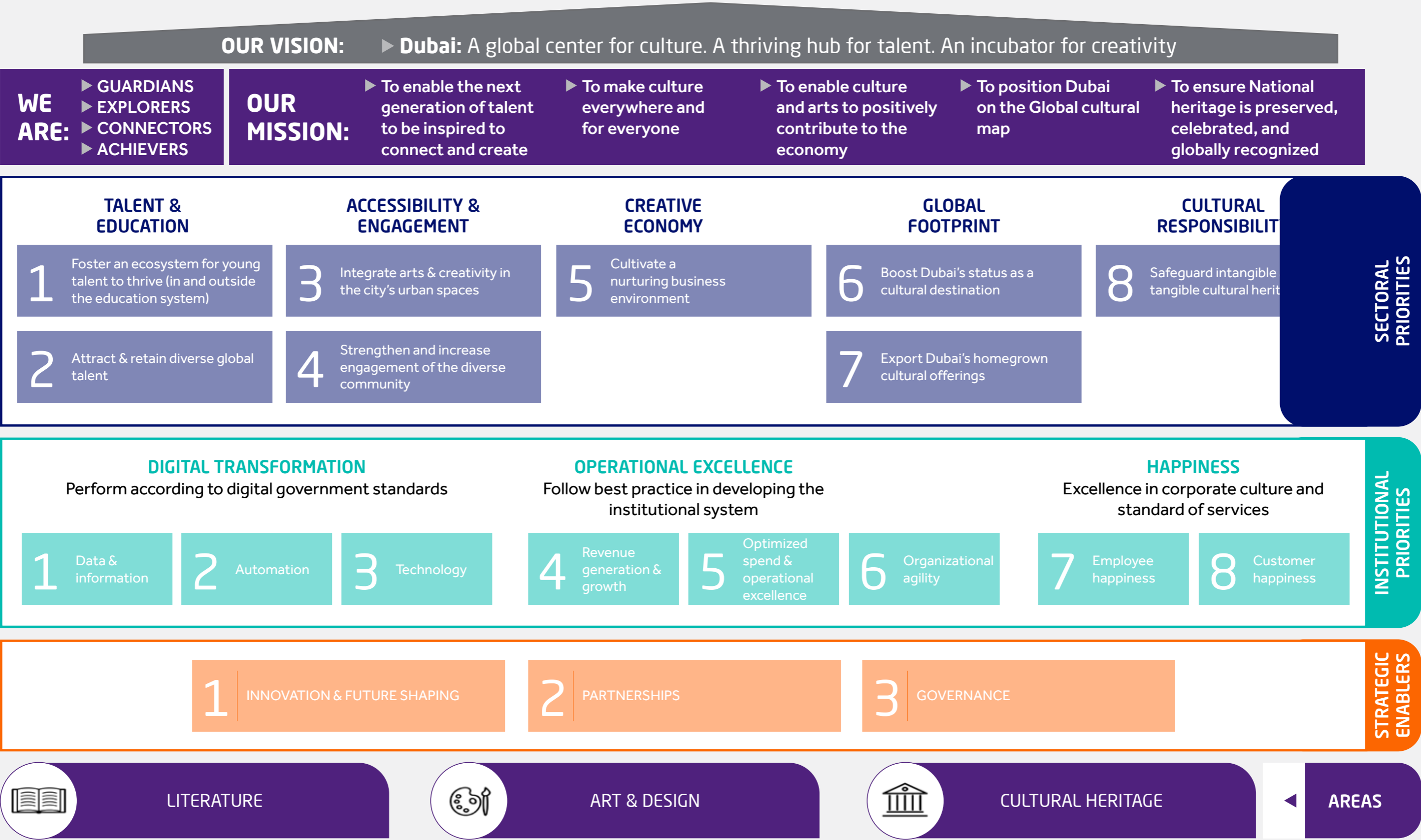
Services Directory is a guide for defining the services provided through the Dubai Culture and Arts Authority to its customers, by describing these services and documenting their procedures and channels for obtaining them, based on the best local and international practices.


The services guide is one of the initiatives of the Dubai Government Customer Happiness Index results report project for the year 2019, which confirms the commitment of the Dubai Culture and Arts Authority to enhance the effectiveness of its services, achieve customer satisfaction, raise the level of performance, and improve the quality of the services provided, through which the authority seeks to establish an integrated reference system in defining and documenting service procedures and designing the customer's journey, which is the basis for ensuring the continuous improvement of its services.





3.0. Dubai Culture's Strategic Map





4.0. Customer Happiness Charter

Customer Happiness Charter

Dubai Culture & Arts Authority's commitment to you:



You will be treated with courtesy, respect and a smile.



You will receive a high standard, fair service.



You will be attended to in a timely manner.



We welcome your feedback and suggestions to serve you better.



You will be provided with accurate information and an error-free service.



Your needs will be processed professionally and to the best of our ability.



We will reduce the number of steps required to complete a service in the easiest and most efficient manner.



We will provide you with service requirements, realistic expectations and completion times for each service.



Our service values and standards will be the basis in meeting the evolving needs of our customers.



We will provide you with a multi-channel service and ensure that we serve at your convenience, whenever possible.



We focus on meeting your expectations of our service with quality, efficiency, and in an organized and transparent manner.



We work to provide services that meet the needs and expectations of the people of determination and provide a quick response for them.



We will provide our services through a helpful and knowledgeable team that is understanding and capable of answering your questions.



We are committed to achieving a distinguished experience for you through continuous improvement of our services by using the latest technical solutions.

Your commitment to us:



Appreciate the efforts of staff members at your service and treat them with mutual respect.



Provide identification documents when requested.



Provide the supporting documents required to complete a service.



Inform us immediately of any changes to information provided or in case of error.



Inform us immediately of any changes that may affect service provision.



Respond in a timely manner to queries of staff to ensure timely service and quality.

Hala Badri | Director General



@DubaiCulture | dubaiculture.gov.ae

Contact us:

For inquiries info@dubaiculture.gov.ae

For complaints ecomplain.dubai.gov.ae

For suggestions esuggest.dubai.gov.ae

For creative ideas Mohammed Bin Rashid Smart Majlis: mbrmajlis.ae

CALL US 80033222 (8003DCAA)



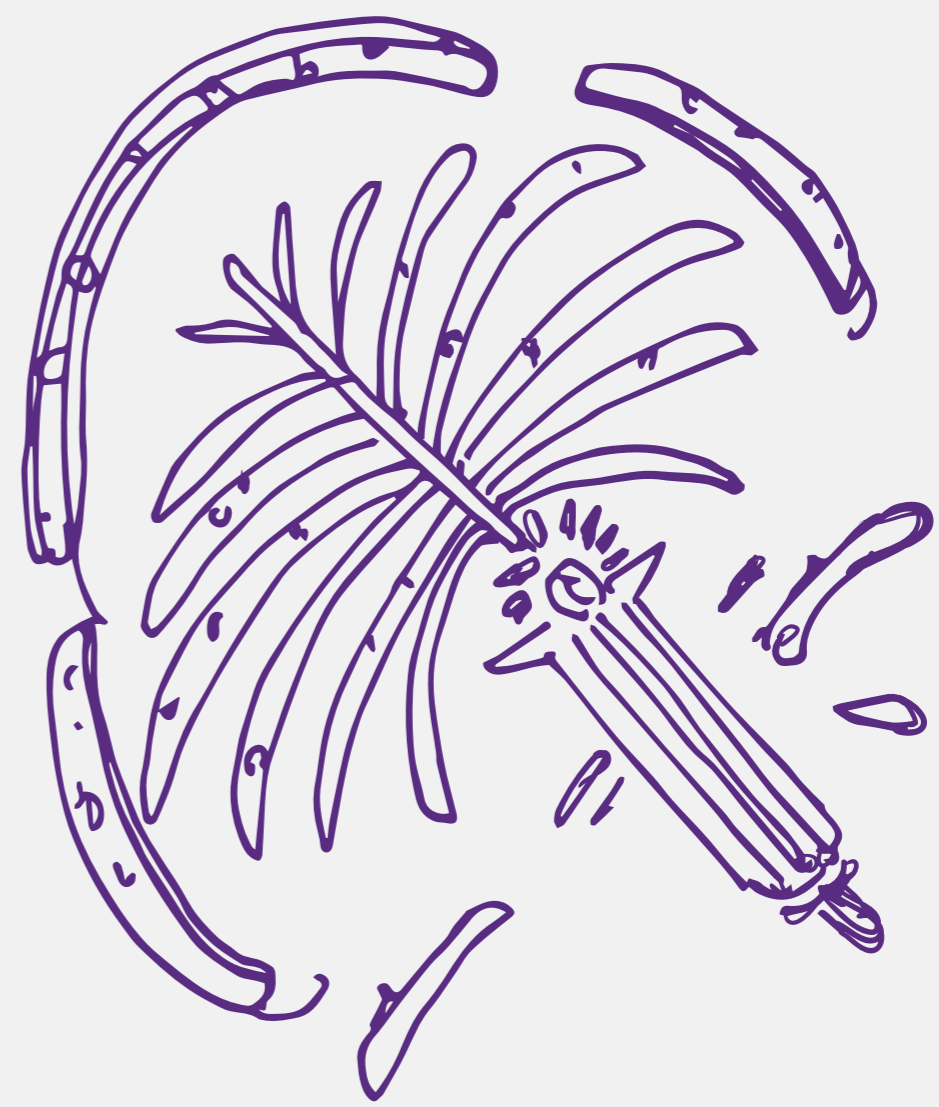
5.0. Categories of Customers

Dubai Culture & Arts Authority - Customers Definitions

Customers	They are the beneficiaries of the services of Dubai Culture and Arts Authority (individuals or institutions) communicating with the Authority with an aim of obtaining information or applying to receive such services
G2G Institutions	Governmental and federal public sector institutions (Entities managed by the government of the United Arab Emirates)
G2B Institutions	Private sector institutions (Private-owned companies owned by one or more individuals)
G2A Public Benefit Associations	Public benefit associations in the State (such associations consist of a group of individuals, who have a continuous capacity for a certain period of time, or not a specific one, with the intention of achieving a social, cultural or artistic activity, be it through material or moral assistance or through technical expertise. In all their activities, such associations seek to participate in those events for the public interest alone without obtaining any material profit)
G2C Individuals	Emirati Citizens (holders of the United Arab Emirates nationality and a family book of residents inside the State or outside thereof)
Residents	Holders of residency in the United Arab Emirates who hold the nationality of another country
Tourists	Holders of visitors visa in the United Arab Emirates who hold the nationality of another country
Citizens of the Gulf Cooperation Council	Holders of the Gulf Cooperation Council countries nationalities
Residents of the Gulf Cooperation Council countries	Holders of residence in the countries of the Gulf Cooperation Council who hold the nationality of another country
VIP Figures	It is the category of individuals provided with special privileges due to important status such as (diplomats)
The elderly	People over the age of 60 years
Children	Under 12 years old - Library services Under the age of 5 - Museum services

Dubai Culture & Arts Authority - Customers Definitions

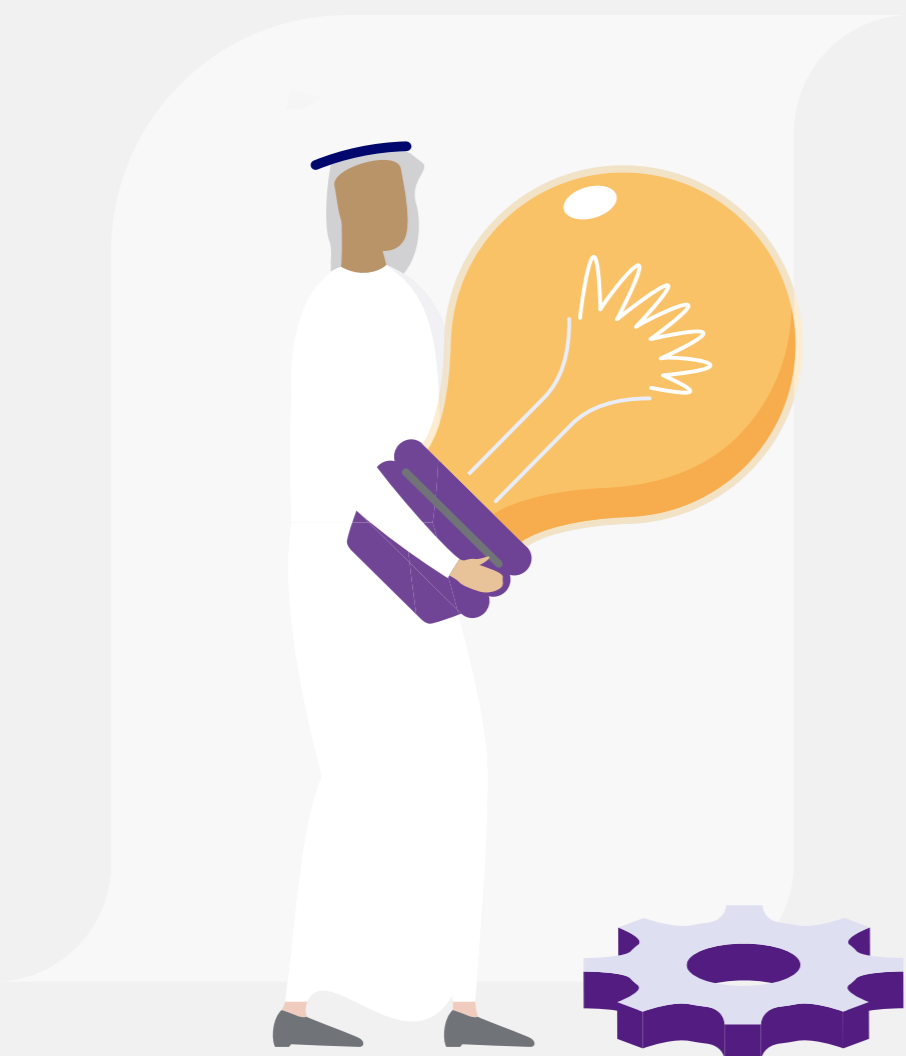

Students	School and university students from inside and outside the State
People of Determination	People who need help due to suffering a disability
Thukher Card holders	Beneficiaries of Thukher Card
Media professionals and journalists	Media workers and journalists from inside or outside the State
Talented and creative individuals in the field of culture and arts	Authors/ poets / writers / painters / artists / calligraphers / actors



Groups

Customers Main Categories

Customers Sub-Categories

G2G Institutions	G2G Institutions	G2A Public Benefit Associations	G2C Individuals				
Governmental and federal public sector institutions	Private sector institutions	Public benefit associations in the State	Emirati Citizens	Residents	Tourists	Citizens of the Gulf Cooperation Council	Residents of the Gulf Cooperation Council countries
			VIP figures	VIP figures	Children	VIP figures	Children
			Children	Children	Students	Children	People of determination
			Students	Students	People of determination	People of determination	Media professionals and journalists
			People of determination	People of determination	Media professionals and journalists	Media professionals and journalists	Talented and creative individuals in the field of culture and arts
			Thukher card holders	Media professionals and journalists	Talented and creative individuals in the field of culture and arts	Talented and creative individuals in the field of culture and arts	
			Senior citizens	Talented and creative individuals in the field of culture and arts			
			Media professionals and journalists				
			Talented and creative individuals in the field of culture and arts				



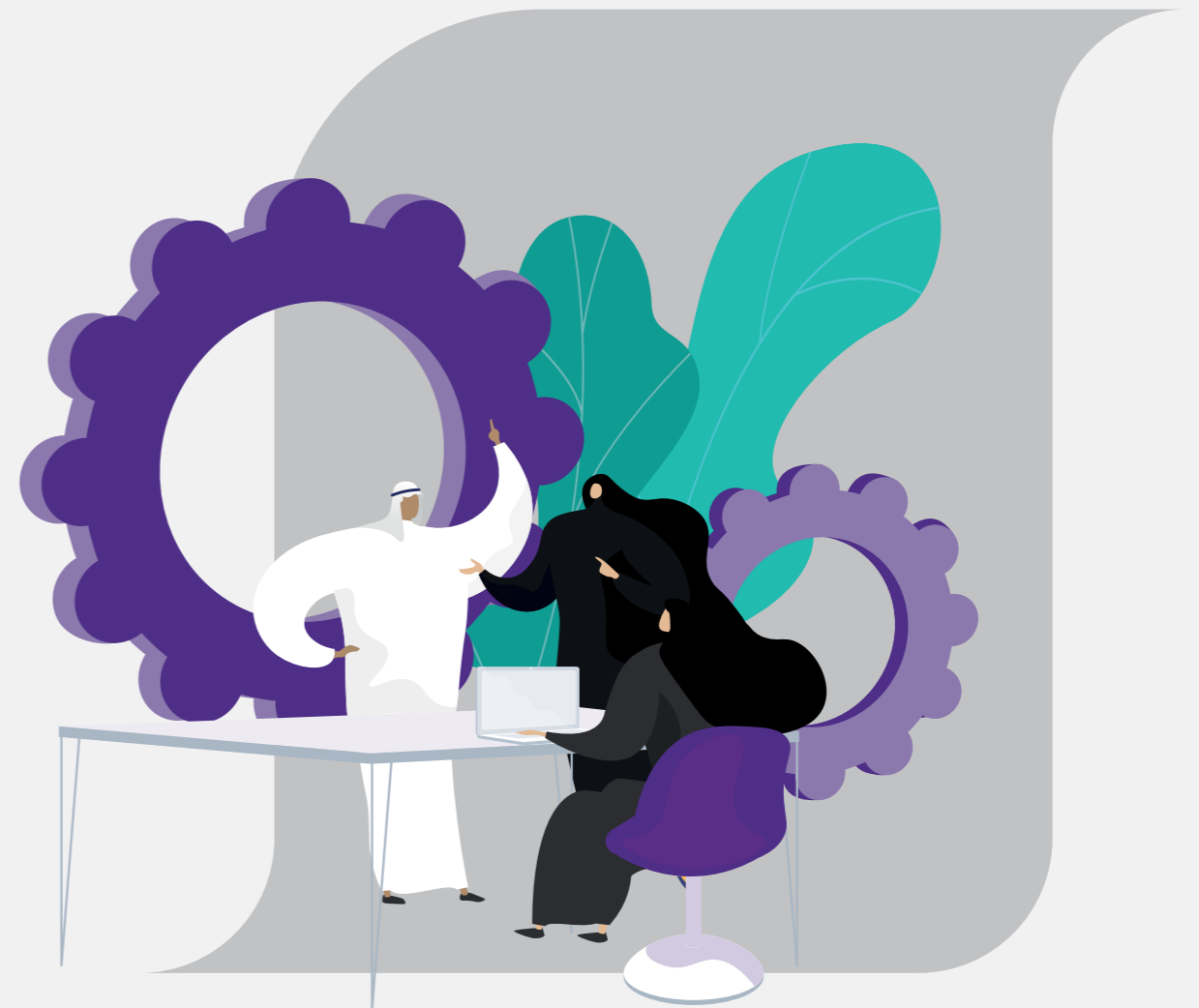
6.0. Services and Customers Journey

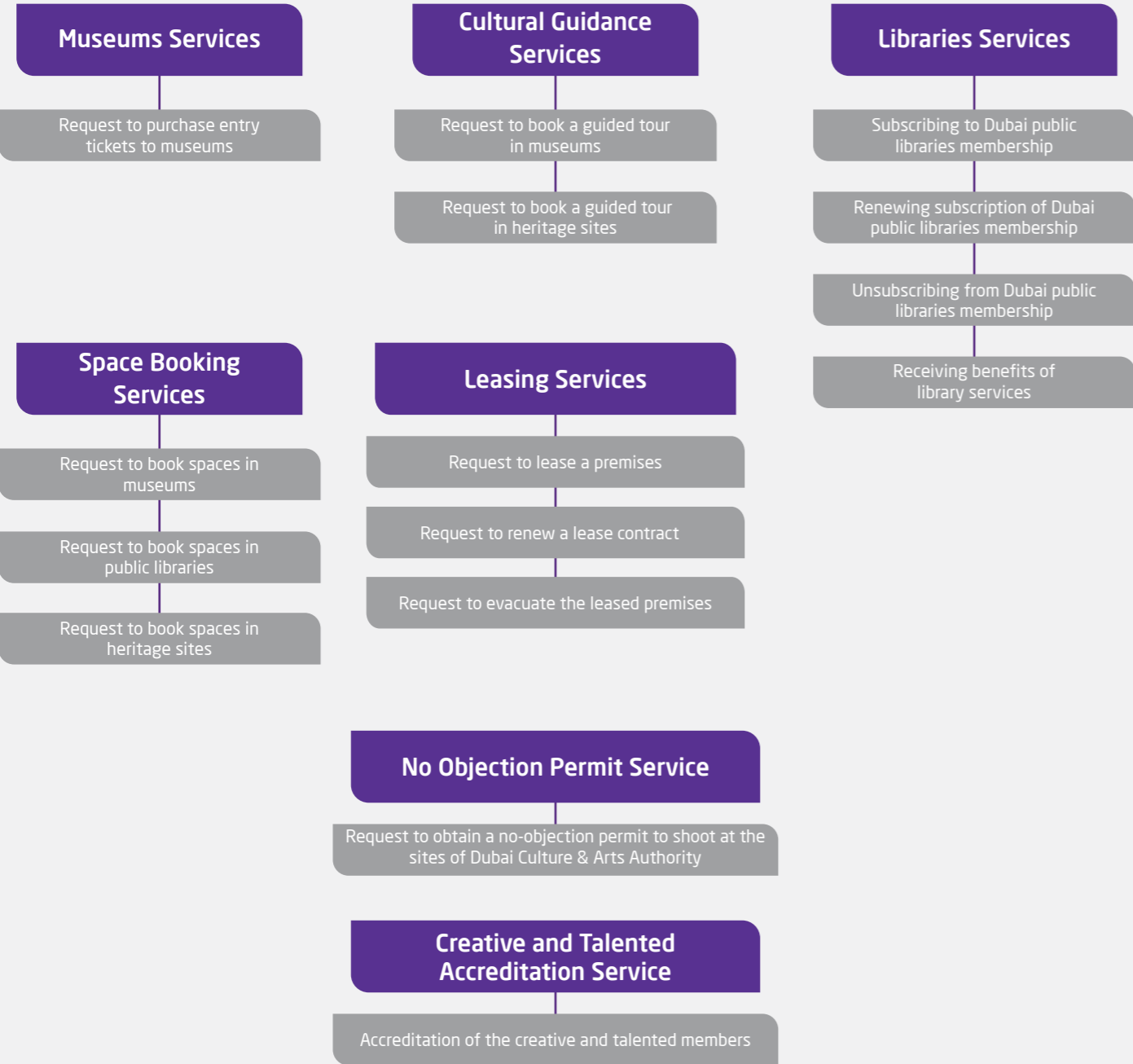
What is the Customer Journey?

A Customer Journey to obtain a Dubai Culture's service is a set of phases that include interactive procedures through which a customer goes before Dubai Culture to obtain a specific service. Such journey may be documented via assessing the customer's experience as well as the phases he goes through.

Importance of Customer Journey Documentation:

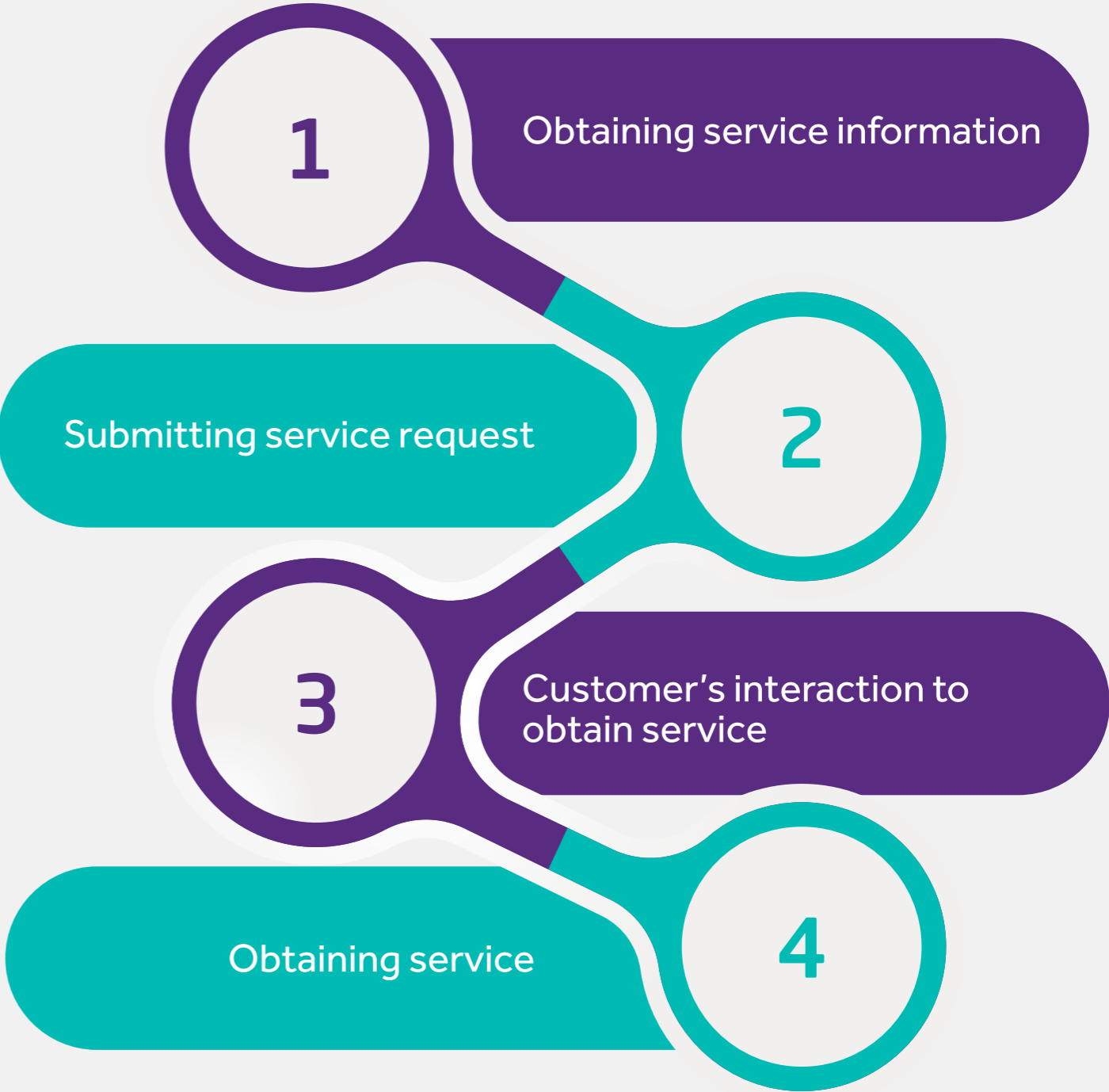
- Having a comprehensive and clear view through studying and analyzing the phases through which a customer goes to obtain a specific service.
- Defining the strengths and areas of improvement.
- Defining priorities more accurately.
- A means of innovation where areas of improvement are defined.
- Enlightening customers about phases of service accomplishment and time required to obtain such service.





Customer Journey:

The customer journey to obtain services provided by Dubai Culture is based on four key phases as follows:





6.1. Museums Services

Museums Entry Ticket Request

Description	This service involves issuance of museum entry tickets to learn about their holdings	
Service Type and Structure	Public	
Target Customer Categories	Individuals: Citizen - Resident - Tourist Institutions: Governmental Agencies - Non-Governmental Agencies	
Documents Required	For categories excluded from fees payment only, it is necessary for them to show: A business card for media professionals and journalists for pre booking <ul style="list-style-type: none">• A Card for People of Determination• A Thukher card for the elderly• A tourist guide card• Valid ICOM card• ID or Passport copy of the elderly	
Procedures and Steps to Obtain Service	1. Buy a ticket through the museum's website, or 2. Buy a ticket at the museum	
Times of Service Provision	24/7 through Dubai Culture or museum website, or During office hours at the museum	
Fees	AlShindagha Museum AED 50- Individuals AED 40- Groups (5 individuals or more) AED 20- Students Free - Children under 5 years old, media professionals & journalists for pre booking, people of determination, tour guides, the senior citizens, and holders of valid ICOM card	Etihad Museum AED 25 - Individuals AED 20 - Groups (5 individuals or more) AED 10 - Students Free - Children under 5 years old, media professionals & journalists for pre booking, people of determination, tour guides, the elderly, and holders of valid ICOM card
	Coin Museum Museum of the Poet Al Oqaili Free for all categories	Dubai Museum Closed for maintenance. Entrance fees may changed

Museums Entry Ticket Request

Service Delivery Channels	<ul style="list-style-type: none">• Dubai Culture website website: https://dubaiculture.gov.ae• Etihad Museum website: www.etihadmuseum.dubaiculture.gov.ae• AlShindagha Museum: website: www.alshindagha.dubaiculture.gov.ae• Dubai Museum• Coins Museum• Museum of the Poet Al Oqaili
Remarks	Combo ticket is available for Etihad Museum and At The Top of Burj Khalifa through Burj Khalifa App or website www.tickets.atthetop.ae



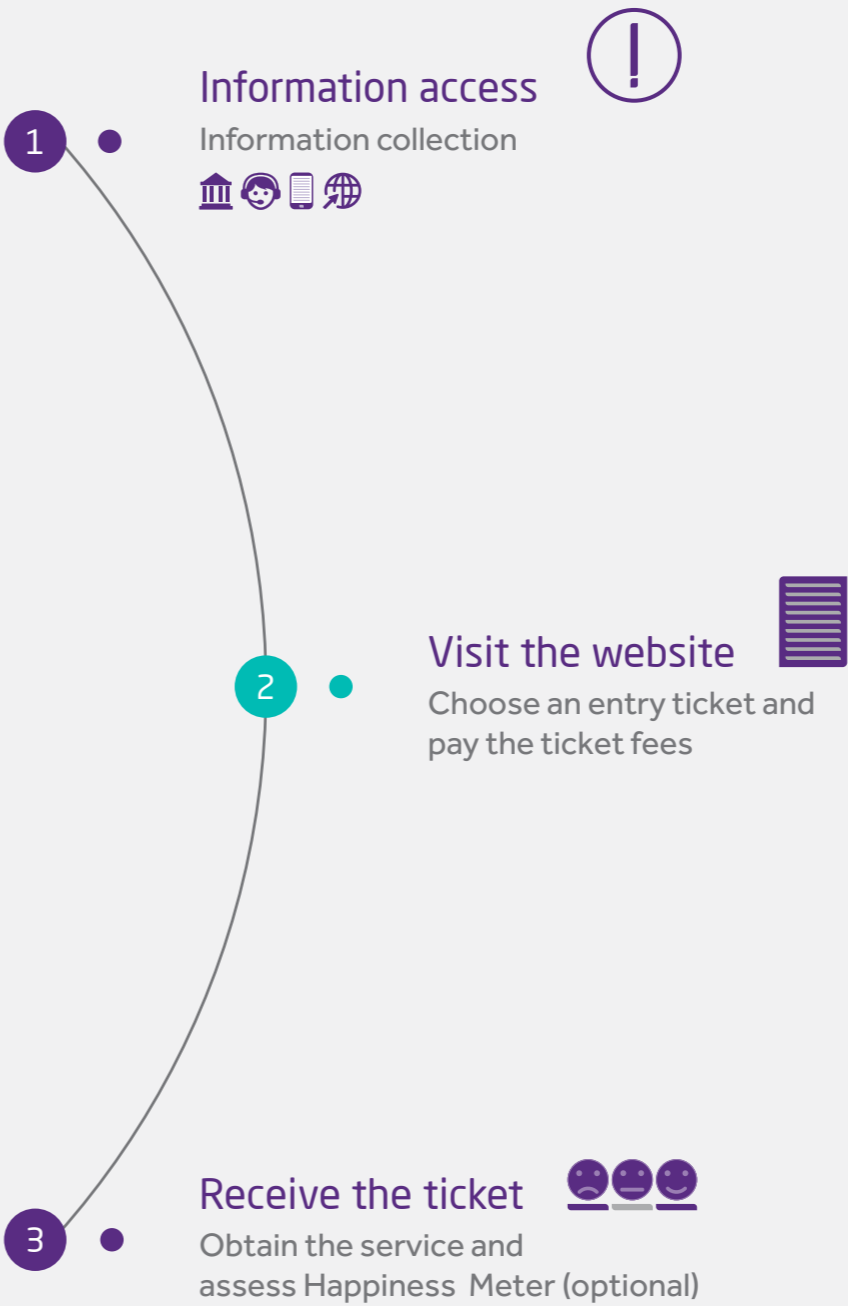
Museums Services

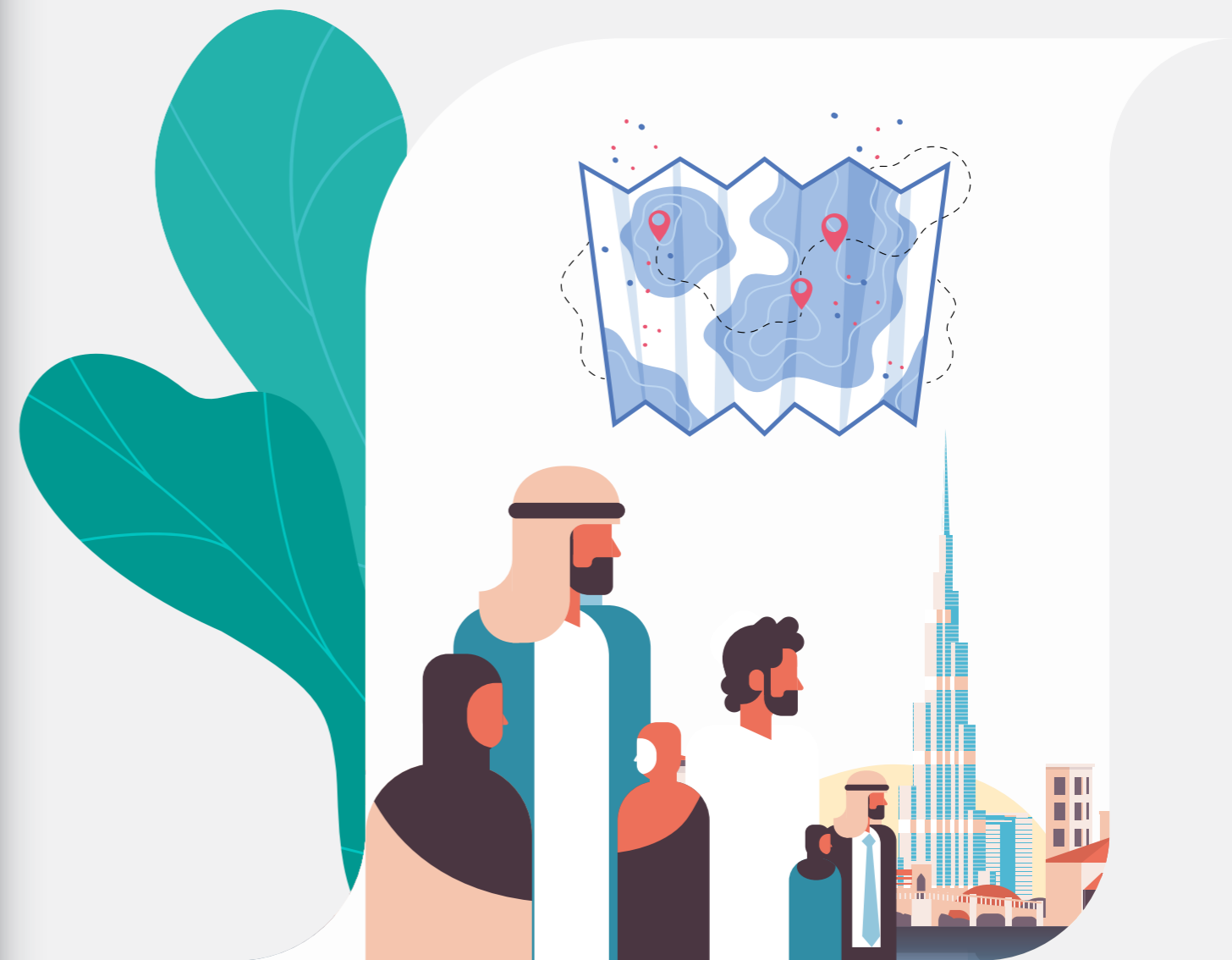
Museums Entry Ticket Request – In-House Service



Museums Services

Museums Entry Ticket Request – Online Service





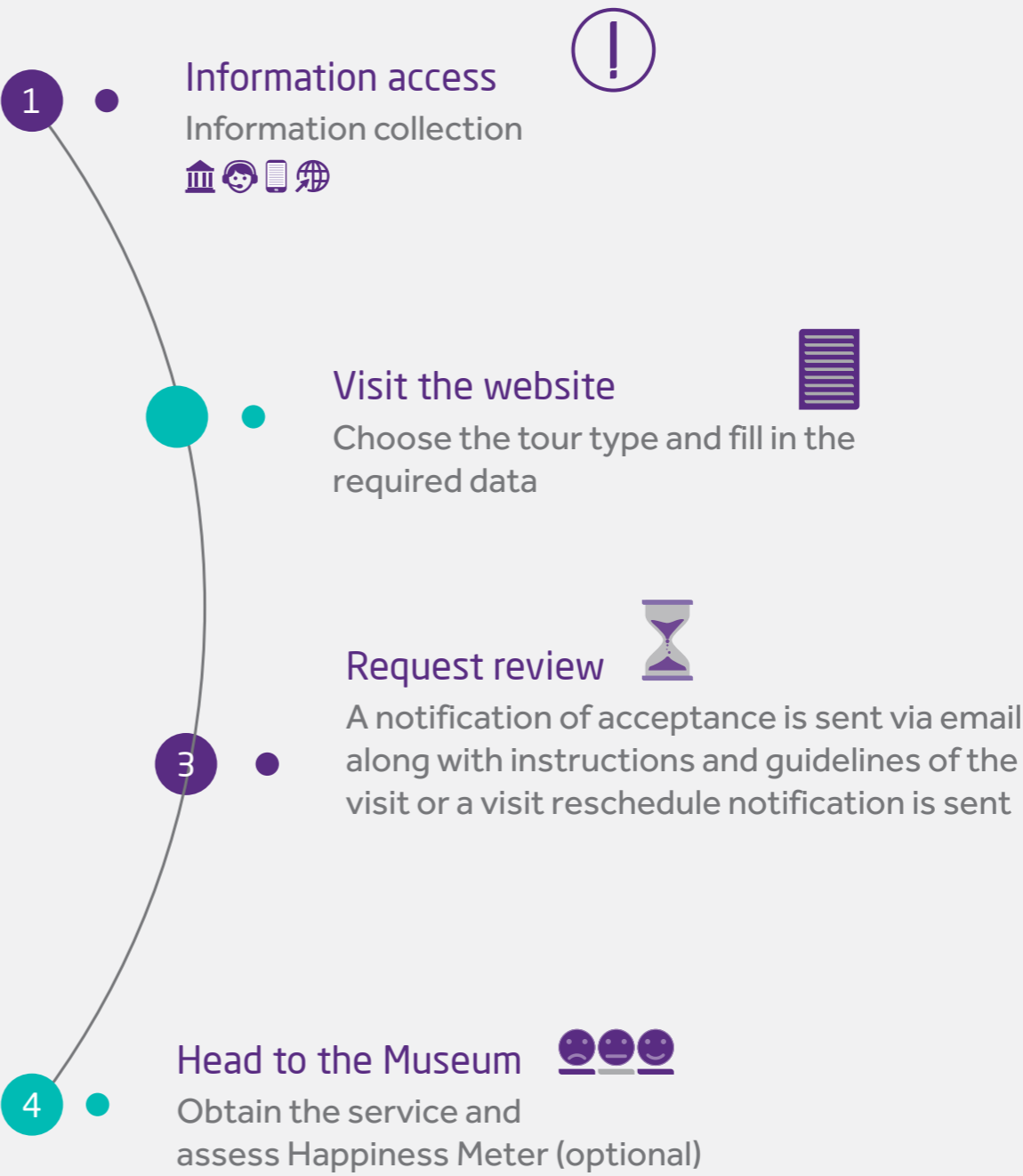
6.2. Guided Tour Service

Museums Guided Tour Booking Request

Description	This service involved guidance of individuals, groups and institutions in museums via the visitor's physical attendance inside the museum or via virtual tours	
Service type and structure	Public	
Target Customer Categories	Tours in museums Individuals: Citizen - Resident - Tourist Institutions: Governmental Agencies - Non-Governmental Agencies	Virtual tours Institutions: Governmental Agencies - Non-Governmental Agencies
Documents Required	None	
Requirements for Service Delivery	Book a tour with the cultural tour guide	
Procedures and steps to obtain service	1. Prior booking for groups and companies by e-mail over the museum's website 2. Joining the free guided tours after buying the ticket in Museum.	
Times of Service Provision	"24/7 through Dubai Culture or museum website Free guided tour at 12pm 5pm (Etihad Museum) Free guided tour per required & per avialbility (AlShindagha Museum/ Coin Museum/ Museum of the Poet Al Oqaili)"	
Fees	Free	
Service linkage to other services	A visitor can obtain such service when visiting the museum in case of buying an entry ticket to the museum & joining the free guided tour	
Service Delivery Channels	"Dubai Culture website https://dubaiculture.gov.ae "	
	Etihad Museum website www.etihadmuseum.dubaiculture.gov.ae e-mail : pvb@dubaiculture.ae	Al Shindagha Museum website www.alshindagha.dubaiculture.gov.ae e-mail: Booking.alshindagha@dubaiculture.ae
	Dubai Museum Closed for maintenance	Coin Museum Museum of the Poet Al Oqaili

Guided Tour Service

Museums Guided Tour Booking Request



Guided Tour Booking Request in Heritage Sites

Description	This service involves guidance of individuals, groups and institutions in historical public heritage sites and neighborhoods or via virtual tours	
Service type and structure	Public	
Target Customer Categories	Virtual tours Institutions: governmental agencies - non-governmental agencies	Tours in heritage sites Individuals: citizen - resident - tourist Institutions: governmental agencies - non-governmental agencies
Documents Required	None	
Requirements for Service Delivery	Book a tour with the cultural tour guide	
Procedures and steps to obtain service	Apply for booking a tour with the cultural guide for groups and companies through Dubai Culture website	
Times of Service Provision	"24/7 through the Dubai Culture's website Free guided tour per required & per avialbility during office hours in heritage sites "	
Fees	Free	
Service Delivery Channels	Dubai Culture website https://dubaiculture.gov.ae Al Fahidi Historical Neighborhood - House No. 20 Heritage.Sites@dubaiculture.ae Hatta Heritage Village Heritage.Sites@dubaiculture.ae	

Guided Tour Service

Heritage Site Guided Tour Booking Request





6.3. Public Libraries Services

Public Libraries Membership Registration

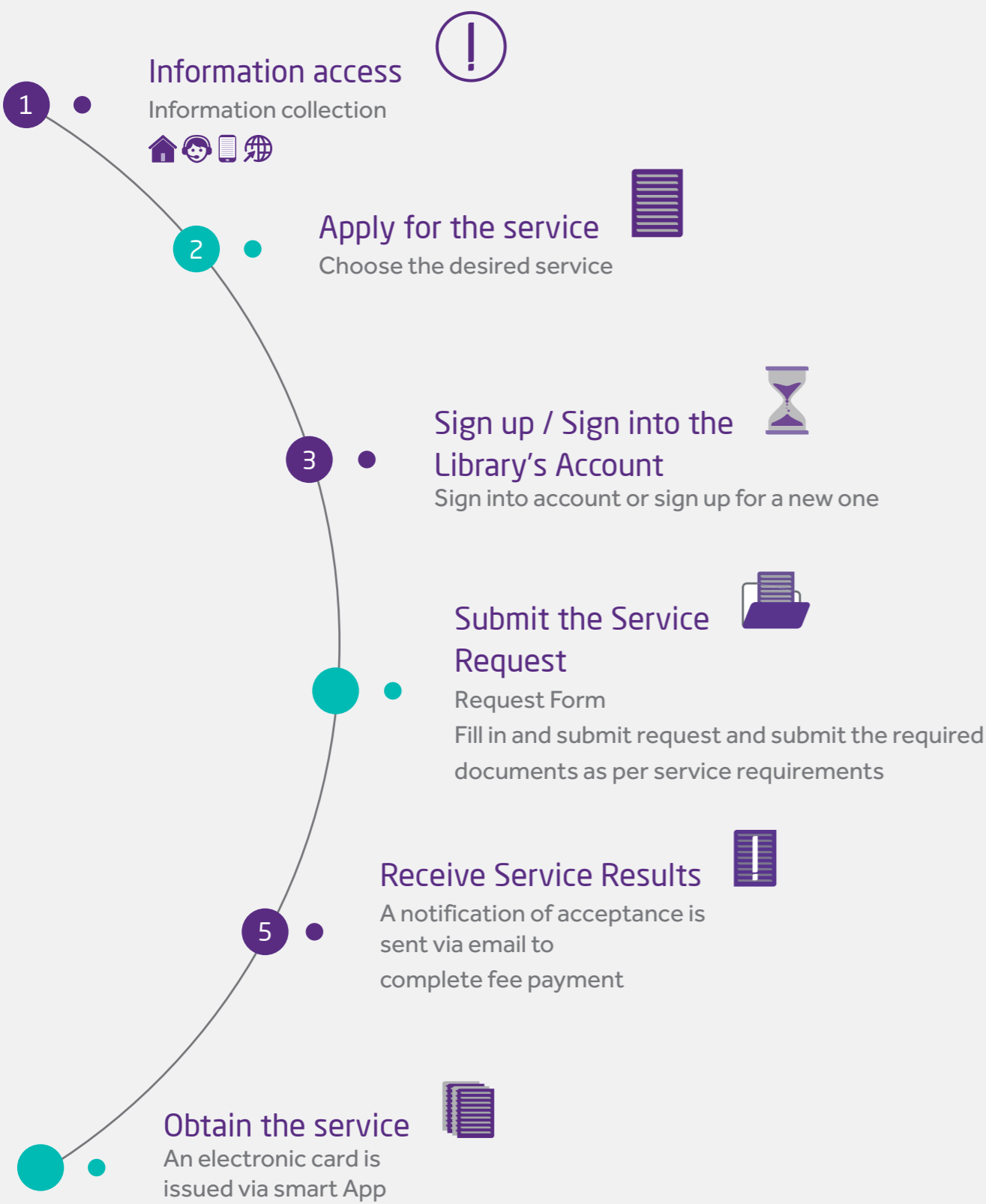
Description	This service involves benefiting from the library membership by borrowing materials from all dubai public libraries and Digital Library, using the Internet for free and getting library services with lower fees for a period of five years	
Service type and structure	Public	
Target Customer Categories	Individuals: Citizen - Resident Companies: Governmental Agencies - Non-Governmental Agencies	
Documents Required	For individual members (adults / children) and families:- <ul style="list-style-type: none">Emirates ID card for the applicant	For membership of institutions and companies: <ul style="list-style-type: none">An official letter issued by the company to apply for a library membershipA copy of the commercial license of the company and the institution (not applicable to governmental institutions)A copy of the business cards of those authorized to borrow (Qty. 2)A copy of the identity cards of those authorized to borrow (Qty: 2)
Procedures and steps to obtain service	<ol style="list-style-type: none">Sign up through Dubai Public Libraries App or Dubai Culture and Arts Authority's libraries pageUpgrade the account through the customer page, by filling in the required fields, and attaching the required documents.An approval notification is sent to the customer by email to complete the payment processA digital membership card is issued, and can be presented through Dubai Public Libraries App	
Times of Service Provision	From Sunday to Thursday 8:00 AM to 8:00 PM Friday : 8:00 AM to 12:00 PM"	

Public Libraries Membership Registration

Fees	There are no subscription fees for children membership / Insurance amount AED 75 Subscription fees for adult membership AED 50 / Insurance amount AED 150 Subscription fees for family membership AED 50 / Insurance amount AED 200 Subscription fees for institutions membership AED 100 / Insurance amount AED 200 There are no subscription fees for children golden membership / Insurance amount AED 75 Subscription fees for adult golden membership AED 50 / Insurance amount AED 150 Subscription fees for family golden membership AED 50 / Insurance amount AED 200 Subscription fees for institutions golden membership AED 100 / Insurance amount AED 200	
Service Delivery Channels	Hor Al Anz Library Al-Ras Library (closed) Al Twar Library Al Rashidiya Library Al-Mankhool Library	Umm Suqeim Library Hatta Public Library Al Safa Arts and Design Library Dubai Culture and Arts Authority's website https://dubaiculture.gov.ae Dubai Public Library's smart App
Forms Used to Provide Service	Application via website or smart App only	
Remarks	The library membership subscription period is 5 years, renewable for a similar period External borrowing service: <ul style="list-style-type: none">For children membership, it is allowed to borrow 10 library items at a time for a period of 28 daysFor individual members (adults), it is allowed to borrow 15 library items at a time for a period of 28 daysFor family membership, it is allowed to borrow 25 library items at a time for a period of 28 daysFor companies and institutions membership, it is allowed to borrow 100 library items at a time for a period of 28 daysThe insurance amount is refunded upon request to cancel the membership one year following the date of membership	
Terms & conditions		

Library Services

Public Libraries Membership Registration



Public Libraries Membership Renewal

Description	This service involves the extended use of membership benefits for another five years	
Service structure and type	supplementary	
Categories of target customers	Individuals: Citizen - Resident Companies: Governmental Agencies - Non-Governmental Agencies	
Documents Required	For individual members (adults / children) and families: <ul style="list-style-type: none">Emirates ID	For institutions and companies membership: <ul style="list-style-type: none">Emirates ID of those authorized to borrow (Qty: 2)
Procedures and steps to obtain service	<ol style="list-style-type: none">Sign in through Dubai Public Libraries App or Dubai Culture and Arts Authority's libraries page using the customer's membership number or emailRequest to renew the membership account, by filling in the required fields, and attaching the required documents.An approval notification is sent to the customer by email to complete the payment processThe digital membership card is renewed, can be presented through Dubai Public Libraries App	
Times of Service Provision	From Sunday to Thursday 8:00 AM to 8:00 PM Friday : 8:00 AM to 12:00 PM	
Fees	Renewal fees for children membership AED 50 Renewal fees for adult membership AED 50 Renewal fees for family membership AED 50 Renewal fees for institutions membership AED 100	
Service Linkage to Other Services	this service is linked to subscription service of Dubai Public Libraries membership	

Public Libraries Membership Renewal

Service Delivery Channels	Hor Al Anz Library	Umm Suqeim Library
	Al-Ras Library (closed)	Hatta Public Library
	Al Twar Library	Al-Safa Arts and Design Library
	Al Rashidiya Library	Dubai Culture website https://dubaiculture.gov.ae
	Al-Mankhool Library	Dubai Public Library's smart App
Forms used to provide service	Application via website or smart App only	
Remarks	Extending the term of library membership for 5 years or until the child reaches the age of 12 No insurance is required to be re-paid	

Library Services

Public Libraries Membership Renewal



Public Libraries Membership Cancellation

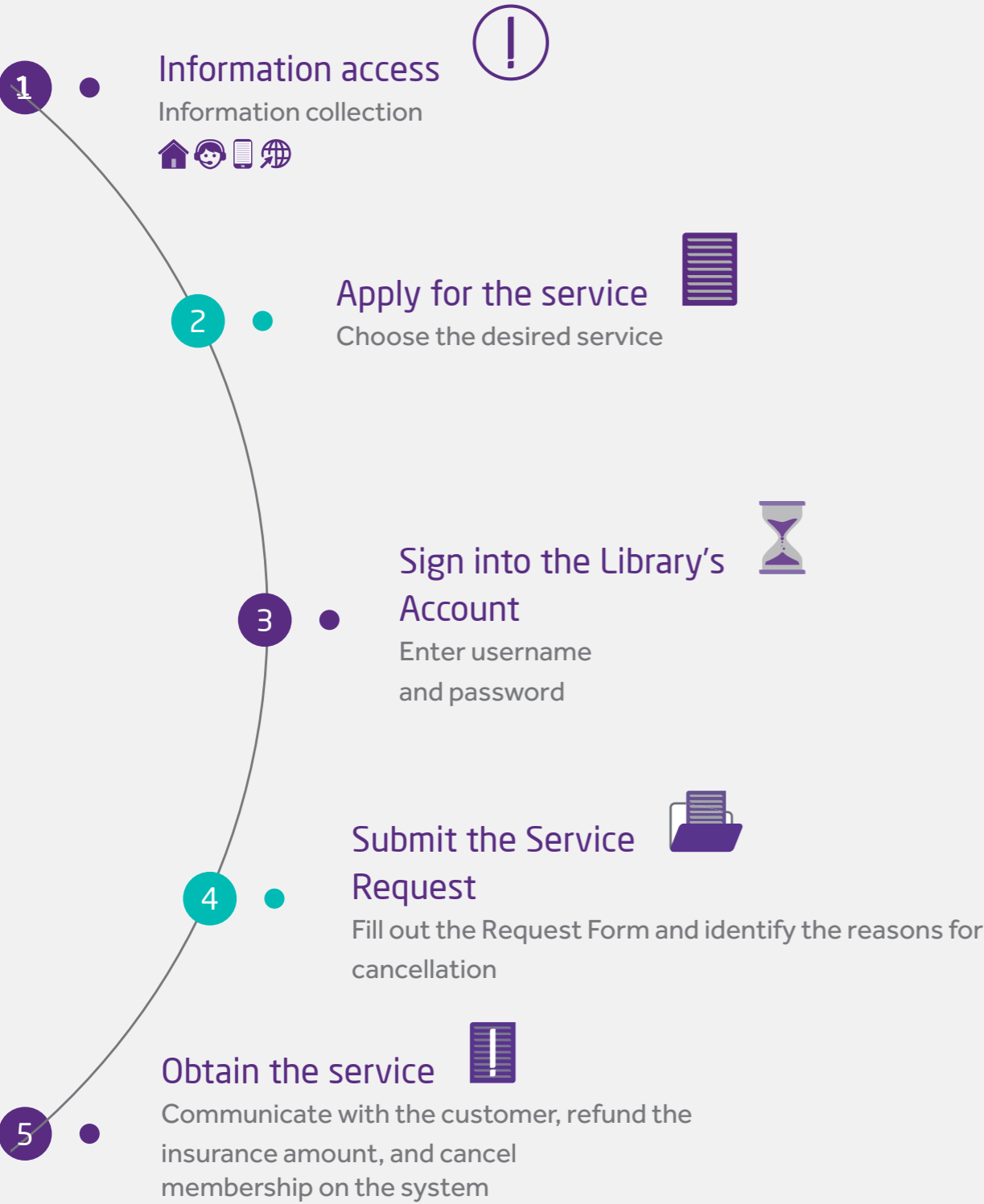
Description	This service revolves around the member’s request to cancel the subscription and the recovery of insurance
Service Type and Structure	supplementary
Categories of target customers	Individuals: Citizen - Resident Companies: Governmental Agencies - Non-Governmental Agencies
Documents Required	<ul style="list-style-type: none">• Receipt of insurance (for membership solid cards)• Emirates ID
Requirements for Service Delivery	None
Procedures and steps to obtain service	<ol style="list-style-type: none">1. Sign in though Dubai Public Libraries App or Dubai Culture and Arts Authority’s libraries page using the customer’s membership number or email2. Request to cancel the membership and mention the reason for the cancellation3. If the conditions are met, the library will contact the Costumer to recover the security deposit and stop membership in the system
Times of Service Provision	From Sunday to Thursday 8:00 AM to 8:00 PM Friday : 8:00 AM to 12:00 PM
Fees	There is no fee to cancel the library membership

Public Libraries Membership Cancellation

Service linkage to other services	This service is linked to the membership subscription service for Dubai Public Libraries	
Service Delivery Channels	<div>Hor Al Anz Library</div> <div>Al-Ras Library (closed)</div> <div>Al Twar Library</div> <div>Al Rashidiya Library</div> <div>Al-Mankhool Library</div>	<div>Umm Suqeim LibraryUmm Suqeim Library</div> <div>Hatta Public Library</div> <div>Al-Safa Arts and Design Library</div> <div>Dubai Culture website https://dubaiculture.gov.ae</div> <div>Dubai Public Library’s smart App</div>
Forms used to provide service	Application via website or smart App only	

Library Services

Public Libraries Membership Cancellation



Utilizations of Public Libraries Services

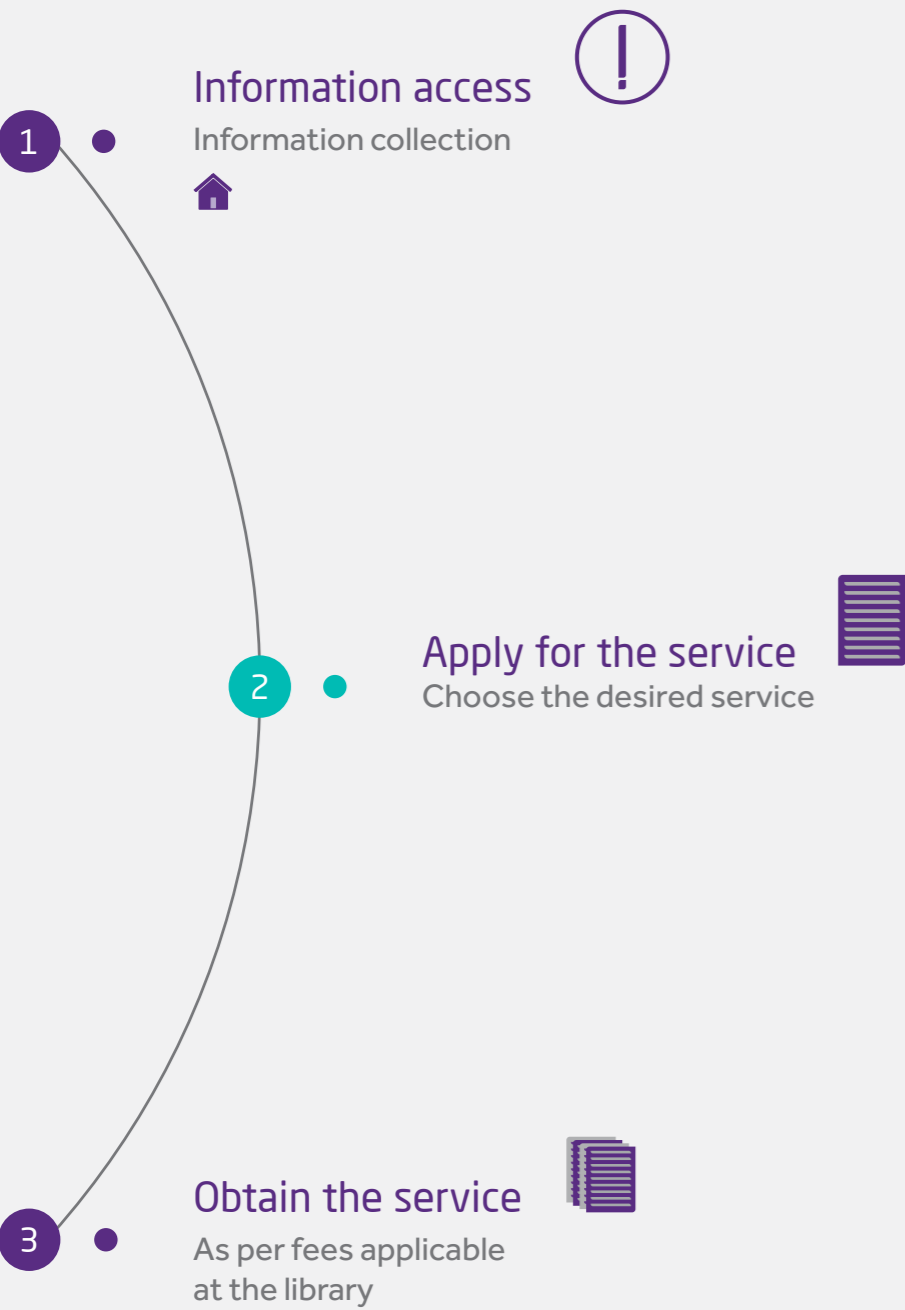
Procedures and steps to obtain service	This service revolves around providing services in library branches at reduced fees or for free for members or for regular fees for non-members, for example: Internet services, photocopying and printing services, fax services, scanning services, binding services of various kinds
Service type and structure	Public
Target Customer Categories	Individuals: Citizen - Resident- Tourist Companies: Governmental Agencies - Non-Governmental Agencies
Documents Required	Membership card for reduced fees
Procedures and steps to obtain service	1. The member applies for library service 2. The employee providing service provides it 3. The reduced fees are applied for members by showing the membership card "
Times of Service Provision	Saturday to Thursday, from 8:00 AM to 8:00 PM
Fees	Services price list is attached
Service linkage to other services	This service is linked to Dubai public libraries membership registration for members, non-members not applicable.
Service Delivery Channels	Hor Al Anz Library Al-Ras Library (closed) Al Twar Library Al Rashidiya Library Al-Mankhool Library Umm Suqeim Library Hatta Library Al-Safa Arts and Design Library

Dubai Public Libraries services price list

Serial No.	Service Type	Financial Allowance	
		For members	For non-members
1	Internet / one hour	Free	AED 3 / hour
2	Internet / 2 hours	Free	AED 5/ 2 hours
3	Internet/WiFi	Free	Free
4	Photocopying / black and white for books, documents and other forms of informational materials / five pages or less	50 Fils	50 Fils
5	<ul style="list-style-type: none">Colored photocopying of books, documents and other informational materials:Each A4 pageEach A3 page	AED 1 AED 2	AED 1 AED 2
6	Regular printing out of library computers / page	50 Fils	AED 1
7	Colored printing out of library computers / page	AED 1	AED 2
8	Booking of the multi-purpose hall for one working day (calculated based on the office hours applicable in the library)	AED 200	AED 500
9	Booking classrooms for two hours or less	AED 5	AED 10
10	Booking classrooms for one working day (calculated on the basis of office hours applicable in the library)	AED 25	AED 50
11	Booking classrooms for one week (calculated on the basis of office hours applicable in the library)	AED 100	AED 200
12	Scanner / page	50 Fils	AED 1
13	Thermal Book Cover A4: Packaging less than 100 pages	AED 2	AED 3
14	Thermal Book Cover A4: Packaging 100 - 190 pages	AED 3	AED 4
15	Spiral Cover A4: Packaging less than 60 pages	AED 1	AED 2
16	Spiral Cover A4: Packaging more than 60 pages -400	AED 2	AED 3
17	Lamination: for each A4 page	AED 1	AED 2
18	Lamination: for each A3 page	AED 2	AED 3

Library Services

Utilization of Public Library Services





6.4. Venue Booking Service

Venue Booking Request in Museums

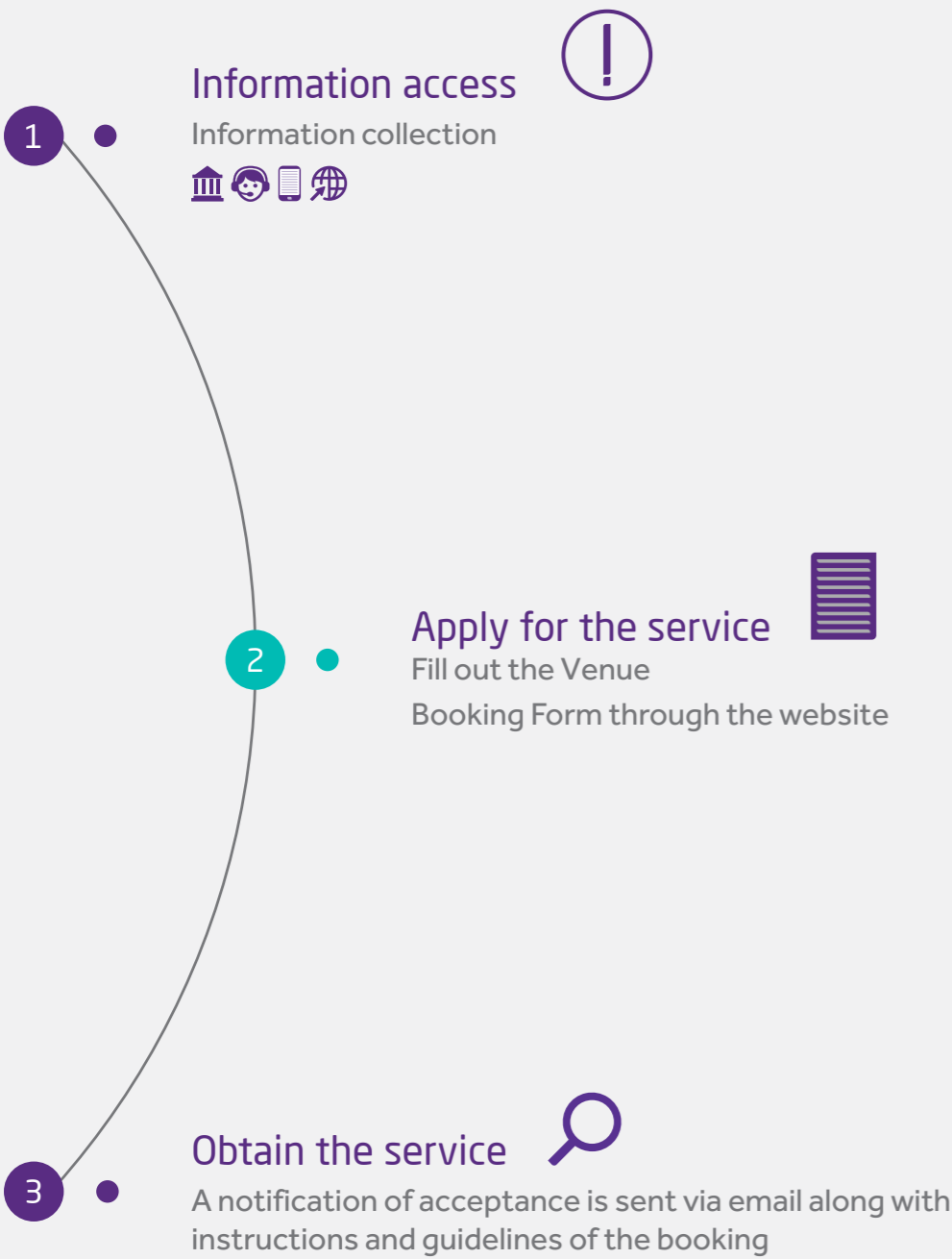
Description	This service revolves around submitting an application to book spaces and facilities in museums in order to use such for meetings, events and workshops																	
Service type and structure	Public																	
Target Customer Categories	Individuals: Citizen - Resident Institutions: Governmental Agencies - Non-Governmental Agencies																	
Documents Required	ID & Passport copy A valid commercial license for non-governmental agencies																	
Requirements for Service Delivery	A presentation of the event and the agenda																	
Procedures and steps to obtain service	<ol style="list-style-type: none">1. Apply for a booking online2. The application is answered within 48 hours3. The applicant fills in the booking form for spaces and facilities in museums4. The booking is confirmed by the museum administration via e-mail																	
Times of Service Provision	24/7 through the museum’s website. During the office hours of the museum by visiting the museum																	
Fees	<div>The entry fees for groups are paid for the present number of visitors according to each museum</div> <table><thead><tr><th>Etihad Museum</th><th>Al shindagha Museum</th></tr></thead><tbody><tr><td>Class room 1 or 2 = 2000 AED</td><td>Community Hall = 10000 AED</td></tr><tr><td>Class room 1 & 2 = 3000 AED</td><td>Emerging City = 8000 AED</td></tr><tr><td>Upper Pavilion/ Amphitheater/ Main Reception Area = 12000 AED</td><td>Visitor Center = 12000 AED</td></tr><tr><td>Auditorium = 15000 AED</td><td>Life on land = 3000 AED</td></tr><tr><td>Multipurpose Hall = 6000 AED</td><td>Dar Al Maktoum = 25000 AED</td></tr><tr><td>Outside Area = 20000 AED</td><td>Dubai Creek (Cinema) = 2000 AED</td></tr><tr><td></td><td>Perfume House (Perfume Workshop) = 700 AED</td></tr></tbody></table> <div>Note: (All prices above excluded 5% Vat)</div>		Etihad Museum	Al shindagha Museum	Class room 1 or 2 = 2000 AED	Community Hall = 10000 AED	Class room 1 & 2 = 3000 AED	Emerging City = 8000 AED	Upper Pavilion/ Amphitheater/ Main Reception Area = 12000 AED	Visitor Center = 12000 AED	Auditorium = 15000 AED	Life on land = 3000 AED	Multipurpose Hall = 6000 AED	Dar Al Maktoum = 25000 AED	Outside Area = 20000 AED	Dubai Creek (Cinema) = 2000 AED		Perfume House (Perfume Workshop) = 700 AED
Etihad Museum	Al shindagha Museum																	
Class room 1 or 2 = 2000 AED	Community Hall = 10000 AED																	
Class room 1 & 2 = 3000 AED	Emerging City = 8000 AED																	
Upper Pavilion/ Amphitheater/ Main Reception Area = 12000 AED	Visitor Center = 12000 AED																	
Auditorium = 15000 AED	Life on land = 3000 AED																	
Multipurpose Hall = 6000 AED	Dar Al Maktoum = 25000 AED																	
Outside Area = 20000 AED	Dubai Creek (Cinema) = 2000 AED																	
	Perfume House (Perfume Workshop) = 700 AED																	

Venue Booking Request in Museums

Service Delivery Channels	Etihad Museum website: https://etihadmuseum.dubaiculture.gov.ae Al shindagha Museum website: https://alshindagha.dubaiculture.gov.ae	
Forms used to provide service	Museum spaces and facilities booking form	
Remarks	Applying two weeks prior to the event date	
Capacity limit	Etihad Museum classroom (1) or (2) - 25 person 2 classrooms - 50 person Upper pavilion Amphitheater and Main reception area – 240 person Auditorium – 110 person Multipurpose hall – 70 person Outside Area400 person	Al shindagha Museum Community Hall - 150 person Emerging City - 100 person Visitor Center -250 person Life on land - 25 person Dar Al Maktoum - 50 person Dubai Creek (Cinema) - 44 person Perfume House (Perfume Workshop) - 15 person

Venue Booking Services

Museum Venue Booking Request



Venue Booking Request in Public Libraries

Description	This service revolves around providing multi-purpose halls and classrooms as available in libraries for members and non-members	
Service type and structure	Public	
Target Customer Categories	Individuals: Citizen - Resident - Tourist Companies: Governmental Agencies - Non-Governmental Agencies	
Documents Required	To book classrooms: <ul style="list-style-type: none">The membership card for membersThe ID card for members and non-member	To book the multi-purpose hall: <ul style="list-style-type: none">The membership card for membersID cards or passports of the booking applicants (and the lecturer)The curriculum vitae of the lecturer if the reason for booking is a training course or a lecture
Procedures and steps to obtain service	To obtain the multi-purpose hall booking service in library branches <ol style="list-style-type: none">The customer signs into to the libraries page over Dubai Culture and Arts Authority's website or via the smart App by e-mailThrough the E-services page, the customer applies to book the multi-purpose hall and agrees to booking terms to proceed with the booking proceduresThe customer fills in the tabs required and attaches the documents requiredA notification is sent to the employee's emailFollowing approval, the lecturer receives a notification of booking acceptance and proceeds the payment process via "My Account" page	To obtain the multi-purpose hall booking service via website or smart App <ol style="list-style-type: none">The customer signs into the libraries page over Dubai Culture and Arts Authority's website or via the smart App by e-mailThrough the E-services page, the customer applies to book the multi-purpose hall and agrees to booking terms to proceed with the booking proceduresThe customer fills in the tabs required and attaches the documents requiredA notification is sent to the employee's emailFollowing approval, the lecturer receives a notification of booking acceptance and proceeds the payment process via "My Account" page
	To obtain classroom booking service in library branches <ol style="list-style-type: none">The customer signs into the libraries page over Dubai Culture and Arts Authority's website or via the smart App by e-mailThrough the E-services page, the customer applies to book the classroom and agrees to booking terms to proceed with the booking proceduresThe customer fills in the tabs required and attaches the documents requiredFollowing approval, the customer receives a notification to proceed the payment process via "My Account" page	To obtain the classroom booking service via website or smart App <ol style="list-style-type: none">The customer signs into the libraries page over Dubai Culture and Arts Authority's website or via the smart App by e-mailThrough the E-services page, the customer applies to book the classroom and agrees to booking terms to proceed with the booking proceduresThe customer fills in the tabs required and attaches the documents requiredFollowing approval, the customer receives a notification to proceed the payment process via "My Account" page

Venue Booking Request in Public Libraries

Times of Service Provision	from Saturday to Thursday from 08:00 am to 08:00 pm	
Fees	Booking a classroom for two hours or less for members AED 5 / non-members AED 10	
	Booking a classroom for one working day for members AED 25 / non-members AED 50	
	Booking a classroom for one week for members AED 100 and non-members AED 200	
	Booking the multi-purpose hall for one working day for members of AED 200 and for non-members AED 500	
Service linkage to other services	This service is linked to Dubai public libraries membership registration for members, non-members not applicable.	
Service Delivery Channels	Hor Al Anz Library Al-Ras Library (closed) Al Twar Library Al Rashidiya Library Al-Mankhool Library	Umm Suqeim Library Hatta Public Library Al-Safa Arts and Design Library Dubai Culture and Arts Authority's website Dubai Public Library's smart App
Forms used to provide service	Application via website or smart App.	
Remarks	The room is booked and referred 10 working days prior to the booking date/ The period of the hall and classroom bookings is taken into account on the basis of working days and office hours applicable in the library / the capacity of the classroom is 4 individuals max	

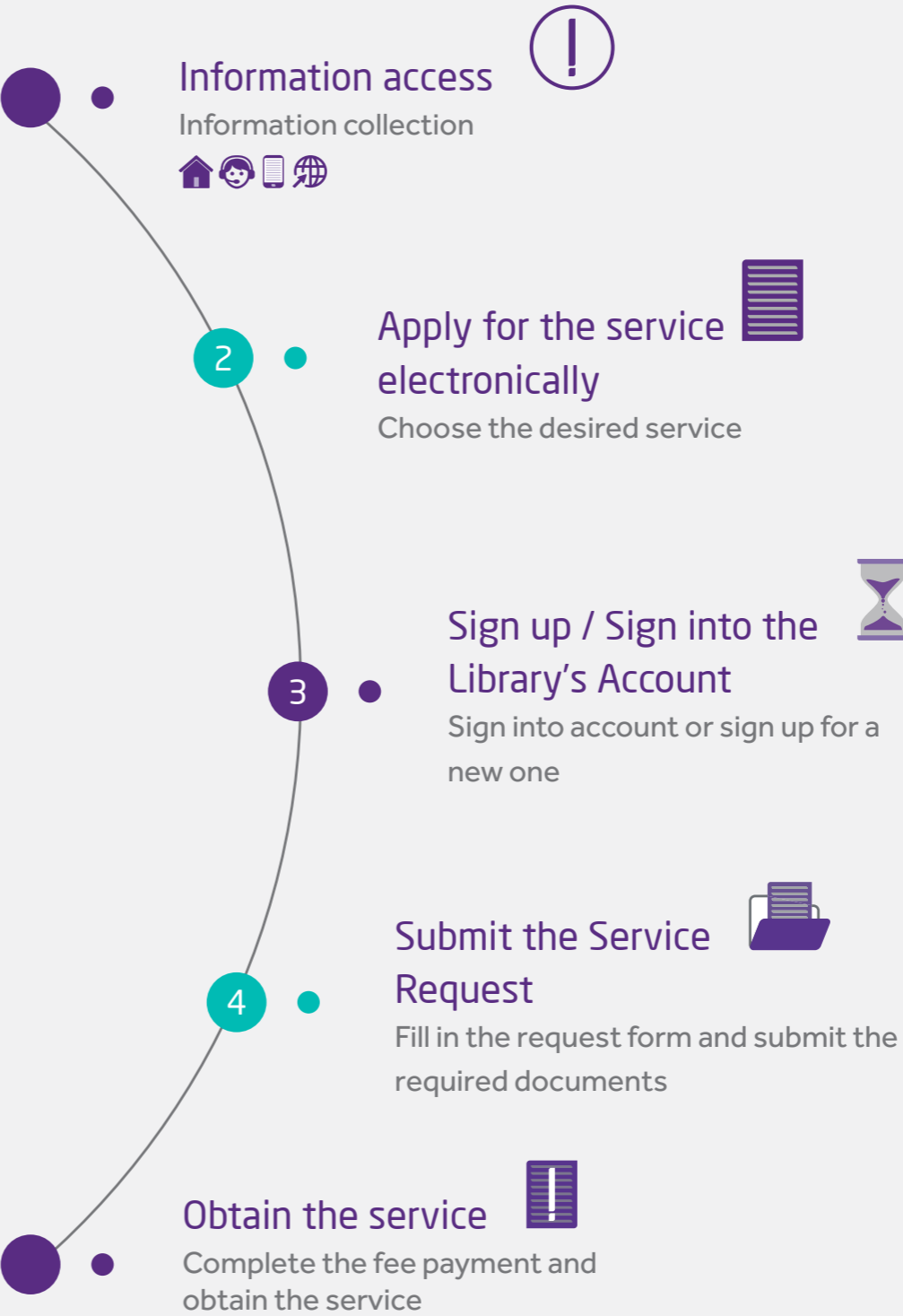
Venue Booking Service

Libraries Venue Booking Request - Multi-Purpose Hall



Venue Booking Service

Libraries Venue Booking Request – Classrooms

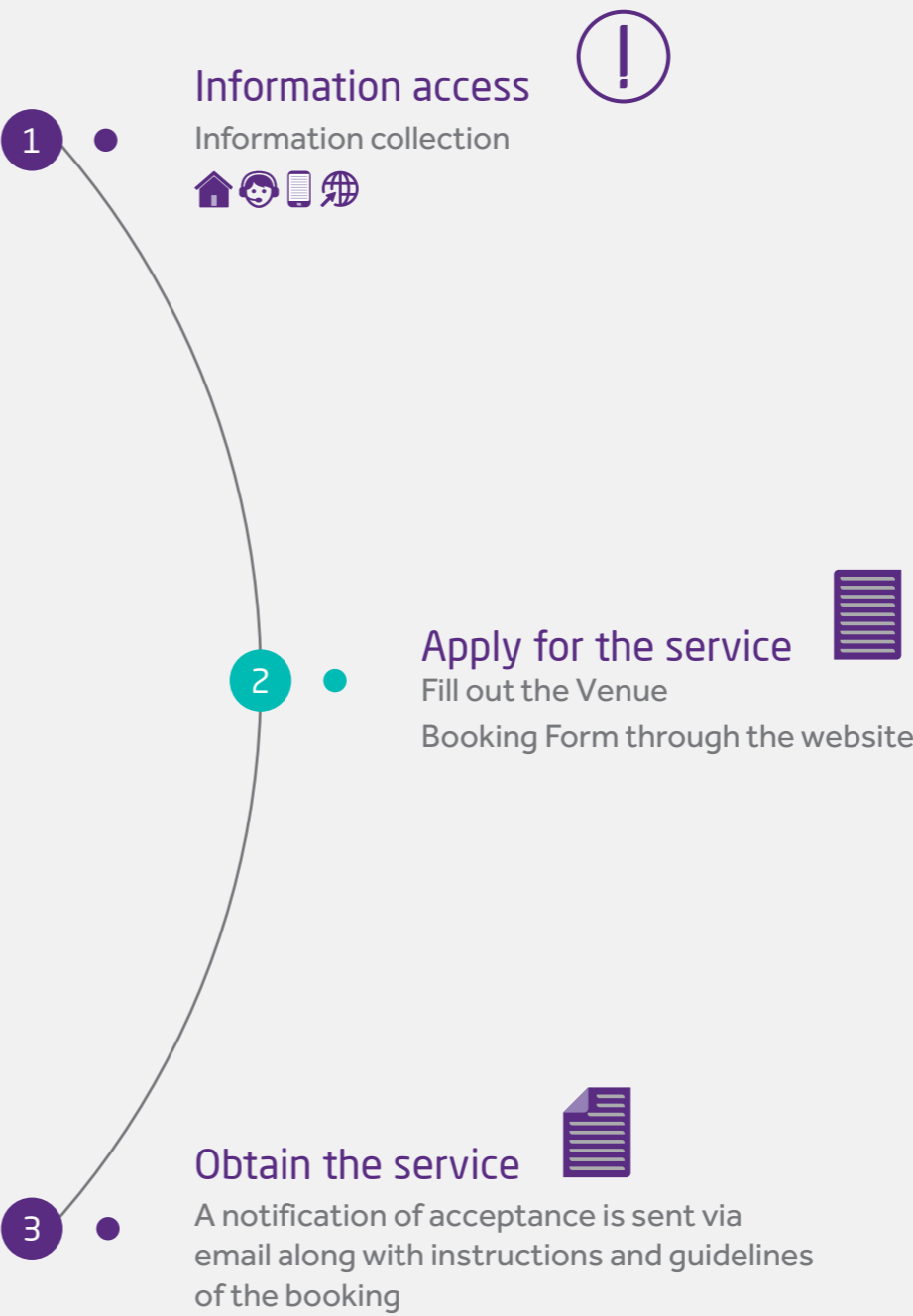


Venue Booking Request in Heritage Sites

Description	This service revolves around providing multi-purpose halls and classrooms as available in Heritage Sites
Service type and structure	Public
Target Customer Categories	Individuals: citizen - resident - tourist Companies: Governmental Agencies - Non-Governmental Agencies
Documents Required	ID & Passport copy A valid commercial license for non-governmental agencies
Requirements for Service Delivery	A presentation of the event and the agenda
Procedures and steps to obtain service	1. Apply for a booking online 2. The application is answered within 48 hours 3. The applicant fills in the booking form for spaces and facilities in Heritage Sites 4. The booking is confirmed by the Heritage Sites Department by e-mail
Times of Service Provision	24/7 through Dubai Culture website. During the office hours of the heritage sites by visiting the site
Fees	Free
Service linkage to other services	Dubai Culture website https://dubaiculture.gov.ae Al Fahidi Historical Neighborhood - House No. 20 Email Heritage.Sites@dubaiculture.ae Hatta Heritage Village Email Heritage.Sites@dubaiculture.ae
Remarks	Applying two weeks prior to the event date

Venue Booking Services

Heritage Site Venue Booking Request





6.5. Renting Services

Rent Request

Description	This service revolves around applying to rent a house for commercial purposes
Service type and structure	Public
Target Customer Categories	Companies: Governmental Agencies - Non-Governmental Agencies
Documents Required	1. Passport copy & EID copy 2. A copy of the commercial license 3. The company's articles of association, In case of partners
Requirements for Service Delivery	None
Procedures and steps to obtain service	4. Apply the form in the website 5. Granting an approval by the committee 6. Fees payment and contract signing"
Times of Service Provision	Office hours from Monday to Thursday 7:30 AM to 3:30 PM, Friday : 7:30 AM to 12:00 PM
Fees	Free
Service Delivery Channels	Dubai Culture website: https://dubaiculture.gov.ae
Forms used to provide service	Lease contract / schedule of payments due to Dubai Culture and Arts Authority

Renting Services

Rent Request



Rent Renewal Request

Description	This service revolves around applying to renew the lease contract of the leased houses
Service type and structure	Supplementary
Target Customer Categories	Companies: Governmental Agencies - Non-Governmental Agencies
Documents Required	1. Passport copy & EID copy 2. A copy of the commercial license
Requirements for Service Delivery	None
Procedures and steps to obtain service	1. Submitting the application to the committee by email 2. Completing the remaining administrative procedures
Times of Service Provision	Office hours from Monday to Thursday 7:30 AM to 3:30 PM, Friday : 7:30 AM to 12:00 PM
Fees	Free
Service Delivery Channels	عن طريق البريد الالكتروني rentcommittee@dubaiculture.ae
Forms used to provide service	None

Renting Services

Rent Renewal Request



Vacate Rented Properties Request

Description	This service revolves around applying to evacuate the leased property by the lessor
Service type and structure	Supplementary
Target Customer Categories	Companies: Governmental Agencies - Non-Governmental Agencies
Documents Required	None
Requirements for Service Delivery	-
Procedures and steps to obtain service	1. Submitting the application by email 2. Recommendations of the committee 3. Final report from logistics support 4. Final invoice for water and electricity
Times of Service Provision	Office hours from Monday to Thursday 7:30 AM to 3:30 PM, Friday : 7:30 AM to 12:00 PM
Fees	Free
Service Delivery Channels	rentcommittee@dubaiculture.ae
Forms used to provide service	Evacuation letter

Renting Services

Vacate Rented Properties Request



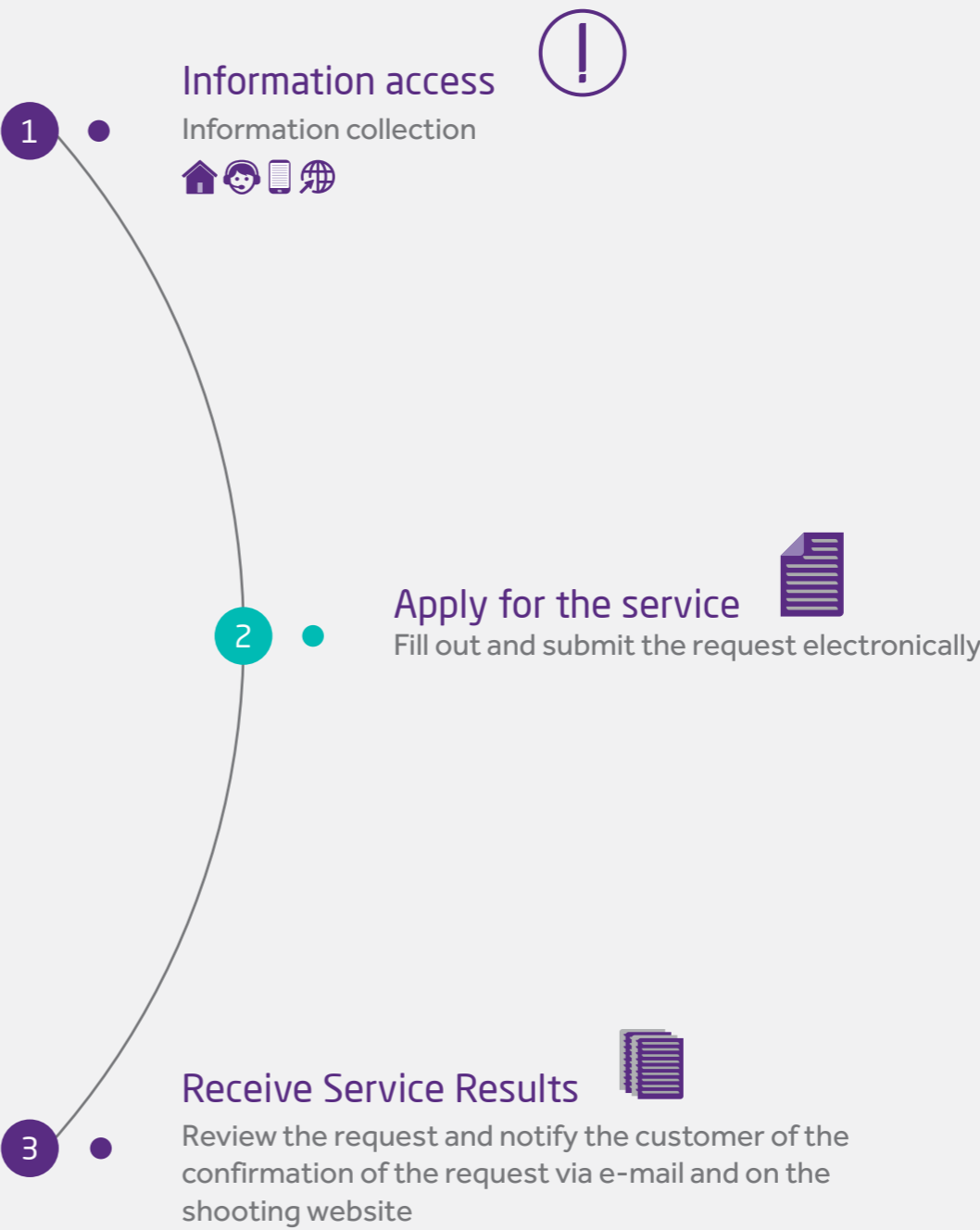


6.6. No Objection Permit Service

Application to obtain a no-objection permit to photograph at the sites of Dubai Culture & Arts Authority	
Description	This service revolves around issuing a letter used for photography and film production on the sites of Dubai Culture and Arts Authority
Service type and structure	General
Target Customer Categories	Individuals: Citizen - Resident - Tourist Companies: Governmental Agencies - Non-Governmental Agencies
Procedures and steps to obtain service	For individuals and government agencies: <ol style="list-style-type: none">1. Filling in the No-Objection Application through the website of Dubai Culture.2. Reviewing and approving the application3. Sending the application confirmation notice within two working days by e-mail For non-governmental entities: <ol style="list-style-type: none">1. Filling in the No-Objection Application through the website of Dubai Culture.2. Reviewing and approving the application3. Sending the application confirmation notice within two working days by e-mail.
Times of Service Provision	Office hours from Monday to Thursday, 7:30 AM to 3:30 PM, Friday: 7:30 AM to 12:00 PM
Fees	Free for governmental agencies
Partner Institutions	Dubai Television and Film Production Committee, Dubai Development Authority
Service Delivery Channels	Website of Dubai Culture: https://dubaiculture.gov.ae
Forms used to provide service	A shooting authorization letter at Dubai Culture and Arts website
Notes	For companies and non-government agencies: The application is submitted through Dubai Film and TV Commission (DFTC) http://www.filmdubai.gov.ae

Non Objection Certificate Request

Request to obtain a NOC to shoot at the sites of Dubai Culture





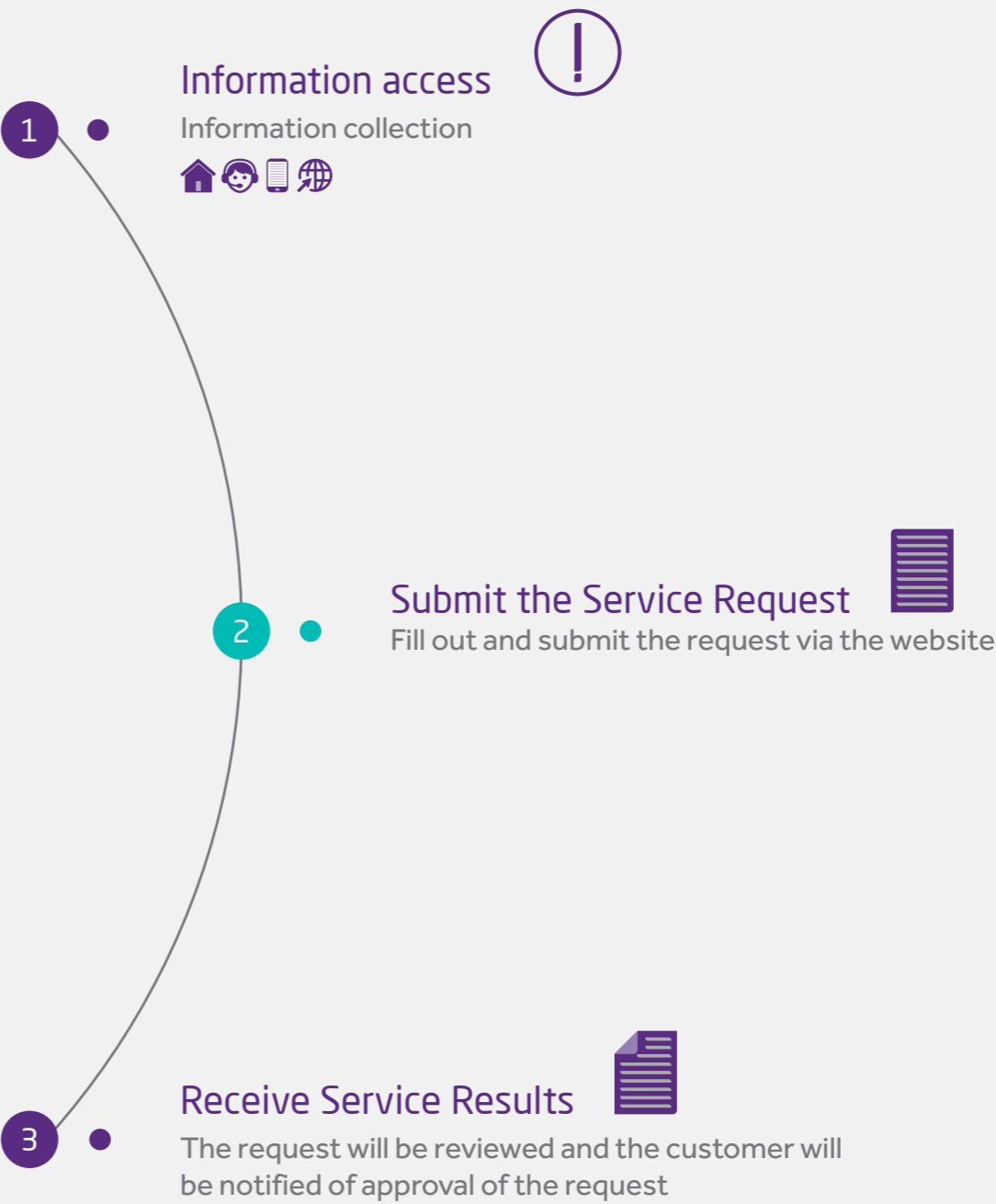
6.7. Cultural Events, Programs and Activities Registration Services

Museums Camps Registration Request

Description	This service revolves around registering participants in museums camps, programs and workshops.
Service type and structure	General
Target Customer Categories	Individuals: Citizen - Resident - Tourist
Documents Required	None
Procedures and steps to obtain service	1. The Museums Department announces the camps, programs and workshops held according to each museum, marking the opening of registration for them. Registration is done electronically via e-mail 2. The prescribed fee is collected by attendance at the museum. 3. The service employee follows up the attendance and participation of the participants until the completion of the cultural program.
Times of Service Provision	During the period of announcing the camp, program or workshops
Fees	To be determined as per the type and duration of the camp, program or workshop
Service linkage to other services	this service is linked to the entry tickets service
Service Delivery Channels	Etihad Museum's account on Instagram @etihadmuseum Etihad Museum's E-mail: pvb@dubaiculture.ae Al Shindagha Museum's account on Instagram @alshindaghamuseum Al Shindagha Museum's Email: Booking.alshindagha@dubaiculture.ae

Cultural Events, Programs and Activities Registration Services

Museums Camps Registration Request

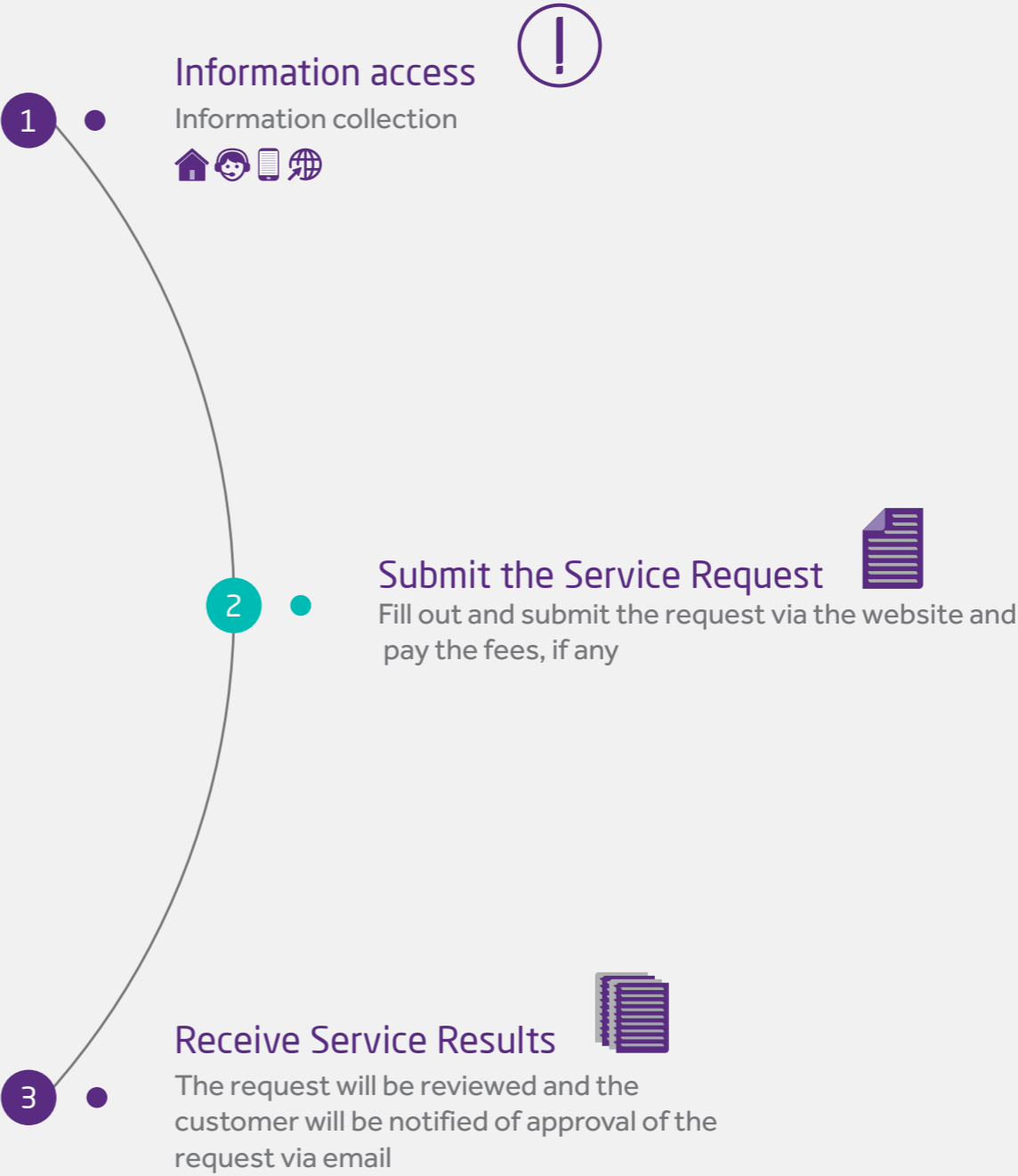


Public Libraries Camps Registration Request

Description	This service revolves around registering participants in Libraries Camps.
Service type and structure	General
Target Customer Categories	Individuals: Citizen - Resident - Tourist
Documents Required	None
Procedures and steps to obtain service	1. The Public Libraries Department announces the camps and programs held according to each library, marking the opening of registration for them. 2. Child wishing to participate is registered using the e-registration form. 3. The child's guardian shall pay the prescribed fees (if any). 4. The service employee follows up the attendance and participation of children until the completion of the cultural program.
Times of Service Provision	Events Period
Fees	To participate in children's camps in library branches: 200 dirhams for members/ 400 dirhams for non-members
Service Delivery Channels	Hor Al Anz Library Al-Safa Arts and Design Library Al Twar Library Al Rashidiya Library Al-Mankhool Library Umm Suqeim Library Hatta Public Library

Cultural Events, Programs and Activities Registration Services

Public Libraries Camps Registration Request

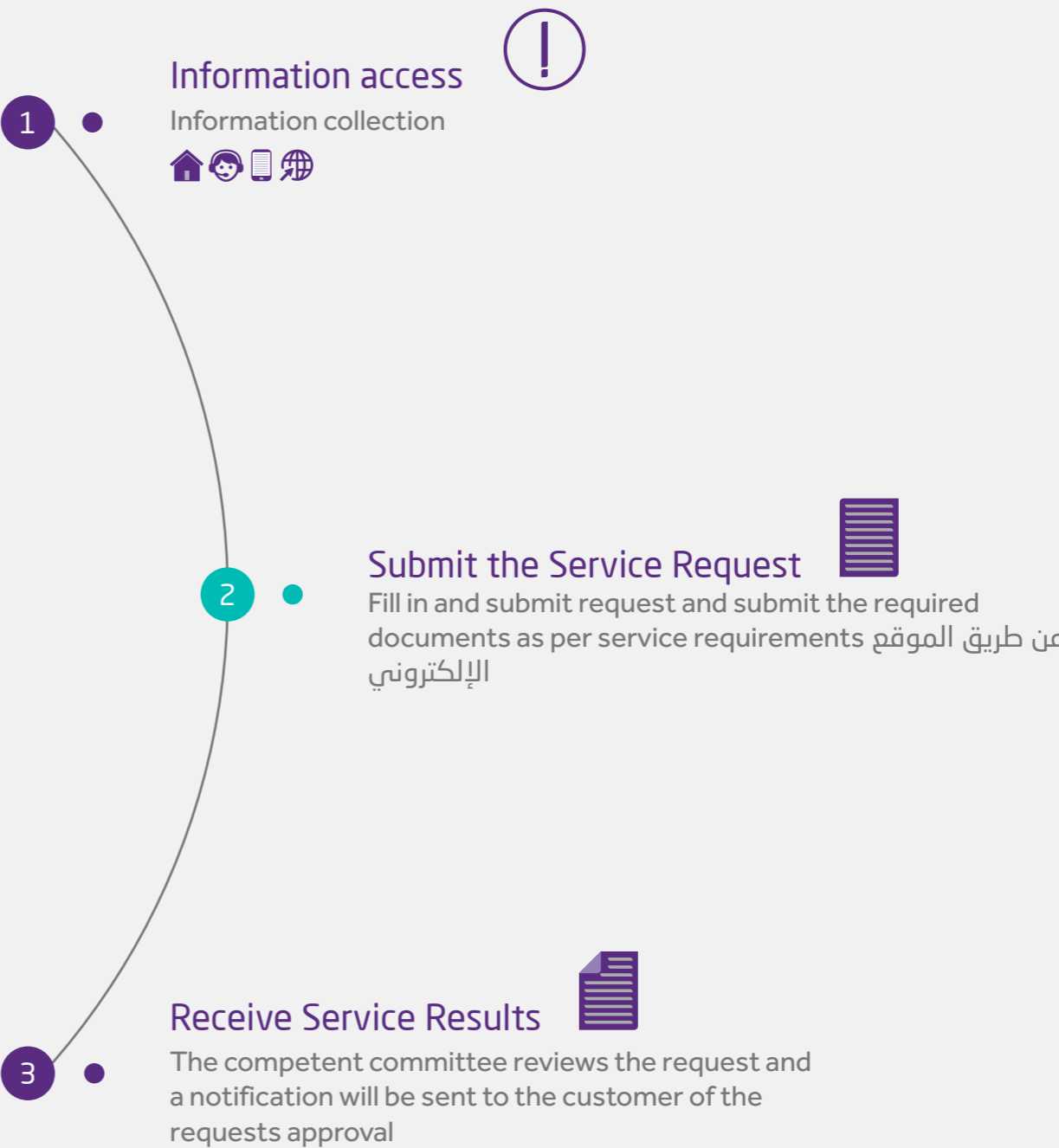


Sikka Art Festival Artist Registration Request

Description	This service revolves around registering artists for Sikka Art Festival
Service type and structure	General
Target Customer Categories	Individuals: Citizen, resident, Gulf resident, Gulf Cooperation Council countries resident Companies: Governmental agencies and non-governmental agencies
Documents Required	<ul style="list-style-type: none">• A passport• An Emirati ID card for citizens or an ID card for the Gulf Cooperation Council residents• A valid residency for residents of the United Arab Emirates or the countries of the Gulf Cooperation Council
Procedures and steps to obtain service	<ol style="list-style-type: none">1. Registering the e-application through the website of Dubai Culture.2. Submitting the project proposal as well as previous works data3. Uploading the identification documents4. Submitting the application to the Projects and Works Evaluation Committee.5. Communicating with artists to notify them of the initial status of the application (rejection, acceptance, or revision)6. Meeting with the owners of the to-be-reviewed applications to discuss and amend them and to make improvements and proposals7. Sending the final results to all applicants (acceptance or rejection)8. Meeting with all the artists nominated for participation (for the evaluator to evaluate their works)9. Distribution of works and their spots in the event.
Times of Service Provision	<p>The service is available around the clock from August to November on the website and through the e-mail</p> <p>During the office hours of the main office in case you want to meet with a concerned person or if you want to talk to him/ her over the phone.</p>
Fees	Free of charge
Service Delivery Channels	Dubai Culture and Arts Authority's website www.dubaiculture.ae Authority's phone No.: 055155000 Email: Info@dubaiculture.ae Visit the main office of the Authority
Forms used to provide service	An electronic form on the Authority's website

Cultural Events, Programs and Activities Registration Services

Sikka Art Festival Artist Registration Request

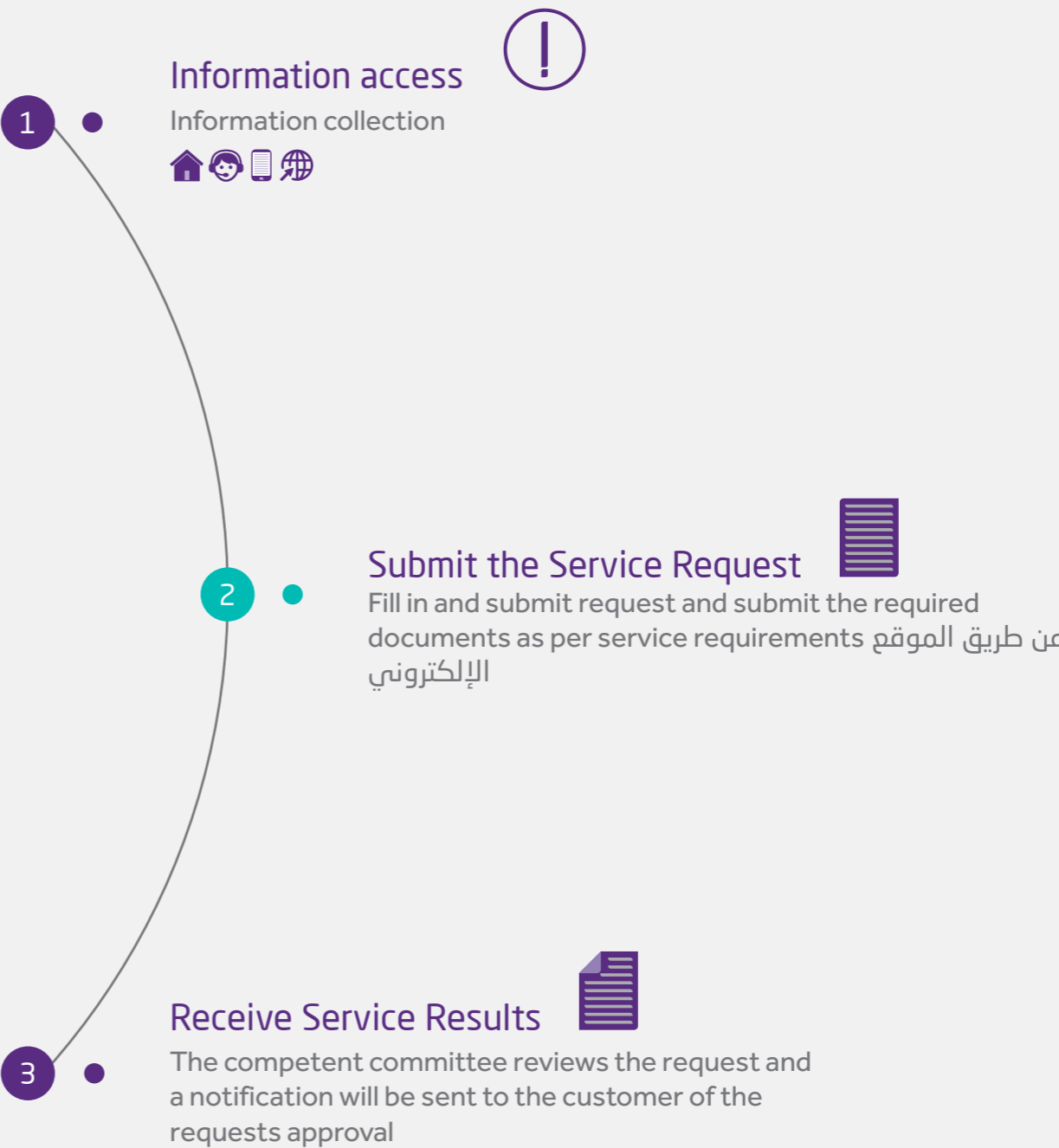


Dubai International Arabic Calligraphy Exhibition Artist Registration Request

Description	This service revolves around registering artists for Dubai International Arabic Calligraphy Exhibition.
Service type and structure	General
Target Customer Categories	Individuals: Citizen - Resident - Tourist
Documents Required	ID card or passport photoArtist biography (together with sample photos of his/ her artworks)
Service Delivery Requirements	Presentation of the works that the artist will participate in.
Procedures and steps to obtain service	1. Registering the electronic application through the website of Dubai Culture. 2. Evaluating the application by the organizing committee. 3. The organizing committee reposnd with the conditions. 4. Conditions are approved by the artist.
Times of Service Provision	During the period of announcing the Exhibition.
Fees	Free of charge
Service Delivery Channels	Dubai Culture and Arts Authority's Website

Cultural Events, Programs and Activities Registration Services

Dubai International Arabic Calligraphy Exhibition Artist Registration Request

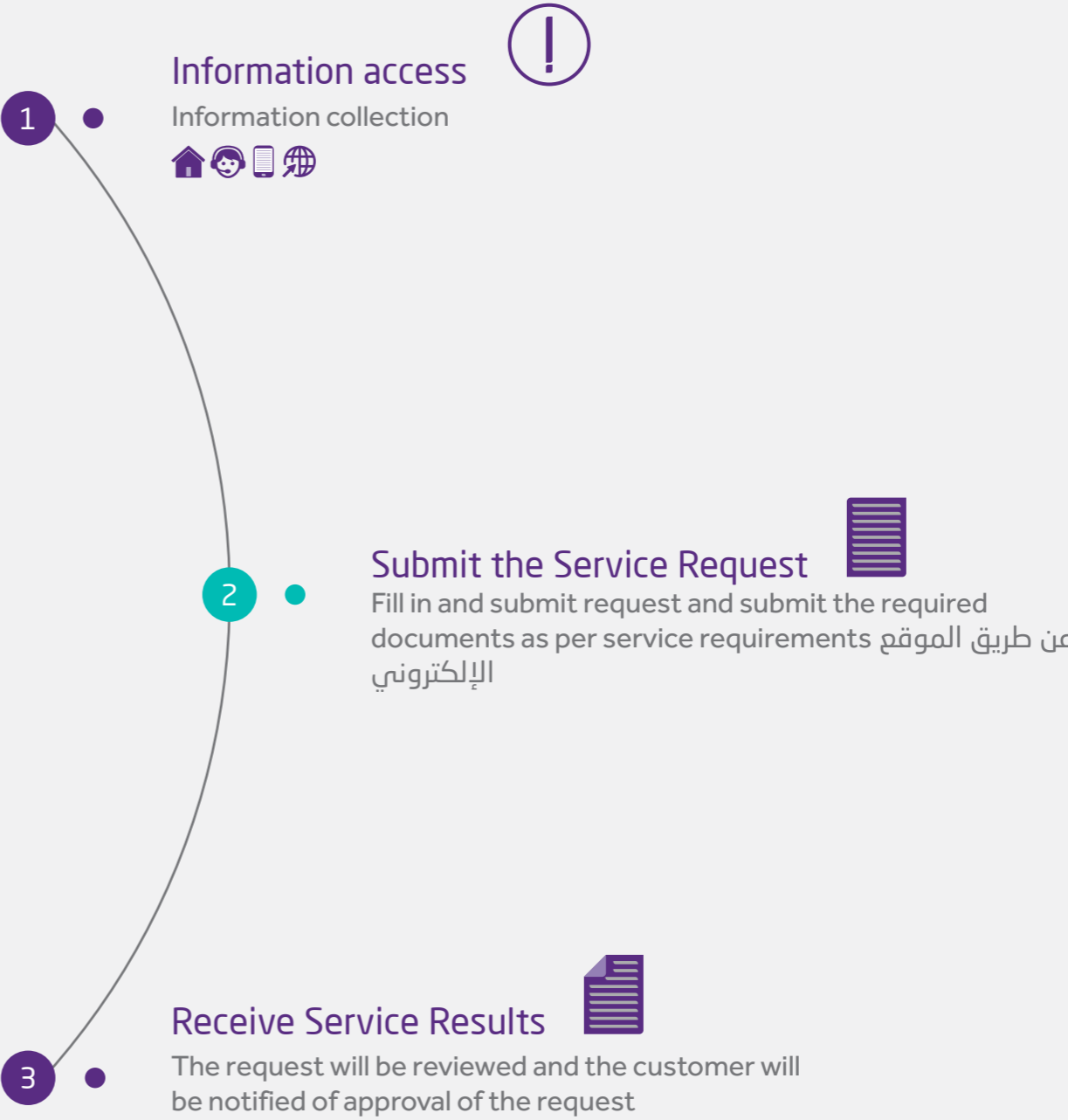


Dubai Performing Arts Program Workshops Trainers Registration Request

Description	This service revolves around registering trainers for Dubai Performing Arts Program Workshops ((theater, music, and cinema) organized by Dubai Culture and Arts Authority
Service type and structure	General
Target Customer Categories	All trainers specialized in performing arts in theater, cinema and music as per the standards applied by the Dubai Culture.
Documents Required	A copy of the passport + copy of the residence permit for residentsBiography
Procedures and steps to obtain service	1. Apply for the service and attach the required documents by e-mail. 2. Respond positively after reviewing the application.
Times of Service Provision	This service is offered from June to November
Fees	Free of charge
Service Delivery Channels	The e-mail of the program: dfytworkshops@dubaiculture.ae
Notes	Announcing the registration on the Authority’s website

Cultural Events, Programs and Activities Registration Services

Dubai Performing Arts Program Workshops Trainers Registration Request

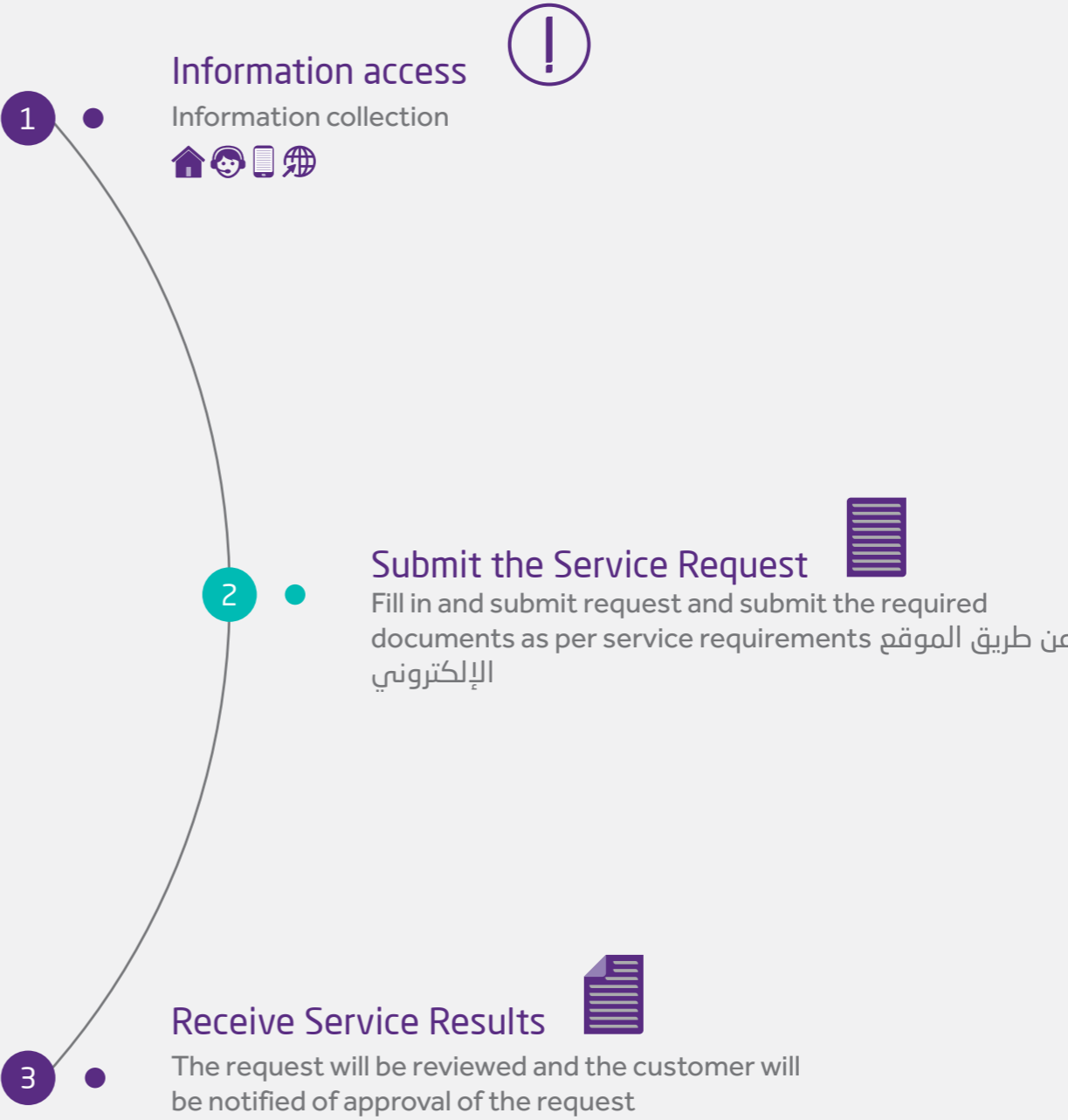


Dubai Festival for Youth Theatre Performing Groups Registration Request

Description	This service revolves around registering the local performing groups for Dubai Festival for Youth Theatre.
Service type and structure	General
Target Customer Categories	Performing groups of public benefit
Documents Required	Photographs of artists' passports + residence permits for residents Theatrical script + permission for the script
Procedures and steps to obtain service	1. Apply for the service and attach the required documents by e-mail. 2. Respond positively after reviewing the application.
Times of Service Provision	Annual registration from February to June
Fees	Free of charge
Service Delivery Channels	Dubai Culture and Arts Authority's website www.dubaiculture.ae Email: Info@dubaiculture.ae

Cultural Events, Programs and Activities Registration Services

Dubai Festival for Youth Theatre Performing Groups
Registration Request

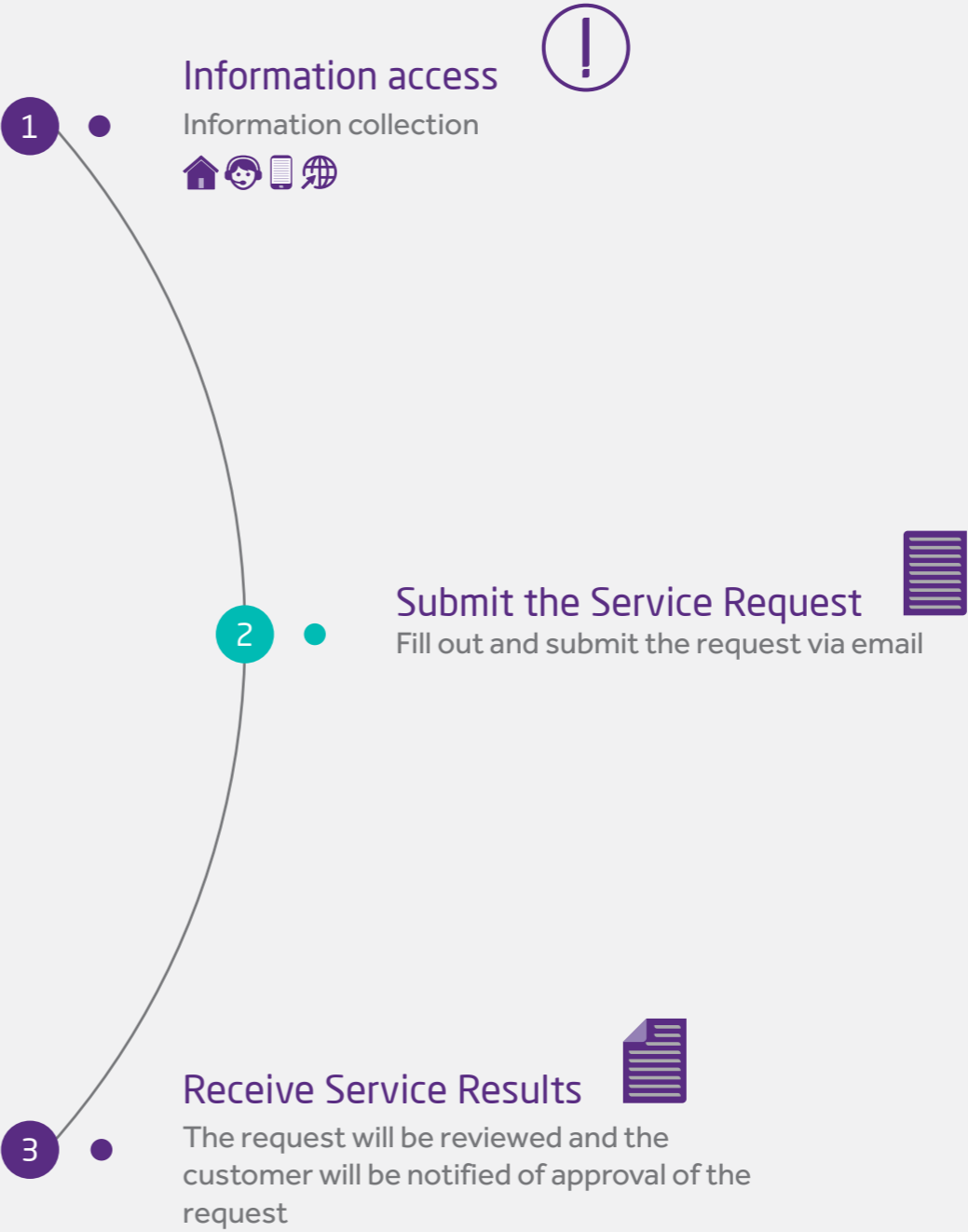


Museums Workshops Registration Request

Description	This service revolves around registering the public for Museums Workshops accompanying the Authority's events.
Service type and structure	General
Target Customer Categories	Individuals: Citizen - Resident- Tourist Companies: Governmental Agencies - Non-Governmental Agencies
Documents Required	None
Procedures and steps to obtain service	Registration by e-mail Choosing the type of workshop
Times of Service Provision	This service is provided around the clock during the event period
Fees	Free - for workshops supported by Dubai Culture and Arts Authority Nominal fees - for workshops held by participating cultural institutions
Service Delivery Channels	Etihad Museum's account on Instagram @etihadmuseum Etihad Museum's E-mail: pvb@dubaiculture.ae Al Shindagha Museum's account on Instagram @alshindaghamuseum Al Shindagha Museum's Email: Booking.alshindagha@dubaiculture.ae

Cultural Events, Programs and Activities Registration Services

Museums Workshops Registration Request

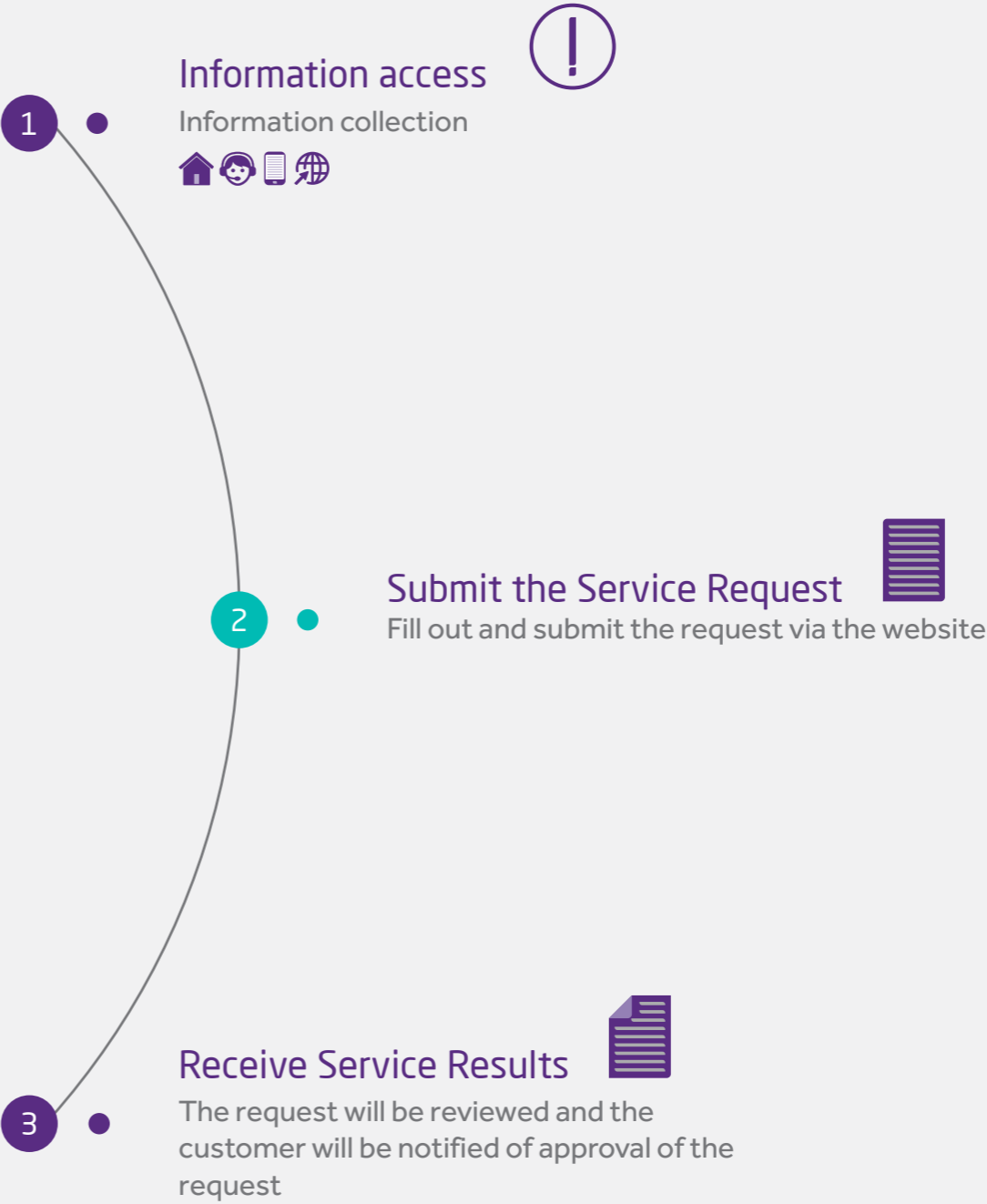


Literature Department Workshops Registration Request

Description	This service revolves around registering participants in Literature Department Courses and Workshops (writing) for the community and those interested in literary affairs.
Service type and structure	General
Target Customer Categories	Individuals: Citizen - Resident - Tourist
Documents Required	None
Procedures and steps to obtain service	1. Announcing the event via the Authority’s social media channels. 2. Registering via the link indicated in the channels.
Times of Service Provision	To be determined as per the type and duration of the event
Fees	Free of charge
Forms used to provide service	Administrative Control Approval Form / Contract Form / Marketing Form / Logistical Applications Form if required.

Cultural Events, Programs and Activities Registration Services

Literature Department Workshops Registration Request

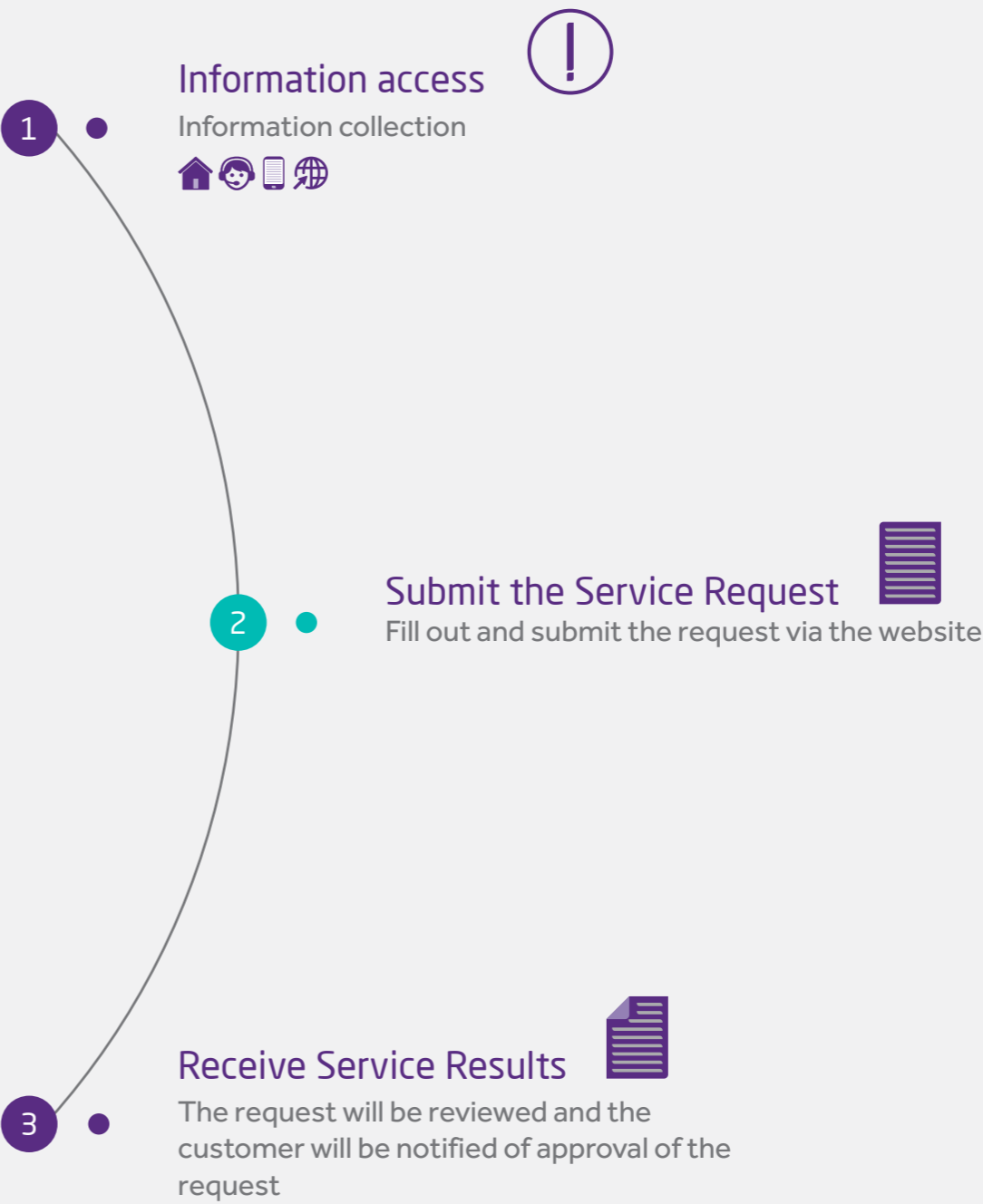


Sikka Art Festival Workshops Registration Request

Description	This service revolves around registering participants in the Authority-supported workshops within Sikka Art Festival.
Service Type and Structure	General
Target Customer Categories	Individuals: Citizen, resident, tourist Companies: Governmental agencies and non-governmental agencies
Documents Required	None
Procedures and steps to obtain service	Registration through the Authority's website Choosing the type of workshop
Times of Service Provision	This service is provided around the clock during the Festival period.
Fees	Free - for workshops supported by Dubai Culture and Arts Authority Nominal fees - for workshops held by participating cultural institutions
Service Delivery Channels	Dubai Culture and Arts Authority's Website

Cultural Events, Programs and Activities Registration Services

Sikka Art Festival Workshops Registration Request

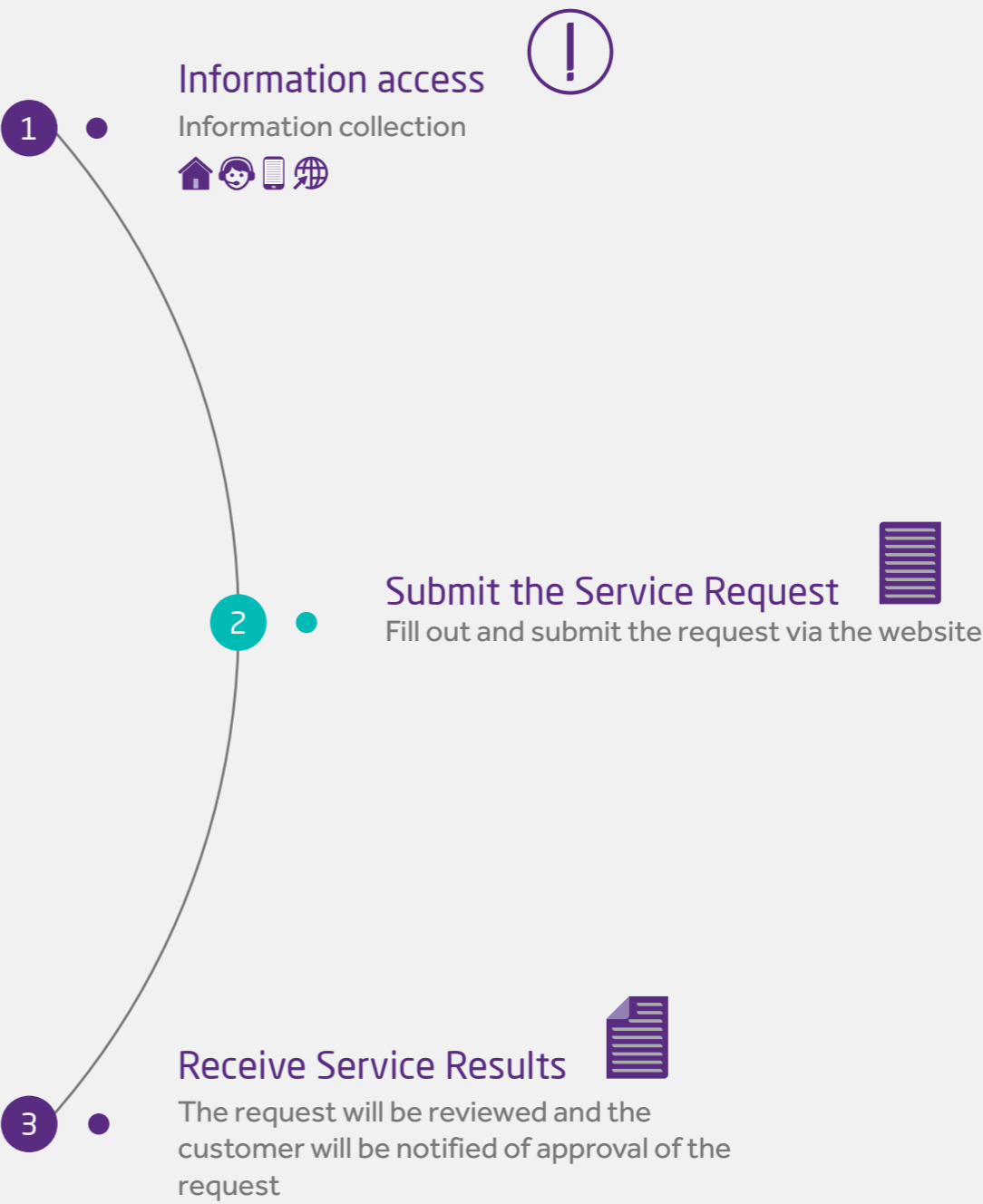


Dubai International Arabic Calligraphy Exhibition Workshops Registration Request

Description	This service revolves around registering participants in workshops accompanying Dubai International Arabic Calligraphy Exhibition.
Service type and structure	General
Target Customer Categories	Individuals: Citizen - Resident - Tourist
Documents Required	None
Procedures and steps to obtain service	Registration through the Authority's website Choosing the type of workshop
Times of Service Provision	During the event
Fees	Free of charge
Service Delivery Channels	Dubai Culture and Arts Authority's Website

Cultural Events, Programs and Activities Registration Services

Dubai International Arabic Calligraphy Exhibition Workshops Registration Request

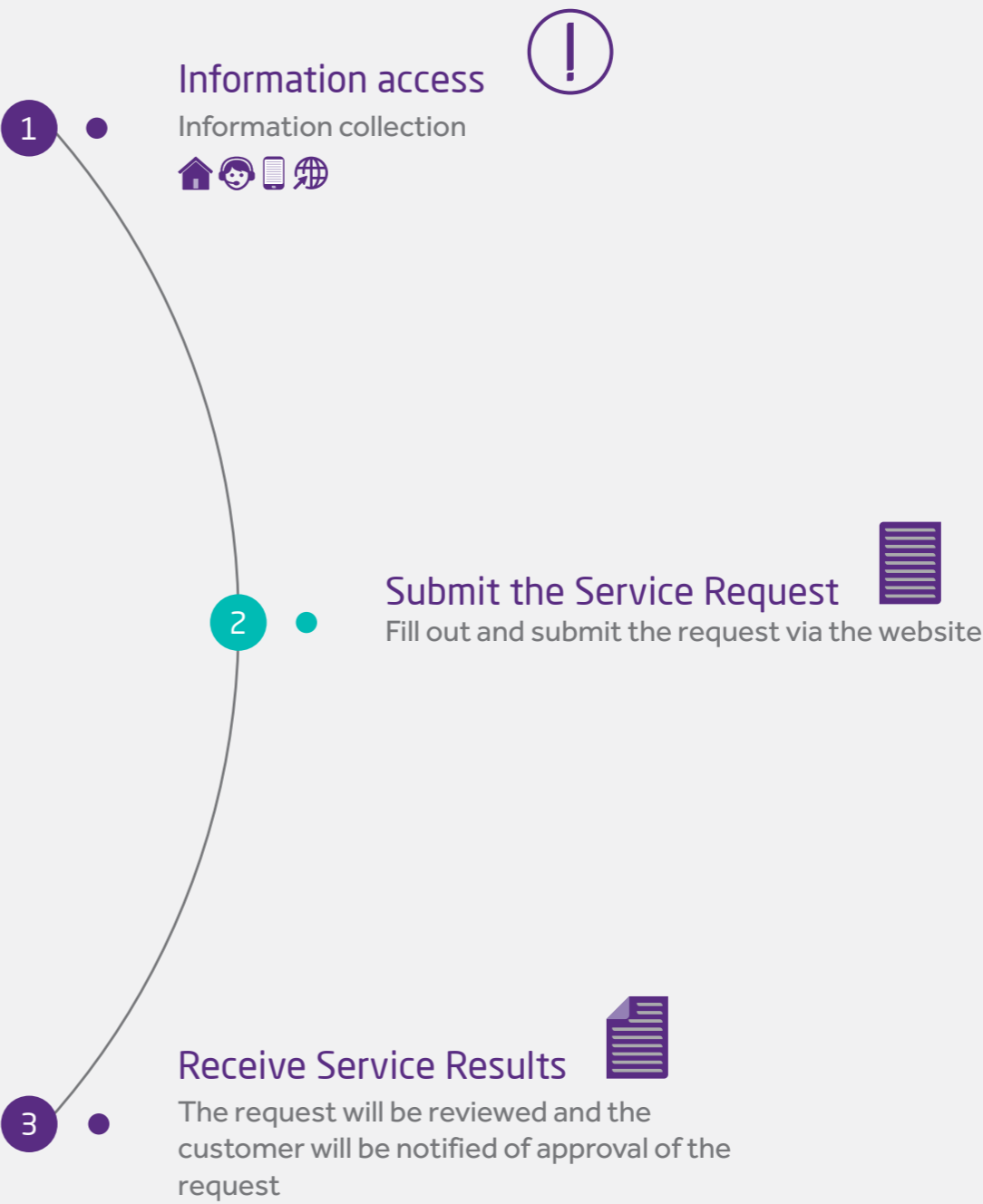


Dubai Performing Arts Program Workshops Registration Request

Description	This service revolves around registering participants for Dubai Performing Arts Program Workshops (theater, music, and cinema) organized by Dubai Culture and Arts Authority
Service Type and Structure	General
Target Customer Categories	Individuals: Ages +7 years old
Documents Required	None
Procedures and steps to obtain service	Registration through the Authority’s website Choosing the type of workshop Or logging in and registering directly via the link in the bio for the Authority’s Instagram account
Times of Service Provision	This service is offered from June to November
Fees	Free of charge
Service Delivery Channels	The Authority’s website: https://dubaiculture.gov.ae Authority’s Instagram account @dubaiculture

Cultural Events, Programs and Activities Registration Services

Dubai Performing Arts Program Workshops Registration Request





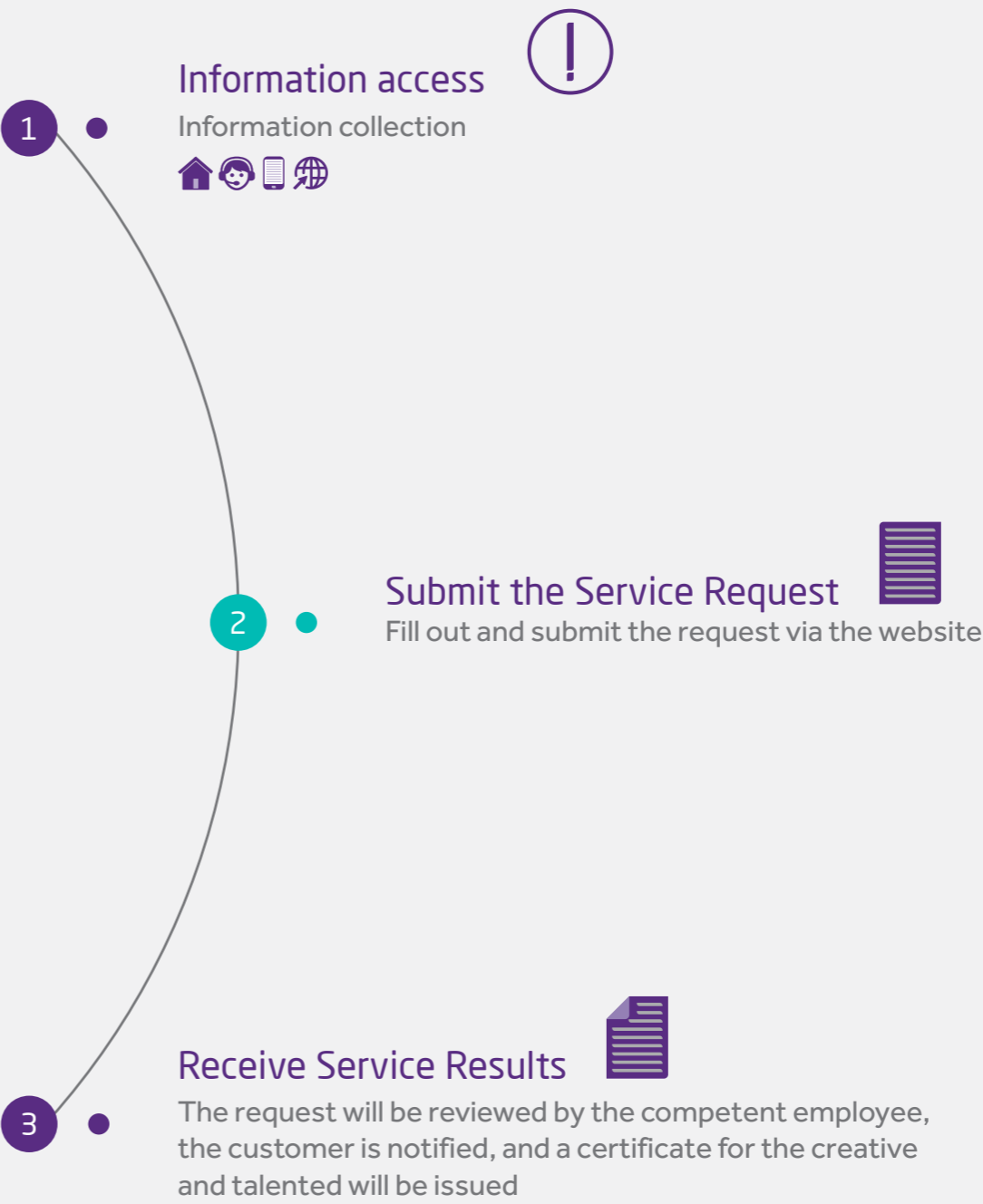
6.8. Creative and Talented Accreditation Services

The Creative and Talented Accreditation Service

Description	This service revolves around granting the Creative and Talented Accreditation Certificate to issue a long-term cultural visa in order to attract talented people, artists, and creators.
Service Type and Structure	Key Service
Target Customer Categories	Individuals: Resident <ul style="list-style-type: none">• People of talent and creators in area of culture and art• Authors / poets / writers / painters / artists / calligraphers / actors ..., etc.
Documents Required	Copy of the Passport (attached with residence permit and ID card, if available)Candidate's cultural CV
Service Delivery Requirements	Age: over 25 years old
Procedures and steps to obtain service	1. Submitting the application via the website2- Notifying the customer via e-mail of the application status. 2. Issuing the the "Creative and Talented Accreditation Certificate
Times of Service Provision	24/7 via the Authority's website
Fees	Free of charge
Partner Institutions	General Directorate of Residency and Foreigners Affairs
Service Delivery Channels	<ul style="list-style-type: none">• Website of Dubai Culture:• https://dubaiculture.gov.ae
Notes	Referring back to the approving office (General Directorate of Residency and Foreigners Affairs) to request the issuance of a long-term residency after getting the "Creative and Talented Accreditation Certificate"

Creative and Talented Accreditation Services




















Creative and Talented Individuals Accreditation



7.0. Services and Communication Channels

Services and Communication Channels

Service Delivery Channels

Service Delivery Channels	contacts of service delivery channels
Etihad Museum Website of the museum <i>www.etihadmuseum.dubaiculture.gov.ae</i>	 @etihadmuseum  04 - 515 5771
Al Shindagha Museum Website of the museum <i>www.alshindagha.dubaiculture.gov.ae</i> Smart App: alshindaghamuseum	 @alshindaghamuseum  04 - 515 5336
Dubai Museum	Museum email: Dubai.Museum@dubaiculture.ae  04 - 515 5387
Dubai Culture and Arts Authority	 https://dubaiculture.gov.ae/
Museum of the Poet Al Oqaili	 04 - 234 2385
Coin Museum	 04 - 515 5000
Hor Al Anz Library	 04 - 515 5271
Al Ras Library	 04 - 515 5301
Al Twar Library	 04 - 515 5221
Al Rashidiya Library	 04 - 515 5281
Al Mankhool Library	 04 - 515 5200
Umm Suqeim Library	 04 - 515 5251
Hatta Library	 04 - 515 5291
Al Safa Arts and Design Library	 04 - 515 5241
Dubai Library smart App.	 @dubaipubliclibraries
Al Fahidi Historical Neighborhood	 04 - 515 5040
Al Ras Historic Neighborhood	 04 - 515 5040

Submit a Complaint


Description	This service allows customers to send their complaints related to Dubai Culture and Arts Authority services to solve them
How to submit a complaint	<p>Customers can submit their complaints through the following channels:</p> <ul style="list-style-type: none">Dubai Government's Unified Customer Complaints' Portalhttps://ecomplain.dubai.gov.aeDubai Culture and Arts Authority's website: www.dubaiculture.gov.aeDubai Culture and Arts Authority's smart App: <i>Dubai Cuture</i>Dubai Culture and Arts Authority's E-mail: info@dubaiculture.aeContacts: 04 - 515 5000Visiting a museum, library, or the main building of Dubai Culture and Arts AuthorityDubai Culture and Arts Authority's pages on social media platforms
Time consumed to complete the service	The complaint is resolved and closed within 7 working days
The data required for the complaint	<ul style="list-style-type: none">Details of complaintFull name of customerTelephone numberE-mailDate of complaint

Submit Suggestions

Description	This service allows customers to send their suggestions and remarks related to Dubai Culture and Arts Authority services for development
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How to submit a suggestion	<p>Customers can submit their Suggestions through the following channels:</p> <ul style="list-style-type: none">Dubai Government's Unified Customer Suggestions Portal https://esuggestion.dubai.gov.aeDubai Culture and Arts Authority's website: www.dubaiculture.gov.aeDubai Culture and Arts Authority's smart App: <i>Dubai Cuture</i>Dubai Culture and Arts Authority's E-mail: info@dubaiculture.aeContacts: 04 515 5000Visiting a museum, library, or the main building of Dubai Culture and Arts AuthorityDubai Culture and Arts Authority's pages on social media platforms
Time consumed to complete the service	The suggestion is evaluated and responded to within 15 working days
The data required for the suggestion	<ul style="list-style-type: none">Details of suggestionFull name of customerTelephone numberE-mailDate of the suggestion

Contact Us

Call Center	80033222 (8003DCAA)
Dubai Culture and Arts Authority's Contact number	04 - 515 5000
Dubai Culture and Arts Authority's Contact website	www.dubaiculture.ae
Dubai Culture and Arts Authority's E-mail	Info@dubaiculture.ae
Dubai Culture and Arts Authority smart App	Dubai Culture
Our social media platforms pages	 @Dubai Culture

Note: In the event that any modification is made to the services provided, such shall be available on Dubai Culture and Arts Authority's website and smart App

