حكومة دبي
GOVERNMENT OF DUBAI

اقتصادية دبي
DUBAI ECONOMY

Re-Opening Dubai (Post Eid Al Fitr)

May 26, 2020

Economic activities resumption post Eid Al Fitr

	Med transmission risk
Description	•Stages 1&2 (50%) •Retail and wholesale (70%)
Resuming activities	•Airport (returning UAE residents and transit passengers, pending authorities approval) •Clinics (including ENT, Dental (no aerosol generating procedures), expand elective surgeries (less than 2.5 hrs)) •Educational and training institutes, and child learning and therapy centers (50%) •Sports academies, indoor gyms, sports, and fitness clubs (no showers, spa, saunas, massages) (50%) •Cinemas •Entertainment activities (no events, no gathering) (50%) •Auctions (50%) •Outsourced Government Service Center •Seniors and children therapy centers located in malls: • Allow seniors 60 and above and kids (12 and below), when accompanied by an adult, the admission to the mall if only a proof of an appointment with the centers is presented. This should be communicated clearly to the security, and staff within the mall to ensure more synchronized efforts in dealing with such cases.
General Restrictions	• Normal operations and working hours must be aligned to federal directives on national sterilization program hours • Ensure all individuals (whether staff/employees or visitors/guests/customers/passengers/patients) entering any facility or engaging in any activity to undergo mandatory temperature screening • Mandatory installation of contactless hand sanitizer dispensers at all common areas • 50% capacity for some activities • Social distancing (2m) • Home/institutional quarantine for returning UAE residents • Hygiene & personal protection • Sterilization & use of disposables

Protocols update – Wholesale and Retail Trade

All previously announced protocols to be maintained, plus the following amendments:

- Increase occupancy ceiling to 70% of common areas and gross leasable areas, and increase capacity level of staffing to 70%
- All mall operators should synchronize their protocols, and measures with the reopened establishments within the malls, to ensure maximum safety measures are aligned and followed
- Malls and retail outlets can choose their most preferred operating hours, anytime between 6am – 10pm
- Mall operators shall synchronize all their processes and procedures with the facilities and establishments reopening inside the mall.
- Only 30% of the mall parking to remain closed
- All F&B outlets and food courts are allowed to operate at their own capacity, while maintaining the hygiene, sanitization, and social distancing. Regardless of the capacity, they should all maintain placing tables 2 meters apart for all customers or set up separators/screens between tables. Take-aways are encouraged.
- All F&B outlets that are licensed to serve alcohol, serving alcoholic beverages are still limited to tables and when ordering meals. All bars will remain closed.
- All elevators must have markings on the floor that indicate social distancing and users must comply by standing on these markings. Priority is given to persons with special needs and pregnant women.
- Categories not permitted to enter the mall include:
  - Children under 12 years, and children of any age-groups with medical conditions
  - Elderly above 60 years old
  - High risk individuals with medical conditions [applicable to all age groups]

Protocols update – Other Activities

All previously announced protocols for economic activities to be maintained, plus the following amendments:

Salons & barbers (hair and nail only) by appointment

- All salons and barbers will operate at 50% capacity for all services (excluding, spa, sauna, Moroccan hammam/bath or massages), no home service permitted
- All kids salons (outside the malls) will reopen at 50% capacity for all services permitted to all salons. These salons will follow all the measures and protocols set previously for adults salons and barber shops. With additional measures below:
- The following additional measures below must be taken into consideration by all salons:
  - The kids salons are strictly for child only facilities
  - Appointments and ticketing system must be strictly followed
  - Physical spacing of customers and hair/nail stations and other related services of at least 2m
  - Face masks must be worn by client– mask can be adjusted for very short time periods during certain procedures (e.g. trimming hair behind ears, beard shave) if absolutely necessary
  - Face masks, face shield and overall must be worn by the treatment provider while providing all type of services
  - One adult (<60 years) can supervise a maximum of three children with only one aged between 1 and 5
  - Surface/chair decontamination must be performed after each client and clients encouraged to wash/sanitize hands before and after use
  - Remove all waiting / seating area inside or in front of the salon/barbershop
  - Temperature check on arrival and clients exhibiting symptoms will not be permitted to enter the premises
  - Strict penalties for providers not adhering to the government protocols

Offices/Office Buildings & Social Welfare Services

- Offices to resume to normal operating hours post Ramadan
- Increase occupancy ceiling to 50% of common areas and within office premises
- Increase capacity level of staffing to 50%
- All elevators must have markings on the floor that indicate social distancing and users must comply by standing on these markings.

Protocols update – Other Activities

All previously announced protocols for economic activities to be maintained, plus the following amendments:

Valet Parking

- All valet parking services across all permitted industries and businesses are allowed, while ensuring that precautionary and preventive measures are followed by all staff:
  - Wearing gloves and masks at all times
  - Wearing protective face shield if coming in direct contact with customers/guests
  - Changing gloves and sanitizing hands after every car valet service is mandatory
  - Use of disposable covers for the seats and steering wheels
  - Undergo mandatory temperature screening and staff showing symptoms must be refrained from coming to work
  - Regular cleaning and disinfecting the operated parking facilities, equipment, cars common surfaces
  - Each valet station to have sanitizing wipes that are used to wipe down the steering wheel, gear stick, and any other surface touched (e.g. key fob) before handing over the car
  - Valet attendant to keep the AC on for sometime before delivering the car back to the guests (while keeping the doors and wind ows open) to achieve right amount of fresh air/air circulation. Valet attendant can also use fogging sanitation or special strong fans for ventilation purposes.

Cinemas

Social Distance Risk

H	M	L
	M	

Importance to Economy

H	M	L
		L

Activities included in the sector

- Outdoor and indoor cinemas
- 2D Movies
- F&B purchase and services within cinemas

Activities excluded in the sector

- 3D & 4D Movies

Operating Hours	**N/A**
Consumer Visiting Hours	**N/A**
Capacity Level (Staffing)	**N/A**

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
1. Health and Hygiene	**A: Staff [All Types including Cleaners]** • Mandatory temperature checks for all onsite staff and compulsory wearing of masks and gloves for all staff in facility • All staff to practice social distancing guidelines across the facility as required by DM guidelines **B: Sanitization** • Sanitization post every individual show • High-intensity sterilization on a daily basis for all movie halls and public areas post operating hours • Ensure availability of hand sanitizer in all public areas [entrances, toilets etc.] • Ensure availability of dedicated cleaners in restrooms to sanitize the toilets after each usage **C: Screening for Visitors at Entrances** • Contactless temperature screening for visitors at entrances **D: Others** • Compulsory wearing of masks for all visitors throughout movie timing. Non compliance will lead to denial to cinema entry • Mandatory isolation zones provisioned to host suspected cases until transition to DHA for further checks	**CR**	**CR**	**CM**	**R**
2. Social Distancing	• Inside the cinema room, horizontal and vertical social distancing to be applied: (a) by allocating 2 seats for customers and to leave 2 seats empty in each row “horizontally, aisles to be considered as 2 empty seats”, and (b) to keep every alternate row empty “vertically” • Floor markings shall be in place to ensure social distancing	**CR**	**CR**	**CM**	**R**
3. Communication	• Mass communication to public through digital channels and media for guidelines and compliance • Public announcements and placement of rules in highly visible areas including entrances and other public areas • Internal staff communications issued by HR for rules and guidelines	**CR**	**CR**	**CM**	**R**

Cinemas

Social Distance Risk

H	M	L

Importance to Economy

H	M	L

Activities included in the sector

- Outdoor and indoor cinemas
- 2D Movies
- F&B purchase and services within cinemas

Activities excluded in the sector

- 3D & 4D Movies

Operating Hours	N/A
Consumer Visiting Hours	N/A
Capacity Level (Staffing)	N/A

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
4. Regulation & Policies	• Children below 12 years are not allowed to the cinema • Elderly above 60 years and individuals with underlying health conditions are not allowed to the cinema • Frequency of shows to be reduced to allow sufficient time for effective sanitization post completion of each show [a minimum of 20-30 minutes be allocated for cleaning between shows and cleaning process to be in-line with DM guidelines] • Physical counters for ticket / F&B sales to have one row open and one row closed to ensure social distancing • Encourage pre-booking & online tickets with contactless check-in through bar codes (online ticket purchase), yet cash payments are allowed • Ticket selling counters to open one row and close one to ensure distancing • Touch screens to view movies or sell tickets to be closed • No movies promotional booklets to be distributed to customers • F&B is permitted inside movie halls. • All F&B items in any type of cinema (including in-dining) should be served in disposable single-use containers/utensils/cups. • Consider serving food in smaller size portions intended mainly for individual consumption, and to avoid sharing as much as possible. • Restaurants, cafes and food stands to follow necessary guidelines for the sector • 3D & 4D movies are not allowed • Providing blankets in (gold, platinum, VIP) cinema is not allowed • Massage chairs offered within cinema vicinity should not be allowed • All cinema halls to run movies with 15 minutes internal gap. i.e. Screen 1 movie start 10:00am, Screen 2 movie start 10:15am	CR	CR	CM	R

Kids salons

Social Distance Risk

H	M	L

Importance to Economy

H	M	L

Activities included in the sector

- All services
- Children-only facility

Activities excluded in the sector

- Salons inside malls

Operating Hours	N/A
Consumer Visiting Hours	N/A
Capacity Level (customers)	N/A

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
1. Health and Hygiene	• Employees to wash or sanitize hands before and after each client and changing gloves between each client • All clients are mandated to wear masks at all times in the Salon from entry • Non compliance will lead to denial to salon entry • Staff must wear mask, gloves & face shield while they do the service • Surface/chair decontamination must be performed after each client and clients encouraged to wash/sanitize hands before and after use • Usage of disposable tools where available and other tools and seats to be sanitized before and after each use • Tools sterilization should me maintained.	CR	CR	CM	R
2. Social distancing	• Apply 4sqm for each person inside the salon, barber shop • Maximum occupancy sticker should be displayed near door. • One adult can supervise a maximum of three children with only one aged between 1 and 5 • Only one adult is allowed to supervise his/her kids.	CR	CR	CM	R
3. Regulation & Policies	• Only hair and nails are allowed and are provided by appointment only • Ensure signages & notices are placed at regular intervals with high visibility and clear instructions • Face masks must be worn by client and treatment provider – mask can be adjusted for very short time periods during certain procedures (e.g. trimming hair behind ears, beard shave) if absolutely necessary • Face masks, face shield and overall must be worn by the treatment provider while providing all type of services • Face masks must be worn by client and treatment provider – mask can be adjusted for very short time periods during certain procedures (e.g. trimming hair behind ears) if absolutely necessary • Mandatory temperature screening for all staff and clients entering the facility. Clients exhibiting symptoms will not be permitted to enter the premises (applicable for salon outside mall.) • Strict penalties for providers not adhering to the government protocols. • Ensure signages & notices are placed at regular intervals with high visibility and clear instructions • Clear communication on maximum number of clients allowed [should be managed by appointments] • Remove all waiting/seating area inside or in front of the salon/barbershop	CR	CR	CM	R,
4. Digital & Tech	• Mass communication to public through digital channels and media for guidelines and compliance	CR	CR	CM	R

Auction House

Social Distance Risk

H	M	L

Importance to Economy

H	M	L

Activities included in the sector

- All types of Auction Houses

Activities excluded in the sector

Operating Hours	N/A
Consumer Visiting Hours	N/A
Capacity Level (Staffing)	50%

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Owner	Company	Employee	Gov
1. 24 hr. Center sanitization	• Clean all the common areas of the auction house premises including toilets cleaned after each use & entrance areas sterilized	CR	CR	CM	R
2. Entrance health checks	• Ensure that anyone entering auction house including staff and visitors all undergo temperature screening & checks • Unwell employees and those showing symptoms are prohibited from coming to work • Customers are not permitted if they have visible symptoms and will only be allowed to enter post clearance and thermal checks	CR	CR	CM	R
3. Provision of masks & hand sanitizers	• All employees/visitors are mandated to wear masks at all times in the auction house from entry. Non compliance will lead to denial of entry to auction • Installing contactless hand sanitizer at all common areas. • Counter staff to be wearing masks, gloves and use hand sanitizer (over gloves) after each transaction	CR	CR	CM	R
4. Physical Distancing of 2 meters and seating etiquette	• Ensure the 2 meter distancing measure is maintained in all common areas, elevators, service desks, customer service, and waiting areas and etc. • Only 50% of seating area will be allowed to be used • 1 seat will be ON and 1 OFF • One row of seats will be ON and the other will be OFF • All seats to be sanitized after each session • Touchless sanitizer units to be in place • Seat marking to be placed & social distancing signs to be in place	CR	CR	CM	R
5. Auction House Occupancy Ceiling	• Maintain occupancy ceiling to 50% of common areas and within service center premises • Ensure no high risk individuals are present at work (including, elderly above 60 years, persons with disability, pregnant women, people with underlying health conditions)	CR	CR	CM	R
6. Items restrictions	• Visitors and customers are restricted from touching the items listed • If items required a pre-trial, the item must be sanitized after each usage and trial • It is recommended conduct online auctions rather than physical auctions	CR	CR	CM	R

Entertainment

Social Distance Risk

H	M	L

Importance to Economy

H	M	L

Activities included in the sector

- Ice Rinks
- Go Karting
- Observation Decks and Platforms
- Museums
- The Green Planet
- Dolphanarium
- Ski Dubai
- Aquariums
- Open air shows

Activities excluded in the sector

- Commercial, family events, birthdays and any group gatherings
- Arcade Zones
- Spring / Summer camp
- Animal encounter activities
- Interactive activities

Operating Hours	N/A
Consumer Visiting Hours	N/A
Capacity Level (Customers)	50%

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
Health, Hygiene and Social Distancing					
1. Admission into site	• Only 50% of customers allowed per time based on total capacity of the site (4sqm per customer) • Events & celebrations are not permitted • Masks are must before entering the site • Up to 5 members of single groups are allowed per entry • Touchless sanitizers shall be in place (cover the entire route from entry to exit) • 2 meters social distancing measures will be displayed on all clearly visible areas within the facility • Ensure that anyone entering the site including staff and customers all undergo temperature screening & checks • Individuals between 12 and 60 will only be allowed admission. • Unwell staff/customers/contractors and those showing symptoms with temperature above 37.5 Celsius will be prohibited from entering • Ensure no high risk individuals are admitted. Individuals with medical condition, chronic diseases and respiratory illnesses shall be refrained from entering the site. • Mandatory isolation zone to be provided for suspected cases	CR	CR	CM	R
2. Ticketing Counters	• Guests to be encouraged to buy tickets online, however ticketing counters to be alternately opened for sale • Social distancing markings to be posted on floor for queue • Movable barriers to be in place to control queue • Touchless hand sanitizers will be in place • Counter staff to be wearing masks, gloves and use hand sanitizer (over gloves) after each transaction • Counter equipment to be sanitized every hour • Self ticketing machines to be sanitized every hour • It is encourage that only one person from group shall come in queue to buy tickets • Contactless payments to be encouraged, yet cash payments are allowed	CR	CR	CM	R
3. Washrooms	• Ensure toilets are cleaned and sanitized after every use • Safety signs for washing hands and maintaining hygiene to be in place	CR	CR	CM	R

Entertainment

Social Distance Risk

H	M	L

Importance to Economy

H	M	L

Activities included in the sector

- Ice Rinks
- Go Karting
- Observation Decks and Platforms
- Museums
- The Green Planet
- Dolphanarium
- Ski Dubai
- Aquariums
- Open air shows

Activities excluded in the sector

- Commercial, family events, birthdays and any group gatherings
- Arcade Zones
- Spring / Summer camp
- Animal encounter activities
- Interactive activities

Operating Hours	**N/A**
Consumer Visiting Hours	**N/A**
Capacity Level (Customers)	**50%**

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
Health, Hygiene and Social Distancing					
4. Regulation & Policies	• Ensure signages & notices are placed at regular intervals with high visibility and clear instructions • Clear communication on maximum number of visitors allowed in the Entertainment area (at each round when applicable) • F&B and food court outlets to maintain social distancing measures through queues management	**CR**	**CR**	**CM**	**R**
5. Thermal Screening	• Ensure all individuals (staff/guests) entering the facility to undergo mandatory temperature screening.	**CR**	**CR**	**CM**	**R**
6. Souvenir Shop	• Customers are encouraged not to touch items • Any item touched or tried by customer to be sanitized prior to putting them back on display	**CR**	**CR**	**CM**	**R**

Entertainment - Ice Rink (Dubai Mall)

Social Distance Risk

H	M	L

Importance to Economy

H	M	L

Activities included in the sector

- Ice Rinks
- Go Karting
- Observation Decks and Platforms
- Museums
- The Green Planet
- Dolphanarium
- Ski Dubai
- Aquariums
- Open air shows

Activities excluded in the sector

- Commercial, family events, birthdays and any group gatherings
- Arcade Zones
- Spring / Summer camp
- Animal encounter activities
- Interactive activities

Operating Hours	**N/A**
Consumer Visiting Hours	**N/A**
Capacity Level (Customers)	**50%**

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
Health, Hygiene and Social Distancing					
1. Admission into site	• Only 50% of customers allowed per time based on total capacity of the site (4sqm per customer) • Events & celebrations are not permitted • Masks are must before entering the site • Up to 5 members of single groups are allowed per entry • Touchless sanitizers shall be in place (cover the entire route from entry to exit) • 2 meters social distancing measures will be displayed on all clearly visible areas within the facility • Ensure that anyone entering the site including staff and customers all undergo temperature screening & checks • Individuals between 12 and 60 will only be allowed admission. • Unwell staff/customers/contractors and those showing symptoms with temperature above 37.5 Celsius will be prohibited from entering • Ensure no high risk individuals are admitted. Individuals with medical condition, chronic diseases and respiratory illnesses shall be refrained from entering the site. • Mandatory isolation zone to be provided for suspected cases	**CR**	**CR**	**CM**	**R**
2. Ticketing Counters	• Guests to be encouraged to buy tickets online, however ticketing counters to be alternately opened for sale • Social distancing markings to be posted on floor for queue • Movable barriers to be in place to control queue • Touchless hand sanitizers will be in place • Counter staff to be wearing masks, gloves and use hand sanitizer (over gloves) after each transaction • Counter equipment to be sanitized every hour • Self ticketing machines to be sanitized every hour • It is encouraged that only one person from group shall come in queue to buy tickets • Contactless payments to be encouraged, yet cash payments are allowed	**CR**	**CR**	**CM**	**R**
3. Washrooms	• Ensure toilets are cleaned and sanitized after every use • Safety signs for washing hands and maintaining hygiene to be in place	**CR**	**CR**	**CM**	**R**

Entertainment - Ice Rink (Dubai Mall)

Social Distance Risk

H	M	L

Importance to Economy

H	M	L

Activities included in the sector

- Ice Rinks
- Go Karting
- Observation Decks and Platforms
- Museums
- The Green Planet
- Dolphanarium
- Ski Dubai
- Aquariums
- Open air shows

Activities excluded in the sector

- Commercial, family events, birthdays and any group gatherings
- Arcade Zones
- Spring / Summer camp
- Animal encounter activities
- Interactive activities

Operating Hours	**N/A**
Consumer Visiting Hours	**N/A**
Capacity Level (Customers)	**50%**

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
Health, Hygiene and Social Distancing					
4. Regulation & Policies	• Ensure signages & notices are placed at regular intervals with high visibility and clear instructions • Clear communication on maximum number of visitors allowed in the Entertainment area (at each round when applicable) • F&B and food court outlets to maintain social distancing measures through queues management	**CR**	**CR**	**CM**	**R**
5. Thermal Screening	• Ensure all individuals (staff/guests) entering the facility to undergo mandatory temperature screening.	**CR**	**CR**	**CM**	**R**
6. Skating Shoes Counters	• Only two points to be activated in the counter • Social distancing signs to be in place and markings to be posted on floor • Movable barriers to be in place to control queue • Touchless hand sanitizers to be placed on counters • Counter staff to be wearing masks, gloves and use hand sanitizer (over gloves) after each transaction • Counter equipment to be sanitized every hour • Skating shoes to be sanitized using onsite sanitizing machine after each use and rotated to minimize using the same shoes multiple time per day • Skating aids and helmets to be sanitized manually after each use • All lockers to be sanitized manually after each use	**CR**	**CR**	**CM**	**R**
7. Rink Entrances & Perimeter Barriers	• Only 50% of customers rink capacity to be allowed at any point of time • Entrance & exit from rink to be segregated (using the 2 existing doors) • The 2 doors used to enter the rink to be sanitized after each session (both sides of the doors) • Rink perimeter barriers to be sanitized after each use (specially the top part of the edge barrier) • Skating marshals must be inside rink wearing masks & gloves • Skating to be in one direction for all • Skaters to be advised to maintain social distancing while skating	**CR**	**CR**	**CM**	**R**

Entertainment - Ice Rink (Dubai Mall)

Social Distance Risk

H	M	L

Importance to Economy

H	M	L

Activities included in the sector

- Ice Rinks
- Go Karting
- Observation Decks and Platforms
- Museums
- The Green Planet
- Dolphanarium
- Ski Dubai
- Aquariums
- Open air shows

Activities excluded in the sector

- Commercial, family events, birthdays and any group gatherings
- Arcade Zones
- Spring / Summer camp
- Animal encounter activities
- Interactive activities

Operating Hours	**N/A**
Consumer Visiting Hours	**N/A**
Capacity Level (Customers)	**50%**

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
8. Seating Stand Area	• Only 50% of seating area will be allowed to be used • 2 Empty seat must be placed between every 2 seat • One row of seats will be ON and the other will be OFF • All seats to be sanitized after each session • Touchless sanitizer units to be in place • Seat marking to be placed & social distancing signs to be in place	**CR**	**CR**	**CM**	**R**
9. Escalators, Washrooms and Changing Rooms	• Escalators handrails to be sanitized every hour • Changing rooms lockers will be sanitized every hour • Only 50% of changing room capacity will be utilized by controlling access • All furniture in the changing rooms will be sanitized every hour or per usage	**CR**	**CR**	**CM**	**R**

Entertainment - Go Karting (KartDrome)

Social Distance Risk		
H	**M**	L

Importance to Economy		
H	**M**	L

Activities included in the sector

- Ice Rinks
- Go Karting
- Observation Decks and Platforms
- Museums
- The Green Planet
- Dolphanarium
- Ski Dubai
- Aquariums
- Open air shows

Activities excluded in the sector

- Commercial, family events, birthdays and any group gatherings
- Arcade Zones
- Spring / Summer camp
- Animal encounter activities
- Interactive activities

Operating Hours	**N/A**
Consumer Visiting Hours	**N/A**
Capacity Level (Customers)	**50%**

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
Health, Hygiene and Social Distancing					
1. Admission into site	• Only 50% of customers allowed per time based on total capacity of the site (4sqm per customer) • Events & celebrations are not permitted • Masks are must before entering the site • Up to 5 members of single groups are allowed per entry • Touchless sanitizers shall be in place (cover the entire route from entry to exit) • 2 meters social distancing measures will be displayed on all clearly visible areas within the facility • Ensure that anyone entering the site including staff and customers all undergo temperature screening & checks • Individuals between 12 and 60 will only be allowed admission. • Unwell staff/customers/contractors and those showing symptoms with temperature above 37.5 Celsius will be prohibited from entering • Ensure no high risk individuals are admitted. Individuals with medical condition, chronic diseases and respiratory illnesses shall be refrained from entering the site. • Mandatory isolation zone to be provided for suspected cases	**CR**	**CR**	**CM**	**R**
2. Ticketing Counters	• Guests to be encouraged to buy tickets online, however ticketing counters to be alternately opened for sale • Social distancing markings to be posted on floor for queue • Movable barriers to be in place to control queue • Touchless hand sanitizers will be in place • Counter staff to be wearing masks, gloves and use hand sanitizer (over gloves) after each transaction • Counter equipment to be sanitized every hour • Self ticketing machines to be sanitized every hour • It is encouraged that only one person from group shall come in queue to buy tickets • Contactless payments to be encouraged, yet cash payments are allowed	**CR**	**CR**	**CM**	**R**
3. Washrooms	• Ensure toilets are cleaned and sanitized after every use • Safety signs for washing hands and maintaining hygiene to be in place	**CR**	**CR**	**CM**	**R**

Entertainment - Go Karting (KartDrome)

Social Distance Risk		
H	**M**	L

Importance to Economy		
H	**M**	L

Activities included in the sector

- Ice Rinks
- Go Karting
- Observation Decks and Platforms
- Museums
- The Green Planet
- Dolphanarium
- Ski Dubai
- Aquariums
- Open air shows

Activities excluded in the sector

- Commercial, family events, birthdays and any group gatherings
- Arcade Zones
- Spring / Summer camp
- Animal encounter activities
- Interactive activities

Operating Hours	**N/A**
Consumer Visiting Hours	**N/A**
Capacity Level (Customers)	**50%**

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
Health, Hygiene and Social Distancing					
4. Regulation & Policies	• Ensure signages & notices are placed at regular intervals with high visibility and clear instructions • Clear communication on maximum number of visitors allowed in the Entertainment area (at each round when applicable) • F&B and food court outlets to maintain social distancing measures through queues management	**CR**	**CR**	**CM**	**R**
5. Thermal Screening	• Ensure all individuals (staff/guests) entering the facility to undergo mandatory temperature screening.	**CR**	**CR**	**CM**	**R**
6. Registration screen	• Only two rows/screens will be allowed for registration to maintain social distancing • Screen to be sanitized after each use • Touchless sanitizer to be in place	**CR**	**CR**	**CM**	**R**
7. Barriers around track	• Barriers around the track to be sanitized regularly • Safety signs to be in place to encourage guests not to touch the barriers • Floor markings will be posted to ensure social distancing	**CR**	**CR**	**CM**	**R**
8. Karts	• Karts to be sanitized after each use • The sanitization of the karts will cover, the internal surfaces, seats, belts, driving wheels, and other controls	**CR**	**CR**	**CM**	**R**
9. Overalls, Helmets, Changing, Briefing Rooms & Lockers	• Overalls helmets will be sanitized after each use • Disposable balaclava and gloves must be available for the customer to wear before the helmet for one time use • Social distancing markings signs will be in both changing & briefing rooms • Number of guests entering changing & briefing rooms should be limited to ensure social distancing • Touchless sanitizer units to be in place in both rooms and overall area • All lockers furniture inside changing & briefing rooms to be sanitized every hour and per usage • Management are restricted to provide used shoes for visitors who show up wearing non convenient shoes for the kart	**CR**	**CR**	**CM**	**R**

Entertainment – Observation Decks and Platforms

Social Distance Risk		
H	**M**	L

Importance to Economy		
H	**M**	L

Activities included in the sector

- Ice Rinks
- Go Karting
- Observation Decks and Platforms
- Museums
- The Green Planet
- Dolphanarium
- Ski Dubai
- Aquariums
- Open air shows

Activities excluded in the sector

- Commercial, family events, birthdays and any group gatherings
- Arcade Zones
- Spring / Summer camp
- Animal encounter activities
- Interactive activities

Operating Hours	**N/A**
Consumer Visiting Hours	**N/A**
Capacity Level (Customers)	**50%**

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
Health, Hygiene and Social Distancing					
1. Admission into site	• Only 50% of customers allowed per time based on total capacity of the site (4sqm per customer) • Events & celebrations are not permitted • Masks are must before entering the site • Up to 5 members of single groups are allowed per entry • Touchless sanitizers shall be in place (cover the entire route from entry to exit) • 2 meters social distancing measures will be displayed on all clearly visible areas within the facility • Ensure that anyone entering the site including staff and customers all undergo temperature screening & checks • Individuals between 12 and 60 will only be allowed admission. • Unwell staff/customers/contractors and those showing symptoms with temperature above 37.5 Celsius will be prohibited from entering • Ensure no high risk individuals are admitted. Individuals with medical condition, chronic diseases and respiratory illnesses shall be refrained from entering the site. • Mandatory isolation zone to be provided for suspected cases	**CR**	**CR**	**CM**	**R**
2. Ticketing Counters	• Guests to be encouraged to buy tickets online, however ticketing counters to be alternately opened for sale • Social distancing markings to be posted on floor for queue • Movable barriers to be in place to control queue • Touchless hand sanitizers will be in place • Counter staff to be wearing masks, gloves and use hand sanitizer (over gloves) after each transaction • Counter equipment to be sanitized every hour • Self ticketing machines to be sanitized every hour • It is encouraged that only one person from group shall come in queue to buy tickets • Contactless payments to be encouraged, yet cash payments are allowed	**CR**	**CR**	**CM**	**R**
3. Washrooms	• Ensure toilets are cleaned and sanitized after every use • Safety signs for washing hands and maintaining hygiene to be in place	**CR**	**CR**	**CM**	**R**

Entertainment – Observation Decks and Platforms

Social Distance Risk

H	M	L

Importance to Economy

H	M	L

Activities included in the sector

- Ice Rinks
- Go Karting
- Observation Decks and Platforms
- Museums
- The Green Planet
- Dolphanarium
- Ski Dubai
- Aquariums
- Open air shows

Activities excluded in the sector

- Commercial, family events, birthdays and any group gatherings
- Arcade Zones
- Spring / Summer camp
- Animal encounter activities
- Interactive activities

Operating Hours	**N/A**
Consumer Visiting Hours	**N/A**
Capacity Level (Customers)	**50%**

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
Health, Hygiene and Social Distancing					
4. Regulation & Policies	• Ensure signages & notices are placed at regular intervals with high visibility and clear instructions • Clear communication on maximum number of visitors allowed in the Entertainment area (at each round when applicable) • F&B and food court outlets to maintain social distancing measures through queues management	**CR**	**CR**	**CM**	**R**
5. Thermal Screening	• Ensure all individuals (staff/guests) entering the facility to undergo mandatory temperature screening.	**CR**	**CR**	**CM**	**R**
6. Souvenir Shop	• Customers are encouraged not to touch items • Any item touched or tried by customer to be sanitized prior to putting them back on display	**CR**	**CR**	**CM**	**R**
7. Viewing Decks	• All elevators must have markings on the floor that indicate social distancing and users must comply by standing on these markings • Social distancing markings to be posted on floor at all viewing decks • Viewing binoculars to be sanitized after every use or at a minimum of once every hour.	**CR**	**CR**	**CM**	**R**

Entertainment - Dolphanarium

Social Distance Risk

H	M	L

Importance to Economy

H	M	L

Activities included in the sector

- Ice Rinks
- Go Karting
- Observation Decks and Platforms
- Museums
- The Green Planet
- Dolphanarium
- Ski Dubai
- Aquariums
- Open air shows

Activities excluded in the sector

- Commercial, family events, birthdays and any group gatherings
- Arcade Zones
- Spring / Summer camp
- Animal encounter activities
- Interactive activities

Operating Hours	**N/A**
Consumer Visiting Hours	**N/A**
Capacity Level (Customers)	**50%**

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
Health, Hygiene and Social Distancing					
1. Admission into site	• Only 50% of customers allowed per time based on total capacity of the site (4sqm per customer) • Events & celebrations are not permitted • Masks are must before entering the site • Up to 5 members of single groups are allowed per entry • Touchless sanitizers shall be in place (cover the entire route from entry to exit) • 2 meters social distancing measures will be displayed on all clearly visible areas within the facility • Ensure that anyone entering the site including staff and customers all undergo temperature screening & checks • Individuals between 12 and 60 will only be allowed admission. • Unwell staff/customers/contractors and those showing symptoms with temperature above 37.5 Celsius will be prohibited from entering • Ensure no high risk individuals are admitted. Individuals with medical condition, chronic diseases and respiratory illnesses shall be refrained from entering the site. • Mandatory isolation zone to be provided for suspected cases	**CR**	**CR**	**CM**	**R**
2. Ticketing Counters	• Guests to be encouraged to buy tickets online, however ticketing counters to be alternately opened for sale • Social distancing markings to be posted on floor for queue • Movable barriers to be in place to control queue • Touchless hand sanitizers will be in place • Counter staff to be wearing masks, gloves and use hand sanitizer (over gloves) after each transaction • Counter equipment to be sanitized every hour • Self ticketing machines to be sanitized every hour • It is encouraged that only one person from group shall come in queue to buy tickets • Contactless payments to be encouraged, yet cash payments are allowed	**CR**	**CR**	**CM**	**R**
3. Washrooms	• Ensure toilets are cleaned and sanitized after every use • Safety signs for washing hands and maintaining hygiene to be in place	**CR**	**CR**	**CM**	**R**

Entertainment - Dolphanarium

Social Distance Risk

H	M	L

Importance to Economy

H	M	L

Activities included in the sector

- Ice Rinks
- Go Karting
- Observation Decks and Platforms
- Museums
- The Green Planet
- Dolphanarium
- Ski Dubai
- Aquariums
- Open air shows

Activities excluded in the sector

- Commercial, family events, birthdays and any group gatherings
- Arcade Zones
- Spring / Summer camp
- Animal encounter activities
- Interactive activities

Operating Hours	**N/A**
Consumer Visiting Hours	**N/A**
Capacity Level (Customers)	**50%**

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
Health, Hygiene and Social Distancing					
4. Regulation & Policies	• Ensure signages & notices are placed at regular intervals with high visibility and clear instructions • Clear communication on maximum number of visitors allowed in the Entertainment area (at each round when applicable) • F&B and food court outlets to maintain social distancing measures through queues management	**CR**	**CR**	**CM**	**R**
5. Thermal Screening	• Ensure all individuals (staff/guests) entering the facility to undergo mandatory temperature screening.	**CR**	**CR**	**CM**	**R**
6. Souvenir Shop	• Customers are encouraged not to touch items • Any item touched or tried by customer to be sanitized prior to putting them back on display	**CR**	**CR**	**CM**	**R**
7. Social Distancing	• Inside the dolphanarium, horizontal and vertical social distancing to be applied: (a) by allocating 2 seats for customers and to leave 2 seats empty in each row "horizontally, aisles to be considered as 2 empty seats", and (b) to keep every alternate row empty "vertically" • Floor markings shall be in place to ensure social distancing	**CR**	**CR**	**CM**	**R**
8. Regulation & Policies	• Frequency of shows to be reduced to allow sufficient time for effective sanitization post completion of each show [a minimum of 20-30 minutes be allocated for cleaning between shows and cleaning process to be in-line with DM guidelines] • Physical counters for ticket / F&B sales to have one row open and one row closed to ensure social distancing • Encourage pre-booking & online tickets with contactless check-in through bar codes (online ticket purchase), yet cash payments are allowed • F&B is permitted inside movie halls, conditional that disposable utensils to be used • Restaurants, cafes and food stands to follow necessary guidelines for the sector	**CR**	**CR**	**CM**	**R**
9. interaction with Dolphins	• Playing, feeding dolphins and other animals are restricted	**CR**	**CR**	**CM**	**R**

Entertainment – Ski Dubai

Social Distance Risk

H	M	L

Importance to Economy

H	M	L

Activities included in the sector

- Ice Rinks
- Go Karting
- Observation Decks and Platforms
- Museums
- The Green Planet
- Dolphanarium
- Ski Dubai
- Aquariums
- Open air shows

Activities excluded in the sector

- Commercial, family events, birthdays and any group gatherings
- Arcade Zones
- Spring / Summer camp
- Animal encounter activities
- Interactive activities

Operating Hours	**N/A**
Consumer Visiting Hours	**N/A**
Capacity Level (Customers)	**50%**

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
Health, Hygiene and Social Distancing					
1. Admission into site	• Only 50% of customers allowed per time based on total capacity of the site (4sqm per customer) • Events & celebrations are not permitted • Masks are must before entering the site • Up to 5 members of single groups are allowed per entry • Touchless sanitizers shall be in place (cover the entire route from entry to exit) • 2 meters social distancing measures will be displayed on all clearly visible areas within the facility • Ensure that anyone entering the site including staff and customers all undergo temperature screening & checks • Individuals between 12 and 60 will only be allowed admission. • Unwell staff/customers/contractors and those showing symptoms with temperature above 37.5 Celsius will be prohibited from entering • Ensure no high risk individuals are admitted. Individuals with medical condition, chronic diseases and respiratory illnesses shall be refrained from entering the site. • Mandatory isolation zone to be provided for suspected cases	**CR**	**CR**	**CM**	**R**
2. Ticketing Counters	• Guests to be encouraged to buy tickets online, however ticketing counters to be alternately opened for sale • Social distancing markings to be posted on floor for queue • Movable barriers to be in place to control queue • Touchless hand sanitizers will be in place • Counter staff to be wearing masks, gloves and use hand sanitizer (over gloves) after each transaction • Counter equipment to be sanitized every hour • Self ticketing machines to be sanitized every hour • It is encouraged that only one person from group shall come in queue to buy tickets • Contactless payments to be encouraged, yet cash payments are allowed	**CR**	**CR**	**CM**	**R**
3. Washrooms	• Ensure toilets are cleaned and sanitized after every use • Safety signs for washing hands and maintaining hygiene to be in place	**CR**	**CR**	**CM**	**R**

Entertainment – Ski Dubai

Social Distance Risk

H	M	L

Importance to Economy

H	M	L

Activities included in the sector

- Ice Rinks
- Go Karting
- Observation Decks and Platforms
- Museums
- The Green Planet
- Dolphanarium
- Ski Dubai
- Aquariums
- Open air shows

Activities excluded in the sector

- Commercial, family events, birthdays and any group gatherings
- Arcade Zones
- Spring / Summer camp
- Animal encounter activities
- Interactive activities

Operating Hours	**N/A**
Consumer Visiting Hours	**N/A**
Capacity Level (Customers)	**50%**

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
Health, Hygiene and Social Distancing					
4. Regulation & Policies	• Ensure signages & notices are placed at regular intervals with high visibility and clear instructions • Clear communication on maximum number of visitors allowed in the Entertainment area (at each round when applicable) • F&B and food court outlets to maintain social distancing measures through queues management	**CR**	**CR**	**CM**	**R**
5. Thermal Screening	• Ensure all individuals (staff/guests) entering the facility to undergo mandatory temperature screening.	**CR**	**CR**	**CM**	**R**
6. Souvenir Shop	• Customers are encouraged not to touch items • Any item touched or tried by customer to be sanitized prior to putting them back on display	**CR**	**CR**	**CM**	**R**
7. Social Distancing	• Ski Dubai will operate at 50% capacity • Rental seating capacity to be reduced to comply to social distance requirements , with clear signage on where sitting is allowed • Social distancing markers and signage to be added to all common areas and queues in the snow park • Chairlift capacity reduced to 1 person per chair while allow to have 3 family members to share one chair	**CR**	**CR**	**CM**	**R**
8. Clothes and Gears	• All clothes and gears must be sanitized and washed after each usage • Visits should receive the clothes and other gears in a hygienic nylon bag, along with boots, gloves, and an eye mask	**CR**	**CR**	**CM**	**R**
9. Sanitization of accessories	• All equipment and accessories and games (ski snow park, slope, chairlift, toboggan, silds...etc **excluding** Zorb ball which will stay closed) must be sanitized and disinfect after every use	**CR**	**CR**	**CM**	**R**
10. Changing Rooms and lockers	• Changing rooms and lockers will be sanitized every hour • Only 50% of changing room capacity will be utilized by controlling access • All furniture in the changing rooms will be sanitized every hour or per usage	**CR**	**CR**	**CM**	**R**

Entertainment – Aquariums

Social Distance Risk

H	M	L

Importance to Economy

H	M	L

Activities included in the sector

- Ice Rinks
- Go Karting
- Observation Decks and Platforms
- Museums
- The Green Planet
- Dolphanarium
- Ski Dubai
- Aquariums
- Open air shows

Activities excluded in the sector

- Commercial, family events, birthdays and any group gatherings
- Arcade Zones
- Spring / Summer camp
- Animal encounter activities
- Interactive activities

Operating Hours	**N/A**
Consumer Visiting Hours	**N/A**
Capacity Level (Customers)	**50%**

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
Health, Hygiene and Social Distancing					
1. Admission into site	• Only 50% of customers allowed per time based on total capacity of the site (4sqm per customer) • Events & celebrations are not permitted • Masks are must before entering the site • Up to 5 members of single groups are allowed per entry • Touchless sanitizers shall be in place (cover the entire route from entry to exit) • 2 meters social distancing measures will be displayed on all clearly visible areas within the facility • Ensure that anyone entering the site including staff and customers all undergo temperature screening & checks • Individuals between the age of 12-60 will only be allowed admission. • Unwell staff/customers/contractors and those showing symptoms with temperature above 37.5 Celsius will be prohibited from entering • Ensure no high risk individuals are admitted. Individuals with medical condition, chronic diseases and respiratory illnesses shall be refrained from entering the site. • Mandatory isolation zone to be provided for suspected cases	**CR**	**CR**	**CM**	**R**
2. Ticketing Counters	• Guests to be encouraged to buy tickets online, however, ticketing counters to be alternately opened for sale • Social distancing markings to be posted on floor for queue • Movable barriers to be in place to control queue • Touchless hand sanitizers will be in place • Counter staff to be wearing masks, gloves and use hand sanitizer (over gloves) after each transaction • Counter equipment to be sanitized every hour • Self ticketing machines to be sanitized every hour • It is encouraged that only one person from group shall come in queue to buy tickets • Contactless payments to be encouraged, yet cash payments are allowed	**CR**	**CR**	**CM**	**R**
3. Washrooms	• Ensure toilets are cleaned and sanitized after every use • Safety signs for washing hands and maintaining hygiene to be in place	**CR**	**CR**	**CM**	**R**

Entertainment – Aquariums

Social Distance Risk

H	M	L

Importance to Economy

H	M	L

Activities included in the sector

- Ice Rinks
- Go Karting
- Observation Decks and Platforms
- Museums
- The Green Planet
- Dolphanarium
- Ski Dubai
- Aquariums
- Open air shows

Activities excluded in the sector

- Commercial, family events, birthdays and any group gatherings
- Arcade Zones
- Spring / Summer camp
- Animal encounter activities
- Interactive activities

Operating Hours	**N/A**
Consumer Visiting Hours	**N/A**
Capacity Level (Customers)	**50%**

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
Health, Hygiene and Social Distancing					
4. Regulation & Policies	• Ensure signages & notices are placed at regular intervals with high visibility and clear instructions • Clear communication on maximum number of visitors allowed in the Entertainment area (at each round when applicable) • F&B and food court outlets to maintain social distancing measures through queues management • Closure of all back house attractions: ○ Diving activities ○ Animal encounter activities ○ Submarine simulator ○ Glass bottom Boat ○ Observatory ○ Laboratory	**CR**	**CR**	**CM**	**R**
5. Thermal Screening	• Ensure all individuals (staff/guests) entering the facility to undergo mandatory temperature screening.	**CR**	**CR**	**CM**	**R**
6. Souvenir Shop	• Customers are encouraged not to touch items • Any item touched or tried by customer to be sanitized prior to putting them back on display	**CR**	**CR**	**CM**	**R**
7. Social Distancing	• The aquarium will run at 50% capacity • Social distancing markers and signage to be added to all common areas and queues in the aquarium and relevant attractions • Staff will ensure flow of guests and not crowding at certain points	**CR**	**CR**	**CM**	**R**
8. Ventilations	• Ensure maximum fresh air is provided through ventilation system in the tunnel or narrow areas and venues	**CR**	**CR**	**CM**	**R**

Entertainment – Open Air shows

Social Distance Risk		
H	**M**	L

Importance to Economy		
H	**M**	L

Activities included in the sector

- Ice Rinks
- Go Karting
- Observation Decks and Platforms
- Museums
- The Green Planet
- Dolphanarium
- Ski Dubai
- Aquariums
- Open air shows

Activities excluded in the sector

- Commercial, family events, birthdays and any group gatherings
- Arcade Zones
- Spring / Summer camp
- Animal encounter activities
- Interactive activities

Operating Hours	**N/A**
Consumer Visiting Hours	**N/A**
Capacity Level (Customers)	**50%**

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
Health, Hygiene and Social Distancing					
1. Admission into site	• Only 50% of customers allowed per time based on total capacity of the site (4sqm per customer) • Masks are must before entering the site • Up to 5 members of a single groups are allowed per entry • Touchless sanitizers shall be in place (cover the entire route from entry to exit) • 2 meters social distancing measures will be displayed on all clearly visible areas surrounding the show. • Ensure that anyone entering the site including staff and customers all undergo temperature screening & checks • Individuals between 12 and 60 will only be allowed admission. • Unwell staff/customers/contractors and those showing symptoms with temperature above 37.5 Celsius will be prohibited from entering • Ensure no high risk individuals are admitted. Individuals with medical condition, chronic diseases and respiratory illnesses shall be refrained from entering the site. • Mandatory isolation zone to be provided for suspected cases	**CR**	**CR**	**CM**	**R**
2. Thermal Screening	• Ensure all individuals (staff/guests) undergo mandatory temperature screening.	**CR**	**CR**	**CM**	**R**
3. Social Distancing	• Social distancing markers and signage to be added to all common areas, and the markers will indicate to not come in close contact with the rails. • Deploy of additional stewarding, security guards and volunteers at the main entrance and exits leading to viewing areas to enforce the social distancing and other precautionary measures. • Footprint marking equal to the 50% capacity of each viewing area to control the number of people. • Arrangements shall be done to limit spectators to each squares only.	**CR**	**CR**	**CM**	**R**
4. Regulation & Policies	• Ensure signages & notices are placed at regular intervals with high visibility and clear instructions • Outlets such as F&B which has seating arrangements that oversee the show must ensure no crowding on the balconies and remind customers to stay seated in their designated tables.	**CR**	**CR**	**CM**	**R**

Entertainment – Open Air shows

Social Distance Risk

H	M	L

Importance to Economy

H	M	L

Activities included in the sector

- Ice Rinks
- Go Karting
- Observation Decks and Platforms
- Museums
- The Green Planet
- Dolphanarium
- Ski Dubai
- Aquariums
- Open air shows

Activities excluded in the sector

- Commercial, family events, birthdays and any group gatherings
- Arcade Zones
- Spring / Summer camp
- Animal encounter activities
- Interactive activities

Operating Hours	**N/A**
Consumer Visiting Hours	**N/A**
Capacity Level (Customers)	**50%**

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
Health, Hygiene and Social Distancing					
4. Regulation & Policies	• Staff will ensure flow of guests and not crowding at certain at the entry and exit gates/doors. • Assign dedicated doors for entry and exit to ensure same flow of movements in and out of the open air show venues. • Clear communication on maximum number of visitors allowed in the Entertainment area (at each round when applicable) • Remove/close all seating areas in the open space unless deep cleaning and sanitization can be performed after every use. • Any hot zones or sub-zones or critical areas which usually receive large crowds should be strictly monitored, and controlled by the operators, by adding more marshals or volunteers, and reducing further the capacity in these zones. • The use of boats/abra should be aligned with the protocols set by RTA, and the usage of these facilities are strictly to individuals or single group only.	**CR**	**CR**	**CM**	**R**
5. Shows Schedule	• Reduce the frequency and/or duration of shows (not exceeding 5 minutes) while ensure keeping a buffer/gap of a minimum one hour between each show, to manage the moving crowds and complete the sanitization and cleaning process.	**CR**	**CR**	**CM**	**R**

Outsourced Government Service Centres

Social Distance Risk

H	M	L

Importance to Economy

H	M	L

Activities included in the sector

- All government outsourced service centers

Activities excluded in the sector

- Government services run by government entities staff

Operating Hours	N/A
Consumer Visiting Hours	N/A
Capacity Level (Staffing)	N/A

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Owner	Company	Employee	Gov
1. 24 hr. Center sanitization	• Clean all the common areas of the service centers/office premises including toilets cleaned after each use & entrance areas sterilized • Pantries are open for usage by individuals strictly for food and drink consumption maintaining a 2m distance (total number of employees at one time inside the pantry must be clearly posted at the entrance) • Seats must be sanitized after each usage by customers	CR	CR	CM	R
2. Entrance health checks	• Ensure that anyone entering the service center/office including staff and visitors all undergo temperature screening & checks • Unwell employees and those showing symptoms are prohibited from coming to work • Customers are not permitted if they have visible symptoms and will only be allowed to enter post clearance and thermal checks	CR	CR	CM	R
3. Provision of masks & hand sanitizers	• All employees/visitors are mandated to wear masks at all times in the building/office from entry. Non compliance will lead to denial of entry to building/office • Installing contactless hand sanitizer dispenser in the common areas. • Counter staff to be wearing masks, gloves and use hand sanitizer (over gloves) after each transaction • Purchase of masks and sanitization to managed by service center	CR	CR	CM	R
4. Physical Distancing of 2 meters	• Ensure the 2 meter distancing measure is maintained in all common areas, elevators, service desks, customer service, waiting areas etc. • People permitted in elevators while maintaining social distancing, and priority given to pregnant women, senior citizens and persons with disabilities • Social distancing markings to be posted on floor for queues • Putting a transparent barrier or plexiglass on the reception and customer service counters to ensure social distancing, and allow sharing the documents from the side of the barrier	CR	CR	CM	R
5. Center's Occupancy Ceiling	• Ensure no high risk individuals are present at work (including, elderly above 60 years, persons with disability, pregnant women, people with underlying health conditions) • Customer are encouraged to request services through online platforms • Customers are also encouraged to have advance booking or appointment prior to visiting the service centers	CR	CR	CM	R

Outsourced Government Service Centres

Social Distance Risk

H	M	L

Importance to Economy

H	M	L

Activities included in the sector

- All government outsourced service centers

Activities excluded in the sector

- Government services run by government entities staff

Operating Hours	N/A
Consumer Visiting Hours	N/A
Capacity Level (Staffing)	N/A

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Owner	Company	Employee	Gov
6. Service Center working Hours	• Minimize meetings and ensure 2 meters social distancing maintained • No gatherings permitted	CR	CM	CM	R
7. Communication	• All restrictions must be communicated to employees and visitors • Isolation room to be provided for suspect cases • Educate staff on maintaining personal health & safety, & premise hygiene	CR	CM	CM	R
8. Promote smart payments as preferred method	• Encourage smart payments gateways • Awareness for customers to pay through smart payments (credit cards/ debit cards over cash) • Hands to be sanitized before and after handling credit card machines • Cash payments are still valid and not to be rejected	CM	CM	CM	S