

## Conditions of Use

**Category:** General Aviation

**Airport:** Al Maktoum International Airport / Dubai World Central (DWC)

**Effective Date:** Northern Summer 2024 season

- A. This edition of Conditions of Use replaces the Northern Winter 2023 Conditions of Use and any of its preceding versions.
- B. These Conditions of Use set out (as comprehensively as possible), the terms and conditions that apply to and govern the relation with all Operators that use any facilities at the Airport. An Operator/FBO shall be deemed to have agreed to be legally bound by fully and irrevocably accepted the terms and conditions set out in these Conditions by using or continuing to use any facilities at the Airport.
- C. No clause shall be taken to confer a right for an Operator/FBO to use Airport facilities without Dubai Airports Corporation's permission.
- D. These Conditions are not intended and shall not be taken as waiving or limiting the powers and authority of Dubai Airports Corporation conferred on it by the applicable laws of the Emirate of Dubai and/or the United Arab Emirates.
- E. An Operator/FBO will only be permitted to use or continue to use any facilities at the Airport subject to and conditional upon the strict compliance at all times with the terms and conditions stipulated in these Conditions. Dubai Airports Corporation reserves the right to modify such Conditions in accordance with the regulator where the Operators have breached any of these Conditions.

## TABLE OF CONTENTS

1. DEFINITION OF TERMS .....	3
2. THESE CONDITIONS OF USE .....	5
3. GENERAL COMPLIANCE .....	6
4. CHARGES & PAYMENTS.....	16
5. SCHEDULE OF CHARGES .....	20
6. OTHER GENERAL RESTRICTIONS AND PROCEDURES .....	21
7. CONTACT DETAILS .....	32

## 1. DEFINITION OF TERMS

'ACL' or 'Coordinator' or 'Schedules facilitator' means Airport Coordination Limited;

'ADP' means Airside Driving Permit

'AED' or 'Dirham' is the lawful currency of the UAE;

'AFS' means Airport Fire Service;

'Airline' or 'airline' means an air transport undertaking holding a valid operating license or equivalent at the latest on 31st January for the following summer Season or on 31st August for the following winter Season;

'Airport' or 'DWC' or 'OMDW' or means Al Maktoum International Airport - Dubai World Central;

'Airport Charges' means charges levied in connection with the landing, parking and other services offered at the Airport to the Operator including security charges, aerobridge charges, passenger service charges and passenger safety and security fees;

'Airside' refers to those zones within the Airport that are subject to explicit security control;

'AOCC' means Airport Operations Control Centre

'AVP' means Airside Vehicle Permit;

'Certificate of Airworthiness' reference to a Certificate of Airworthiness shall include any validation thereof and any flight manual or performance schedule related to the aircraft;

'Chapter 2' aircraft type refers to aircraft with noise standards described in Chapter 2 of Annex 16-Volume 1 'Subsonic Jet Aeroplanes - Application for Type Certificate Submitted before 6th October 1977'. Noise evaluation measurement to effective perceived noise level in EPNdB shall be described in Appendix 1 of Annex 16 with maximum noise levels not to exceed those described in Annex 16-Volume 1, Chapter 2, 2.4 'Maximum Noise Levels';

'DA' or 'Dubai Airports' means Dubai Airports Corporation;

'DA S&S' means Dubai Airports Safety & Sustainability Department

'DCAA' means Dubai Civil Aviation Authority;

**'Diverted Flight'** is a flight that has been routed away from its scheduled arrival destination to a new arrival destination due to emergency cases, weather conditions etc.;

**'Environment'** means the natural and man-made environment including all or any of the following elements: air (including air within buildings and other natural or man-made structures above or below the ground), water, land and any ecological systems and living organisms (including man) supported by those elements;

**'FOD'** means Foreign Object Debris;

**'FBO'** or **'Fixed-Based Operator'** is the primary provider of aeronautical services to General Aviation Operators at the Airport;

**'GA'** or **'General Aviation'** refers to all flights other than military and regular public transport operations (scheduled and non-scheduled airline flights). GA flights range from light propeller to large/wide- body flights, including private, ambulance, rescue relief and diplomatic flights;

**'GCAA'** means UAE General Civil Aviation Authority;

**'HSE Laws'** means all applicable laws, statues, decrees, regulations, ministerial decisions and/or by-laws (including any DA's and/or the Airport's health, safety and environmental regulations and policies and all applicable operational rules and/or directives of any relevant authority or department within DA and/or the Airport) of the Emirate of Dubai, other emirates, the United Arab Emirates and/or international laws, judgements, decisions and injunctions of any court or tribunal and legally binding codes of practice and guidance notes to the extent they relate to or apply to the Environment or to the health and safety of any person;

**'Inadmissible Passenger'** refers to a passenger who is refused admission to the United Arab Emirates by the Immigration Authority, and/or a passenger who is refused onward carriage through the UAE due to improper or missing documentation such as, but not limited to, absence, expired or forged: visa, passport, travel or health documents,

**'Landside'** refers to those zones within the Airport that are not subject to explicit security control;

**'MTOW'** or **'Maximum Take-Off Weight'** in relation to an aircraft means the maximum total weight of the aircraft and its contents at which the aircraft may take-off anywhere in the world in the most favourable circumstances in accordance with Certificate of Airworthiness in force for the aircraft;

**'Narrow body aircraft'** shall mean any single aisle plane with seats arranged 2 to 6 abreast, typically 3 to 4 meters

(10 to 13 feet) in diameter and accommodating fewer than 200 passengers such as Airbus A319 and A320, Boeing 717, 727, 737, and 757, McDonnell Douglas DC9, MD 80, and MD 90;

**'Operator'** in relation to an aircraft means the organisation that is responsible for the management of that aircraft. In General Aviation, it refers to a person/agent /company operating an aircraft;

**'Passenger'** or **'PAX'** means any person carried on an aircraft with the exception of the flight crew and cabin staff operating the aircraft flight;

**'Passenger charges'** refers to the charges on passenger services collected by the FBO as listed in the Schedule of Charge

**'Schedule of Charges'** means the schedule as seen in clause Schedule of Charges;

**'SDM'** means Senior Duty Manager - DWC;

**'Season'** refers to scheduling seasons;

**'SMA'** means Senior Duty Manager Airside;

**'Transfer Passenger'** means passenger arriving and departing on a different aircraft, or on the same aircraft bearing different flight numbers;

**'Transit Passenger'** means any passenger who arrives at the Airport in an aircraft and departs from the Airport in the same aircraft, where such aircraft is operating through flight transiting the Airport. It also refers to a passenger in transit through the Airport who must depart in a substituted aircraft;

**'UAE'** means the United Arab Emirates;

**'VAT'** means value added tax payable in accordance with the applicable laws and regulations in force in the United Arab Emirates from time to time; and

**'Wide body aircraft'** shall mean any twin-aisle plane with seat arranged 7 to 10 abreast, typically of 5 to 6 meters (16 to 20 ft.) in diameter and accommodating between 200 and 600 passengers such as Airbus A300, A310, A330, A340, A380 and A350, Boeing 747, 767, 777 and 787.

## 2. THESE CONDITIONS OF USE

- 2.1 The Conditions of Use set out the terms and conditions that apply to and govern the relationship between the FBO/Operator and DA and that apply to and govern the FBO/Operator use of the Airport facilities and services. A copy of these Conditions of Use is provided to the FBO and, in addition, is made available on DA's website.
- 2.2 These Conditions of Use take effect from the Northern Summer 2024 and replace all previous editions of the Conditions of Use.
- 2.3 Effective Northern Winter 2023, the FBO shall provide DA (by email to [airline.relations@dubaairports.ae](mailto:airline.relations@dubaairports.ae)) with a copy of these Conditions of Use signed by the FBO for acceptance. The FBO shall also procure a copy of these Conditions of Use signed by the Operator for acceptance. However, if the FBO does not provide DA with a signed copy of these Conditions of Use, by the FBO/Operator use or continuing use of the Airport facilities and services the FBO/Operator shall be deemed to:
- (a) have agreed to, and be legally bound by, these Conditions of Use;
  - (b) have waived any and all rights to challenge the validity and enforceability of these Conditions of Use on the basis that these Conditions of Use have not been signed by the FBO/Operator.
- 2.4 Nothing in these Conditions of Use shall:
- (a) confer or be deemed to confer to the FBO/Operator the right to use the Airport facilities and services without DA's permission and consent.
  - (b) waive or be deemed to waive (or otherwise limit) any power, right or authority conferred on DA by the applicable legislation.
- 2.5 These Conditions of Use is for General Aviation operations only. For passenger and cargo operations, please refer to the relevant version of the Conditions of Use available on [www.dubaairports.ae](http://www.dubaairports.ae)

### 3. GENERAL COMPLIANCE

#### 3.1 Conditions Of Use

- (a) Operators must comply with instructions, orders or directions published from time to time by DA that may supplement, vary or discharge any of the terms and conditions of use set out herein.

- (b) Full compliance to directives and regulations issued from time to time or set by the UAE General Civil Aviation Authority (GCAA), specific requirements for services issued by the Dubai Civil Aviation Authority (DCAA), other UAE authorities and/or Dubai Airports, including but not limited to the HSE Laws document and the UAE National Civil Aviation Security Programme (NCASP) and their appendices is required. For more information, please contact [Safety.Sustainability@dubaairports.ae](mailto:Safety.Sustainability@dubaairports.ae)
- (c) Dubai Airports in coordination with the local authorities has the right to inspect any aircraft or facilities at the Airport as per the HSE Laws to ensure compliance with the rules and regulations.
- (d) Operators are reminded that in the prevailing ambient conditions, their aircraft must be able to meet the published minimum climb gradients for departure from DWC. Payload must be adjusted accordingly to ensure these requirements are met. Evidence that aircraft does not exceed MTOW shall be provided to the DCAA on request. Load manifest, trim sheet and load plan relating to each specific flight shall be left with the handling agent and will be subject to random checks. The Authority (DCAA) has procedures in place for conducting random checking of aircraft payload by weight, as well as automated climb gradient monitoring to ensure compliance.
- (e) Fixed Based Operators are mandated to offer services solely to General Aviation flights
- (f) Operators are responsible for ensuring that flight plans submitted by their office or agent comply with correct ICAO flight planning principles.
- (g) Aircraft must be able to fly Standard Arrival Routes (STAR) and Standard Instrument Departures (SID) to the required degree of accuracy and be equipped in accordance with rules and regulations governing the airspace in which the aircraft will be flying.
- (h) Chapter 2 (Noise Certification Requirements) aircraft are not allowed to operate to Dubai World Central (DWC).
- (i) Dubai Airports do not provide facilities for defueling at DWC. Aircraft to Aircraft fuel transfer may be approved on a case to case basis, provided that all the necessary documentation including associated procedures and an operator's risk assessment is provided.
- (j) Transit/Transfer Passengers on GA flights arriving to DWC and continuing their journey to another destination by commercial airline or any other GA flights must hold proper documentations to enter the UAE including connecting tickets, visa, etc.

- (k) The GCAA, in coordination with the local authorities, has the right to inspect any aircraft at the Airport as per the UAE Safety Regulations to ensure compliance with the international laws, rules and regulations - Federal Act No. 20 of 1991 Article 4, 46 & 68.
- (l) The use of any facilities at the Airport by any Operator /FBO constitutes acceptance of these Conditions of Use. The Operator/ FBO further agrees that Dubai Airports value and business goodwill will be damaged in the event of breach or threatened breach of these conditions. Dubai Airports will have the right and remedy to have such covenants enforced, in addition to any other relief (including damages) available under the law. Non- exercise or delay in exercising a right or remedy available under these Conditions of Use or applicable law shall not constitute a waiver of such right or remedy. A waiver granted by Dubai Airports in respect of any breach by any Operator / FBO shall not operate or be deemed to operate as a waiver of any subsequent breach.

### 3.2 Supplementary Documents

- (a) DA shall provide available documents or the internet links (see clause “methods of promulgating information”) to the proper sites to assist the Operators in gathering information concerning codes, regulation and ordinances during normal business hours. These documents will include:
  - A. Dubai Airports Corporation Safety & Environment Policy; <https://dubaairports.box.com/v/DA-SafetyandEnvPolicy2021>
  - B. Dubai Airports Contractors Health Safety Guidelines <https://dubaairports.box.com/v/DA-Contractor-HandS-Guide>
  - C. FOD Policy <https://dubaairports.app.box.com/v/DA-FODPolicy>
  - D. Aviation Security Policy
  - E. Aerodrome Manual; <https://dubaairports.box.com/v/OMDW-Aerodrome-Manual>
  - F. Aerodrome Emergency Plan (AEP) <https://dubaairports.box.com/v/OMDW-Aerodrome-Emergency-Plan>
  - G. Aerodrome SMS Manual. <https://dubaairports.box.com/v/OMDW-AerodromeSMSManual>
  - H. Airside Operating Regulations (AOR) <https://dubaairports.box.com/v/Airside-Operating-Regulations>
  - I. Airside Driving Regulations (ADR) <https://dubaairports.box.com/v/DWC-AD-Regulations>
  - J. Dubai Airports Emotional Support Animal Policy;
  - K. Terminal Operations Advisory Notices are distributed by email, please contact [aocc@dubaairports.ae](mailto:aocc@dubaairports.ae) to subscribe.

- L. Airside Temporary Notices <https://dubaairports.box.com/v/OMDW-Airside-Temporary-Notice>. Please contact [safeguarding-aim@dubaairports.ae](mailto:safeguarding-aim@dubaairports.ae) to subscribe to emails.
- M. DA Dangerous Goods H&S Guide <https://dubaairports.box.com/v/DA-DangerousGoods-HandS-Guide>
- N. Airside Safety Alert (ASA). <https://dubaairports.box.com/v/OMDW-Airside-Safety-Alert>  
Please contact [safeguarding-aim@dubaairports.ae](mailto:safeguarding-aim@dubaairports.ae) to subscribe.

- (b) It is obligatory on Operators to ensure all of their personnel are well aware and fully understand the requirements stipulated in the supplementary documents

### 3.3 Governing law and Jurisdiction

These Conditions of Use shall be governed by and construed according to the laws of the Emirates of Dubai and federal laws of the United Arab Emirates. Dubai Airports and the Operator/FBO irrevocably agree to the exclusive jurisdiction of Dubai Courts in respect of any dispute.

### 3.4 Liability

- (a) In any event, neither DA, nor their respective employees or agents shall be liable for the loss, indirect loss and/or expense of profit suffered by an Operator, damage to the aircraft, its parts or accessories or any property contained in the aircraft, occurring while the aircraft is at the Airport or is in the course of landing or taking-off at the Airport, arising or resulting directly or indirectly from any act, omission, neglect or default on the part of DA or their employees or agents unless done with the intent to cause damage, reckless and inexcusable negligence and with knowledge that damage would probably result.
- (b) The burden of proof to prove the intent to cause damage, recklessness and inexcusable negligence is on the claimant/Operator/FBO

### 3.5 Insurance

Operators/airlines must ensure sufficient passenger, baggage, cargo, property, employee and third party liability insurance coverage for them and their sub-contractors and provide proof of such as required by DA to [airline.relations@dubaairports.ae](mailto:airline.relations@dubaairports.ae) prior to commencing any works at Dubai Airports (DXB/DWC) airside infrastructure.

### 3.6 Disabled and Abandoned Aircraft

- (a) The FBO/Operator acknowledges, agrees and undertakes to ensure that any owner, lessee, Operator or other person having the control, or the right of control of any disabled and/or Abandoned aircraft at the Airport shall be jointly and severally responsible for the prompt removal and disposal thereof, and any and all parts thereof, subject, however, to any requirements or direction by the GCAA that such removal or disposal be delayed pending an investigation of an accident. The FBO/Operator shall further ensure that any owner, lessee, Operator or any other legal person having control, or the right of control, of any aircraft does, agree and consent, notwithstanding any provision in any agreement, lease, permit or other instrument to the contrary, that the Chief Executive Officer of Dubai Airports or his designee may take any and all necessary action to effect the prompt removal or disposal of disabled and/or Abandoned aircraft that obstructs any part of the Airport ; that any costs incurred by or on behalf of the Airport for any such removal or disposal of any aircraft shall be paid to DA; that any claim for compensation against DA and any of their officers, agents or employees, for any and all loss or damage sustained to any such disabled and/or Abandoned aircraft, or any part thereof, by reason of any such removal or disposal is waived, and that the owner, lessee, Operator or any other legal person having control, or the right of control, of said aircraft shall indemnify, hold harmless and defend DA and all their employees and agents, against any and all liability for injury to or the death of any person or for any damage to any property arising out of such removal or disposal of said aircraft. All the FBOs and/or the Operators are required to forward their Aircraft Recovery Plans and copies of their Aircraft Recovery Manuals/ Documents to [emergency.planning@dubaiairports.ae](mailto:emergency.planning@dubaiairports.ae)
- (b) The FBO/Operator further acknowledges, agrees and undertakes to cause any owner, lessor, or any other party having an interest in the aircraft it operates, to agree to be bound by, and be jointly and severally liable for the obligations under this Clause 3.6.

### 3.7 Emergency Planning and Response

- (a) To ensure an effective emergency response and management at Dubai Airports, Operators are required to coordinate with the DA Emergency Planning Department, including at minimum:
- Nomination of representative/s with the responsibility and authority for emergency planning and response to the DA Emergency Planning Department;
  - Nomination of a responsible person to represent the Operator in the Emergency Operations Center in the event of an emergency involving that airline. Should the Operator not have a representative present to fulfil this function, Operators are required to contract this service through a Handling Agent (Dnata/FBO) and notify DA of that arrangement;

- Establish which actions are provided in the Operator’s Emergency Plan for action by the Operator only;
  - Establish which actions are provided by the contracted Handling Agent and notify the DA Emergency Planning Dept;
  - Establish and share timeline on actions to be taken; and
  - Establish a Family Assistance Plan as per requirements stipulated under GCAA CAR-Family Assistance Planning”.
- (b) Should the Operator fail to comply with the above requirements and/or coordination does not meet DA’s standards in the unfortunate event of an incident, DA will procure (or cause to be procured) the required urgent/imminent emergency response. DA shall take necessary actions, which shall include but may also not be limited to; instructing a “Handling Agent” to assist passengers, crew and family members in accordance with DA’s AEP. The Operator shall bear all costs incurred by DA in this process and shall settle such costs upon DA’s instruction (invoice) without delay.

### 3.8 Right of Dubai Airports to Control the Airfield

The Chairman of DA, or his designee shall have the right at any time to close the Airport in its entirety or any portion thereof to air traffic, to delay or restrict any flight or other aircraft operation, to refuse takeoff permission to aircraft, and to deny the use of the Airport or any portion thereof to any specified class of aircraft or to any individual or group, when any such action is considered necessary and desirable to avoid endangering persons or property and to be consistent with the safe and proper operation of the Airport. In the event the Chairman, or his designee determines the condition of the Airport or any part thereof to be unsafe for landings or take-offs, a Notice to Airmen (NOTAM) shall be issued, or cause to be issued, closing any affected area, or the entire Airport. Dubai Airports does not accept any liability for any damages, losses, costs, and/or expenses whatsoever suffered or incurred pursuant to such actions.

### 3.9 Parking Responsibility

- (a) When instructed by the Chief Executive Officer or his designee, the Operator/FBO of any aircraft parked or stored at the Airport shall move said aircraft from the place where it is parked or stored. If the Operator refuses to comply with such directions, the Chief Executive Officer may order such aircraft moved at the expense of the owner or Operator, and without liability whatsoever for any damage(s), which may result in the course of such moving.

- (b) In accepting the handling of an Operator's asset/aircraft, the FBO acknowledges and accepts full liability for the asset/aircraft throughout its stay on the Airport premises, and beyond and in case of outstanding charges, including but not limited to the settlement of all applicable Airport Charges.

### 3.10 Restricted Aircraft Operations

- (a) The GCAA / DCAA/ DA, or designee, may restrict the allowable types of aircraft operations during noise sensitive hours, or for other operational considerations, with prior notification.
- (b) No person shall park or store on property any non-airworthy aircraft for a period in excess of ninety (90) days without written permission of the DA/DCAA / GCAA, or designee. This provision does not apply to aircraft under construction in fully enclosed and leased premises, or aircraft under repair by a Dubai Airports authorised maintenance provider.

### 3.11 Prohibited Aircraft Operations

- (a) The GCAA/ DCAA /DA or designee may prohibit or restrict any type of operation deemed detrimental to the safe, efficient and proper operation of an Airport, including, but not limited to, parachute jumping/sky diving, ultra-light aircraft and tow banner pick-up or drop-off on Airport property which are prohibited unless expressly allowed by GCAA/ DCAA/DA or designee.

### 3.12 Operational Requirements

#### Landing Permission & Traffic Rights

- (a) Application for landing permission and traffic rights to operate to Dubai should be directed along with the proposed schedule to the DCAA at:  
 Executive Director  
 Air Transport & International Affairs Sector  
 Dubai Civil Aviation Authority  
 Dubai International Airport  
 P.O. Box 49888  
 Dubai, UAE  
 Tel: +971 (0)4 777 0440  
 Mobile: +971 (0)56 6869128  
 Fax: +971 (0)4 2244502  
 Email: [air.transport@dcaa.gov.ae](mailto:air.transport@dcaa.gov.ae)

Website: [www.dcaa.gov.ae](http://www.dcaa.gov.ae)

- (b) Upon granting of traffic rights, an Operator/FBO should then apply for slots directly with the Schedules facilitator (ACL) appointed by Dubai Airports.
- (c) The DCAA levies fees on the issuance of some landing permits according to the type of operation. For further information please contact +971 (0)4 777 0440, +971(0)56 68 69128 or [air.transport@dcaa.gov.ae](mailto:air.transport@dcaa.gov.ae)

### 3.13 Schedule Facilitation

- (a) No Operator shall operate to or from without first obtaining schedule clearance from the Schedules facilitator (ACL) appointed by Dubai Airports (ACL) and subject to prior permission from the DCAA. Operators are required to operate to the time, aircraft and seats allocated.
- (b) The Schedules facilitator on behalf of Dubai Airports will manage submitted scheduled within the identified capacity levels of the Airport facilities. In periods where submitted schedules result in over-capacity of the Airport facilities, Operators/FBOs are expected to work constructively with the appointed schedule coordinator ACL to reduce demand in those periods to levels below capacity limit through the accommodation of their schedule in less busy periods.
- (c) Requests for new slots, revisions and /or cancellations at Dubai World Central are to be processed by the Operators' appointed FBO, sent in IATA SSIM Chapter 6 format or via the Online Coordination System (OCS). 'OCS may be unavailable periodically due to maintenance of the system.
- (d) Slots at Dubai World Central remain subject to confirmed ground handling services and subject to prior permission from the DCAA.
- (e) Requests for movements before the time of operations are to be processed via ACL, Monday through to Friday, requests must be sent in IATA Chapter 6 format to:  
Email: [slots@acl-international.com](mailto:slots@acl-international.com)  
Tel: +44 (0) 208 564 0626 or +971 58 546 4873
- (f) For movements within 24 hours of operations or out of ACL's office hours, requests should be directed to the DWC Airport Operations Control Centre (AOCC) at:  
Email: [aocc@dubaairports.ae](mailto:aocc@dubaairports.ae)

Tel: +971 (0) 4 504 5001

- (g) Operators using code F aircraft should apply for schedule clearance at a minimum 72 hours prior to arrival.

3.14 Further details on the schedule facilitation process for General Aviation movements can be obtained from ACL on [current\\_season@acl-uk.org](mailto:current_season@acl-uk.org) (current season queries) and [future\\_season@acl-uk.org](mailto:future_season@acl-uk.org) (future season queries).Data submission

- (a) Queries regarding data delivery should be sent to the DWC Airport Operations Control Centre (AOCC) at [DWC.ControlCentre@dubaairports.ae](mailto:DWC.ControlCentre@dubaairports.ae) or refer to the contact details paragraph.
- (b) For the purpose of data submission, an aircraft movement is considered as any movement occurring Airside, including but not limited to movements to/from hangars and stands/aprons.

### 3.15 Reference data

- (a) The Operators shall, or shall ensure that its appointed handler/FBO, furnish on demand, in such form as the Airport may from time to time to determine:
  - Fleet details including aircraft type and registration, number of seats, MTOW (in kilograms) of each aircraft owned or operated by the Operator and engine specifications.
  - New and amended ownership or registration details to be advised before 20th of the month preceding first usage.
  - Scheduled time of operation in (UTC) of all flights from point of origin to DWC with flight durations.
  - Flight plan call signs matching the flight number.

### 3.16 Payload data

- (a) The Operators shall, or shall ensure that its appointed handler/FBO, furnish on demand, in such form as the Airport may from time to time to determine:
  - Information related to the movement of its aircraft or aircraft handled by the agent at the airport within 24 hours of each of those movements. This will include information about the total number of passengers originating, terminating, transiting or transferring (male, female, children, infant, crew, split by travel class), baggage and the total weight of cargo and mail (expressed in kilograms) embarked and disembarked at the airport.

- Details of the Maximum Take-Off Weight in respect of each aircraft owned or operated by the Operator.
  - The name and postal address, phone and fax numbers, IATA/ICAO prefix and SITA address of the Operator who is to be invoiced.
- (b) The Operator should submit the Passenger Name List (PNL) to the appointed handler/FBO 24 hours prior to the flight departure in agreed format to: SITA: HDQKMEK

### 3.17 Operational data

- (a) The Operators shall provide, or ensure that the appointed handler/FBO provides Dubai Airports with accurate operational data as listed hereafter, in a timely manner, conforming to IATA messaging and communication standards and preferably by automatic electronic means:
- Aircraft type and registration;
  - Appointed FBO;
  - Planned schedule (including flight number, aircraft type, number of seats, route and scheduled time of operation);
  - Actual schedule (including flight number, aircraft type, number of seats, route and actual time of operation);
  - Estimated times of operation;
  - Actual times on and off stand (including stand departure delays greater than 15 minutes);
  - Turnaround linked flight numbers and registrations (including changes);
  - Arrival and Departure Passenger Transfer Manifest, including crew (PTM);
  - Operator's name and address;
  - Reason for operation;
  - Arrival and Departure load distribution messages (LDM);
  - Movement Messages (MVT);
  - Delay notice, aircraft change, flight cancellation notification, route change (prior to the scheduled and approved operation); and
  - Emergencies, security threats, technical flights etc.

### 3.18 Emergency Services

For all types of emergencies including medical emergencies, the Operator or the FBO should contact the emergency services cell in Airport Operations Control Centre (AOCC) +971(0) 4 5045000. Failure to report emergency case to the mentioned area will cause delaying the action and response time and Dubai Airports will not be liable for any damages, losses, costs and/or expenses whatsoever suffered or incurred pursuant to the failure/delay to report.

### 3.19 Ground Handling

Execujet, DC Aviation-AI Futtaim, Jet Aviation, Falcon Aviation Services and Jetex flight support are fixed base Operators (FBOs) who provides ground handling services for General Aviation aircraft at Dubai World Central. Refer to the contact details paragraph.

### 3.20 Flight Catering

As per DA safety and security standards, Operators are not permitted to purchase onboard catering from food outlets in the terminal, concourses or third-party suppliers. Any in-flight catering and support requirements must be addressed to Emirates Flight Catering:

Chief Operating Officer Tel: +971 (0)42086790 Email: <a href="mailto:coosec1@ekfc.ae">coosec1@ekfc.ae</a>	Senior Manager – Commercial and Services Tel: +971(0) 42086792 / 6748 Email: <a href="mailto:csm@ekfc.ae">csm@ekfc.ae</a> / <a href="mailto:csmsecc@ekfc.ae">csmsecc@ekfc.ae</a>	Operations 24/7 Tel: +971 (0)4 208 6858 / 6726 Mobile: +971 (0)56 994 8112 Email: <a href="mailto:viporders@ekfc.ae">viporders@ekfc.ae</a> SITA: DXBKCXH
---	--	--

## 4. CHARGES & PAYMENTS

For queries, contact DA Finance Department on [central.cashoffice@dubaairports.ae](mailto:central.cashoffice@dubaairports.ae), [billing@dubaairports.ae](mailto:billing@dubaairports.ae) or refer to the contact details paragraph.

### 4.1 Payment

- (a) All payments are arranged and made by the appointed handling agent/ FBO to the Airport.
- (b) Credit on settlement of Airport Charges is granted only to Operators/FBOs that successfully meet DA's credit terms and conditions. DA must secure its accounts receivable by obtaining either a Cash

Deposit or Bank Guarantee valid for one year with an automatic renewal statement from a designated bank operating in the UAE before the Operator is entitled to use DA's credit facilities.

- (c) The Operator/FBO should specify the services they require access to on a credit basis. The required collateral will be determined by DA. Total estimated three months' charges will be monitored, re-calculated and re-evaluated at the end of each quarter, thus some Operators might need to provide additional collateral if their total estimated three months' charges have been apparently increased and exceeded the approved collateral amount.
- (d) The credit customer shall pay in full all due invoices within (30) days from the date of the invoice.
- (e) DA has the full right to stop credit facilities and seek the collateral's encashment if one or more of the following cases occurred:
  - (i) The total outstanding or overdue amount is not settled by the customer within the specified credit period;
  - (ii) The total outstanding amount exceeded the collateral amount and the customer intentionally or unintentionally did not settle the difference;
  - (iii) The total expected three months' charges exceeded the collateral amount and the customer intentionally or unintentionally did not increase his collateral amount within a specific period set out by Finance Unit;
  - (iv) Customer intentionally or unintentionally did not respond to Finance Unit's notification of renewal of pertinent collateral before one month of the collateral's expiration date;
- (f) All invoices should be paid in full without any deduction and DA will not bear any charges on account of bank transfer, exchange difference, etc. It is the Operator's responsibility to provide full remittance details of the payments made to us. All remittances should be emailed to: [billing@dubaiairport.ae](mailto:billing@dubaiairport.ae). If no payment allocation is provided within 30 days of payment, the payment will be allocated to the oldest open invoice on the account.
- (g) If they are expanding their operations at Dubai World Central, Credit customers are requested to upgrade their collateral following the standard procedures set by DA Finance.
- (h) Failure to action a request for upgrade of such collateral 14 days after notification from DA Finance will result in the encashment of collateral and the loss of credit privilege. The customer will consequently be requested to follow the cash process to settle Airport Charges for future operations.

- (i) The Operator/FBO can request to withdraw its submitted collateral if it decides to stop using credit facilities. In this instance, collateral would be handed over by the DAs' Finance Unit after two months from the requested date, in order to prepare all pending invoices and settle pending accounts of the customer.

#### 4.2 Policing

- (a) Where a flight destination or carrier is identified as being at significant or high risk, the Operator shall pay a charge as notified by the Chief Executive Officer of Dubai Airports equating to the cost of any policing cost additional to the services normally provided at the Airport for carriers or destinations at lower levels of risk.

#### 4.3 Penalties collection

All penalties and fines related to the operation would be first adjusted against the FBO's next billing cycle (against the outstanding).

#### 4.4 Late payment policy

- (a) Any payment due to DA (including but not limited to landing, parking, security or fines) that is not paid by , cheque, c or bank transfer in cleared funds by the due date shall carry interest at the rate of 3% above EIBOR per annum, or 8% per annum (whichever is highest) to be charged on a daily basis from the day that any amount becomes due until it represents cleared funds into the DA bank account.
- (b) DA will invoice the Operator/its appointed handling agent/FBO for such interest and the right to charge interest shall not affect any other right that DA may have. The waiver of these charges will be at the discretion of the Chief Executive Officer of DA under exceptional circumstances.

#### 4.5 Charges Disputes

- (a) Disputes in general are only entertained if accurate information was provided within the defined timeframe below and in the appropriate standard format template.
- (b) Disputes must be raised within 30 days from the receipt of the invoice, along with the invoice copy and all relevant supporting documents (such as towing movement messages). Disputes submitted beyond this timeframe will not be entertained.

- (c) For queries regarding disputes please [billing@dubaairports.ae](mailto:billing@dubaairports.ae)
- (d) Data Delivery or invoice/dispute requests which are addressed to the wrong department are excluded from the possibility of a later claim.
- (e) The Operator shall not, without the express written consent of DA, be entitled in respect of any claim against DA or otherwise to make any set off or deduction from the charges. The Operator must pay all charges in full while pending resolution of any such claims.

#### 4.6 Exemptions

- (a) Royal, diplomatic, and state aircraft are exempted from landing and parking charges. However, the Operator remains responsible to provide the Airport Operations Control Centre (AOCC) with all relevant documents including a copy of the diplomatic clearance in advance to [aocc@dubaairports.ae](mailto:aocc@dubaairports.ae) & [billing@dubaairports.ae](mailto:billing@dubaairports.ae)
- (b) Diverted Flights are not exempted from Airport Charges. All relevant and applicable Airport Charges as set out in the Schedule of Charges are payable by the Operator/FBO.

#### 4.7 Airport Charges definition

- (a) Charges on Landing
  - (i) The relevant charges for landing and the subsequent take-off of aircraft shall be paid as set out in the Schedule of Charges.
  - (ii) The charges will be based on MTOW certificate of the aircraft submitted by the Operator/FBO, rounded off to the nearest metric tonne. Therefore, Operators should submit their MTOW certificate(s) from the aircraft manufacturer or from the Civil Aviation Authority of the carriers' host country, failing which, the billing will be calculated on highest MTOW for each aircraft type
  - (iii) When the Operator/FBO fails to provide the above details, the highest level of MTOW for their respective aircraft categories/family) will be considered for landing charges and no dispute will be entertained.

#### 4.8 Charges on Parking

- (a) The relevant charges for aircraft parking shall be paid as set out in the Schedule of Charges.

- (b) Parking charges will be based on the total number of hours, or part thereof, that an aircraft has been parked on areas designated as Airport Parking areas.
- (c) Parking charges are calculated by aircraft category, either narrow body or wide body.
- (d) These charges will apply On-block time to Off-block time when the aircraft is secured on the ground.

#### 4.9 Security Charge

- (a) Security Screening Charge is levied on all General Aviation flights departing from DWC and other flights requiring extra security at the gate.

### 5. SCHEDULE OF CHARGES

#### 5.1 Value Added Tax

- (a) All charges specified in this Conditions of Use are exclusive of VAT. The Operators, FBOs, Airlines and other users of the Airport shall pay the VAT where required in accordance with the applicable laws and regulations in force in the United Arab Emirates from time to time.

#### 5.2 Aircraft Landing Charges

- (a) The charges will be collected by the appointed handling agent/FBO.

Landing charges	
Up to 4.5 tonnes	AED 12.10 per tonne
4.5 – 45 tonnes	AED 14.08 per tonne
Over 45 tonnes	AED 15.34 per tonne

#### 5.3 Aircraft Parking charges

- (a) The charges will be collected by the appointed FBO.
- (b) Unless parked at a dedicated leased stand area, in which case charges for parking must be obtained from the relevant FBO, the charges for parking GA aircraft at DWC are based on the number of hours on ground occupying a parking bay as follows:

Narrow body aircraft (including rotary wing aircraft)	
0-6 Hours	Free parking period

6- 24 Hours	AED 20 per hour
24- 48 Hours	AED 30 per hour
48- 72 Hours	AED 40 per hour
72- 96 Hours	AED 50 per hour
Beyond 96 Hours	AED 60 per hour
<b>Wide body aircraft</b>	
0-6 Hours	Free parking period
First 3 hours after end of free period	AED 300 per hour
Each additional hour	AED 550 per hour

#### 5.4 Other Charges

- (a) The charges will be collected by the appointed handling agent/FBO.

<b>Security Charge</b>	AED300
- Per service for flights requiring extra security	AED300
- Screening per departing flight	
<b>Fire Coverage Charge (per service)</b>	AED200

## 6. OTHER GENERAL RESTRICTIONS AND PROCEDURES

### Inadmissible Passenger Policy

#### 6.1 Definition

An Inadmissible Passenger means a passenger who is refused admission to the UAE by the Immigration Authority, and/or a passenger who is refused onward carriage through the UAE due to improper documentation such as, but not limited to, absence, expired or forged: visa, passport, travel or health documents.

#### 6.2 Purpose

This policy outlines the procedures and steps that must be adhered to when handling an Inadmissible Passenger arriving to or transiting through the United Arab Emirates and Dubai World Central.

#### 6.3 Procedures

- (a) It is the responsibility of the appointed FBO to make sure that passengers travelling to the UAE Emirates have the proper documentation. In the event of an Inadmissible Passenger arriving or transferring at Dubai World Central, it is the sole responsibility of the FBO to arrange and cover the cost of a return ticket/flight to return the passenger to their country of origin.
- (b) After receiving the Inadmissible Passenger Form from the Immigration Authorities, the FBO must ensure the removal of the passenger from the country on the next available flight (private or commercial) to the Airport of origin or to any place where he/she is admissible 'within 24 hours'.
- (c) During the waiting time, the assigned FBO shall take full responsibility for the passenger's welfare in the terminal and provide all necessary amenities. If the period of passenger awaiting is beyond 3 hours, the operator shall provide the passengers with meals and refreshments free of charge, and in a reasonable relation to their waiting time. If the period of passenger awaiting is beyond 8 hours or necessitating an overnight stay, the operator shall provide hotel accommodation to passengers within airside facilities.
- (d) The FBO shall provide the final date of departure of the Inadmissible Passenger(s) to DA.
- (e) A passenger inadmissible at the destination country that originated from Dubai, must only be sent back to the 'origin' Dubai if he/she is admissible into Dubai, otherwise the passenger must be sent to any place where he/she is admissible

#### 6.4 Fines

- (a) DA shall impose a fine of AED 5,000 per Inadmissible Passenger regardless of age or gender to the FBO in question.
- (b) DA will also impose an additional fine of AED 1,000 per passenger for every 24 hours calculated from actual time of arrival (ATA).
- (c) DA concedes that the FBO may seek compensation from the responsible GA Operator for any associated cost and/or fines imposed on the FBO resulting from the GA Operators' failure to comply with the Inadmissible Passenger Policy.

#### 6.5 Billing and Collection Procedures

- (a) Finance unit raises invoice(s) and collects penalties upon receiving the final date of departure from the FBO and the Deportee Advice Form from Immigration along with the following documents:
  - (i) Passenger passport copy & visa copy;
  - (ii) Ticket copy endorsed by airlines;
  - (iii) Airline name and flight number/date of operation.
- (b) The above-mentioned documents are to be submitted within 24 hours of operation.
- (c) For more details on Inadmissible Passengers operations and billing procedures, contact the Aviation Business Management team.

## 6.6 Airport Security Pass

- (a) Regardless of its category (temporary, permanent, vehicle, special, equipment, escorted, car, controlled area, driving permit etc.), the issuing of (an) airport security pass(es) to individuals and/or equipment is a process solely governed by DA in collaboration with the relevant authorities including Dubai Police.
    - (i) For Airside access, relevant to Airport familiarisation, Airline Business Development activities or inaugural flights only: please contact Airline Business Management on [airline.relations@dubaiairports.ae](mailto:airline.relations@dubaiairports.ae);
    - (ii) For Airside access for government or civil aviation delegations, community groups and suppliers only, please contact the office of the Deputy CEO of Dubai Airports. (Please refer to contact list for details);
    - (iii) For any other request please contact the relevant pass office directly and/or refer to the Airport security pass issuance terms and conditions available with DA Safety & Sustainability.
- 6.7 DA or its designee retains the right to withhold the issuing of (a) pass(es) in the event the documentation required is incomplete, not submitted in a timely manner, a pass is already issued to another general sales agent (GSA) representing the same airline, or for any other reason deemed relevant and that may or may not be disclosed to the requestor.
- 6.8 DA or its designee retains the right to withdraw full or partial Airside access(es) without needing to provide any notice when any such action is considered necessary.
- 6.9 In the event a pass is withdrawn, cancelled, expired, or is no longer required due, for example, to the temporary suspension or permanent halt of operations of an airline: it is the sole responsibility of the

pass-holder, his/her sponsor and/or the airline the pass-holder represents to return the pass to the pass office within 2 working days.

#### 6.10 Landside Operations

All ground transportation vehicle operations upon an Airport's premises, including its terminal buildings, roadways, parking facilities, curb frontages and any other Landside ground transportation facilities, are governed the Airport local regulations and the Terminal Operations. The SDM or designee, shall have the right to designate areas for all ground transportation and parking activities at Airport to provide an efficient, safe and orderly parking and ground transportation system for the traveling public, and ensure the efficient use of limited capacity respective to an Airport's facilities. The SDM has the authority to institute revenue collection or traffic monitoring systems, or other systems, and can require all commercial vehicles to take all necessary actions to comply with such programme(s) at the Airport. All ground transportation activities and associated Operators will be required to comply with this programme when implemented.

#### 6.11 Airside Operations

- (a) Transit/Transfer Passengers on GA flights arriving to DWC and continuing their journey to another destination by commercial airline or any other GA flights must hold proper documentations to enter the UAE, including connecting tickets, visa, etc. The Operator/FBO shall coordinate all Transit Passengers with the SDM prior to the transfer/transit process. The SDM, in coordination with the Airport Duty Manager retains the right to audit documents and transit processes by inspecting the FBO at any time to ensure compliance (crew and baggage).
- (b) Access to the Passenger Terminal Building by passengers/crew for shopping purposes shall be coordinated and allowed through the SDM. (Refer to FBO PAX/Crew DDF Shopping Procedure DA-DWC-FBO-001-2016).
- (c) The following GCAA Regulation and guidance material is applicable to GA operations and is available at [www.gcaa.gov.ae](http://www.gcaa.gov.ae):
  - (i) Civil Aviation Regulation (CAR) ADR Part IX (Aerodromes).
  - (ii) Civil Aviation Regulation CAR SMS
  - (iii) Acceptable Means of Compliance (AMC) – various.
  - (iv) Aeronautical Information Publication (AIP).

- (d) The following DA standards and recommended practices material is available through the link for Aerodrome Documentation circulated via email by the Aerodrome Safeguarding & AIM (safeguarding-aim@dubaiairports.ae)
- (i) Aerodrome Manual
  - (ii) Aerodrome SMS Manual
  - (iii) Airport Emergency Plan (AEP)
  - (iv) Airside Driving Regulations (ADR)
  - (v) Airside Operating Regulations(AOR)
  - (vi) Airside Communications (ATN, ASA, etc.)
  - (vii) DA-HSE Regulations.
- (e) The Operator/FBO is responsible for passenger control between the terminals and remote parking bays and vice-versa and are liable to ensure the secure process of passenger transfers between an aircraft parked on a remote bay and the terminal buildings.

#### 6.12 Aerodrome Safety

- (a) To ensure the highest level of operational safety and a continuous improvement of safety performance at Dubai Airports, Operators (and their contracted service providers) shall maintain and operate an Safety Management System (SMS) that meets pertinent regulatory requirements and/or industry best practices. Operators shall also ensure collaboration with and adherence to Dubai Airports' SMS policies. Dubai Airports requires Airside stakeholders to:
- (i) Participate in and adhere to DA's SMS, as detailed in Part 6 of the DWC Aerodrome Manual and;
  - (ii) Follow the DA Aviation Safety policy from Part 2 of the SMS Manual available on DA public notification cloud site (see clause "Methods of Promulgating Information) and;
- (b) Ensure that incidents and accidents Airside are reported to the Senior Duty Manager Airside (SMA) on 056 788 2374 or Airside Operations Base Ops -04 813 3551/
- (i) Nominate a focal point for Airside safety concerns to the Senior Manager Aerodrome SMS DWC – this delegate is required to actively participate in safety forums, and coordinate their organization's participation in safety campaigns;
  - (ii) Proactively identify hazards, assess risks and implement controls to lower risks to As Low As Reasonably Practicable (ALARP) within their operation;

- (iii) Perform internal investigations of all serious incidents and accidents pertaining to the stakeholder's organisation and providing feedback to OMDW Aerodrome Safety.
  - (iv) Employ trained, qualified and competent staff, and provide evidence of same to DA upon request;
- (c) Receive and disseminate as appropriate, all DA safety and operational instructions (see clause "Methods of Promulgating Information");
- (i) Dubai Airports reserves the unconditional right to conduct Aerodrome Safety and Quality Assurance audits of stakeholders in accordance with the implemented SMS. The primary purpose of these audits is to ensure that safety, compliance and conformance standards are present, suitable, operational and effective. The audit process shall follow a structured process and as such stakeholders are required to make relevant evidence available upon request;
  - (ii) If an organisation chooses to operate outside the requirements provided within the Aerodrome SMS manual, evidence of their aviation safety management processes shall be submitted to the DXB Aerodrome Safety section for review and oversight.
- (d) All organisations are required to participate unreservedly in any/all safety investigations, safety and quality audits conducted by Dubai Airports.

### 6.13 Methods of Promulgating Information

- (a) Aerodrome Operational and Technical guidance is promulgated via the following:
- Aerodrome Manual. Available via <https://dubaairports.app.box.com/v/OMDW-Aerodrome-Manual>
  - SMS Manual via <https://dubaairports.box.com/v/OMDW-AerodromeSMSManual>
  - Aerodrome Emergency Plan (AEP). Available via <https://dubaairports.app.box.com/v/OMDW-Aerodrome-Emergency-Plan>
  - Airside Operating Regulations (AOR). Available via <https://dubaairports.box.com/v/Airside-Operating-Regulations>
  - Airside Driving Regulations (ADR). Available via <https://dubaairports.app.box.com/v/OMDW-AD-Regulation>

- Aeronautical Information Publication (AIP), including supplements. Available via UAE GCAA.;
  - Airside Temporary Notice (ATN) Published via email and is available through the link for Aerodrome Documentation circulated via email by the Aerodrome Safeguarding & AIM, to advise aerodrome users of temporary, urgent and/or immediate changes to the airfield (infrastructure, operation, etc.);
- (b) Airside Safety Alert (ASA): Published via email and site is available through the link for Aerodrome Documentation circulated via email by the Aerodrome Safeguarding & AIM to advise aerodrome users of urgent and/or serious safety issues related to the Airport;  
<https://dubaiairports.box.com/v/OMDW-Airside-Safety-Alert>
- Critical aerodrome quality information is conveyed through Aerodrome Quality Notices (AQN);
  - Emergency Planning Information Circular (EPIC);  
<https://dubaiairports.app.box.com/v/OMDW-Aerodrome-Emergency-Plan>
  - Terminal Operations Advisory Notices (TOAN): published via email to advise terminal users of temporary, urgent and / or immediate changes to the Terminal Service Delivery (infrastructure, operation, etc.)
  - Airside Safety Videos <https://dubaiairports.box.com/v/AirsideSafetyVideos>
- (c) Parties wishing to register for Airside communications must email their request, along with nominated name/title and email address to [safeguarding-aim@dubaiairports.ae](mailto:safeguarding-aim@dubaiairports.ae)

#### 6.14 Limousines and Non-Emergency Ambulance Operations

Operators of these vehicles must check-in at the Customer Service counter, General Aviation Terminal. They will then be directed to a designated parking area.

#### 6.15 No Parking Curbs

These areas are designated as a No Parking/Stopping and Fire Lane. Authorised users are emergency vehicles only.

#### 6.16 Aircraft Maintenance Providers

- (a) An aircraft on the Airport may be serviced or repaired by an authorised airframe and power plant mechanic or avionics technician, with or without inspection authorisation, who meets certain standards described by GCAA. To meet those standards a mechanic shall:
- (i) Have in their possession a current and appropriate regulatory approvals;
  - (ii) Agree to hold DA and its staff harmless from any injury;
  - (iii) Secure an annual permit and possess any applicable business license;
  - (iv) Meet any applicable liability insurance requirements.

#### 6.17 Fuel, Hydraulic and Dangerous Goods Spillage

Any Operator using the Airport, irrevocably agrees and consents, notwithstanding any provision in any agreement, lease, permit or other instrument to the contrary, that the Chief Executive Officer of DA (the “CEO”) or his designee may take any/all necessary action(s) to effect the prompt clean-up of an aircraft, and/or vehicle, fuel and hydraulic/dangerous goods spillage and the disposal of contaminated materials required for the clean-up; any Operator using the Airport, further irrevocably agrees, consents and undertakes to pay to DA, any and all costs incurred by or on behalf of the Airport for any such cleaning and disposal of contaminants on “Polluter Pays Principle”.

#### 6.18 Foreign Object Debris (FOD)

DA operates according to a 'zero tolerance' FOD policy and requires all Operator/FBO and visitors to abide by the principles of Zero-FOD in all operations at the Airport, and the provisions of operational notifications, as promulgated via ATN/ASA

#### 6.19 Airside Driving

Airside driving standards are governed by the provisions of the Airside Driving Permit (ADP) system stipulated by the Airside Driving Regulations (ADR) of DA. Possession of a valid ADP/AVP is mandatory for all Airside vehicle/GSE operations. More information, including the application and training process, is available at: <https://dubaiairports.app.box.com/v/OMDW-AD-Regulation>

#### 6.20 Safety & Health

- (a) It is the mission of DA to provide a safe and healthy work environment and to ensure the safety and health of our customers. Operator/FBOs and contractors who conduct business at DA facilities are encouraged to use a proactive approach in ensuring that all employees and customers have an environment that is free from recognised safety and health hazards that could cause accidents and

injuries. All Operator/FBO and contractors who conduct business at GA facilities have a duty and the obligation to comply with all applicable safety and health standards and with all rules, regulations and orders that apply to their employees' actions and conduct on the job. The Operator/FBO and contractors should follow safety and health standards that have been set forth by DA S&S

- (b) In the event of an emergency, Operators are required to comply with the DWC evacuation process available from [DWCTerminalandCargoOPS@dubaiairports.ae](mailto:DWCTerminalandCargoOPS@dubaiairports.ae). For FBOs requiring Dubai Airports involvement in their evacuation processes; please contact the Safety & Sustainability team (See DA S&S in annexed contact list).

#### 6.21 Environment & Sustainability:

Dubai Airports is committed to the local Government's environmental and sustainability targets, which are mainly measured through four main indicators including but not limited to: a) Percentage of treated waste (or averted from land fill); b) Air quality; c) Percentage of clean energy to the total; and d) Water scarcity. Dubai Airports is committed to taking climate change adaptation measures to prevent harm, and to ensure a sustainable airport business environment is achieved. Operators are requested to coordinate with Dubai Airports Environment Department on ([environment@dubaiairports.ae](mailto:environment@dubaiairports.ae)) for all environmental and or sustainability queries, to ensure alignment of plans and efforts and or prevention of accidental risk transfers or other potential harmful impacts.

#### 6.22 Smoking

Smoking is not permitted inside Dubai World Central Terminal, Airside, and Aerodrome facilities except in areas that have been designated and approved as smoking areas. This includes the use of cigarettes, e-cigarettes, and vaping devices.

#### 6.23 Fire Protection

- (a) All Operators/FBO, contractors, and persons occupying space at DXB/DWC shall ensure that trained Fire Wardens are in place, Maintenance of their Fire Prevention systems are completed and recorded, Emergency Evacuation Plan is provided, and Evacuation Diagrams aligned to UAE Fire Code are displayed in prominent locations, as per the Dubai Airports AFS adopted Codes & Standards. All Operators/FBO, contractors, and persons occupying space at DXB/DWC shall

ensure that fire emergency evocation drill exercise is conducted at least once in a year to verify the efficiency of the Emergency Evacuation Plan.

- (b) All activities which involve, or have the potential to involve, flame or sparks (including engineering, construction and maintenance activities) are subject to Hot Works Permit controls and shall be notified to the SMA and/or CoAW (Control of Airside Works) in advance of requirement.
- (c) All flammable and combustible liquids shall be stored in approved containers or fire-proof cabinets. A MSDS shall be readily and easily accessible for all stored chemicals. No rags soiled with flammable substances shall be kept or stored in any building in such a manner as to create a fire hazard.
- (d) Fire extinguishing equipment shall be maintained in accordance with Dubai Airports AFS Codes & Standards. Fire extinguishing equipment shall be inspected and serviced at regularly scheduled intervals and as required by the AFS. An inspection tag or sticker that shows the last date of inspection shall be attached to each piece of equipment. If a tag or sticker that shows the status of equipment cannot be attached, a records retention method that is recognised and accepted by the AFS may be used.
- (e) All Operator/ FBO, contractors, and lessees of hangars, aircraft maintenance buildings, or shop facilities shall supply and maintain an adequate number of fire extinguishers, if required, that meet, at a minimum, the performance criteria required by the applicable AFS Codes and Standards.

#### 6.24 Housekeeping

- (a) All Operator/FBO, contractors, and persons occupying space at the Airport shall keep the space allotted to them clean and free from debris and materials that could create slip, trip and fall hazards and fire hazards.
- (b) No Operator/ FBO, contractor, or person shall dispose of any fill, building, or waste materials on DA property.
- (c) All outside trash containers and receptacles must be kept covered at all times. All lids must be tight fitting to prevent wildlife from getting to the contents of the container. Lids must also be attached to the container in such a way as to prevent them from being lost or becoming Foreign Object Debris (FOD).

- (d) No Operator/ FBO, contractor, or person shall operate an uncovered vehicle to haul trash, construction materials, dirt, gravel or any other materials on the Airport without prior permission from DA.
- (e) All solid and liquid material spills on DA property shall be contained, reported to the Airport, and cleaned up immediately. All spills of hazardous materials shall be handled in accordance with AFS, as may be modified from time to time. A Spill Report shall be completed for each spill.
- (f) All passageways, aisles, docks, exits and work areas shall be kept free of debris and materials that could create a hazard to employees/customers who may be required to exit facilities in the event of an emergency.
- (g) No construction debris may be deposited in Airport dumpster or trash receptacle.

#### 6.25 Animals

- (a) No Operator/ FBO, contractor, or person shall enter any part of an Airport with an animal, domestic or otherwise, unless such animal is kept restrained by a leash or is so confined as to be completely under control. Any person bringing an animal on the Airport shall be liable for damages or injuries to property and/or third persons or their property caused by their negligence. Any person bringing an animal (domestic or otherwise), on the Airport agrees to indemnify fully, defend and save and hold harmless, DA, its officers, agents, and employees from and against all losses, damages, claims, liabilities, and causes of actions of every kind or character and nature, as well as costs and fees, connected therewith and expenses of the investigation thereof based upon or arising out of damages or injuries to third persons or their property caused by their negligence.
- (b) Except authorised employees/contractors, no person shall hunt, pursue, trap, catch, injure or kill any animal.
- (c) No person shall feed or commit any act that encourages the congregation of birds/ other animals on the Airport.
- (d) All tenants and Operators are required to actively discourage the presence of birds, animals, insects and pests at all times. Contractor providers shall be utilised if/when necessary.

#### 6.26 Commercial Photography, Film and Recording on Airport Property

- (a) Unless authorised in writing by DA and Dubai Police, no person shall take still, motion, or sound motion pictures or sound records or recordings of voice or otherwise for commercial, training or education purposes, other than news coverage, or use electronic amplification devices in public areas of the terminal or on the public areas of any facility under the administration of DA.
- (b) Additional permits may be required from the Dubai Film C& TV Commission, please coordinate with Airline Business Management for further details.
- (c) Dubai Airports, its authorised representatives and agents reserve the right to photograph and/or film airline facilities, vehicles, equipment, personnel and/or aircraft in the context of general airport operations as part of its efforts to create communication support materials to establish the context of its international operations and client base for use on its website, newsletters and internal and/or international communication vehicles. Any independent media or third-party requests to film or take pictures of specific airline brands or operations will be referred directly to the airline representative for review and approval as required.

#### 6.27 Media and other Commercial Activity on Airport Property

- (a) Unless authorised in writing by DA, no person shall post or distribute commercial signs, advertisements, literature, circulars, pictures, sketches, drawings, handbills, or any other form of printed or written commercial matter or material at the Airport.
- (b) Any media related activity must obtain prior written approval from DA Corporate Communication department. Refer to Contact list.

## 7. CONTACT DETAILS

DUBAI AIRPORTS	Tel	Email
Airline Business Management		<a href="mailto:airline.relations@dubaairports.ae">airline.relations@dubaairports.ae</a>
Airport Operations Control Centre (AOCC) (24/7)	+971(0)45045001	<a href="mailto:aocc@dubaairports.ae">aocc@dubaairports.ae</a>
Corporate Communication		<a href="mailto:media@dubaairports.ae">media@dubaairports.ae</a> <a href="mailto:corporate.communication@dubaairports.ae">corporate.communication@dubaairports.ae</a>
Emergency Services (AOCC 24/7)	+971(0)4504 5000	
Finance (Billing)	+971(0)42162018	<a href="mailto:billing@dubaairports.ae">billing@dubaairports.ae</a>
Finance (Cash office)	+971(0)4 2162142	<a href="mailto:central.cashoffice@dubaairports.ae">central.cashoffice@dubaairports.ae</a>

DA Safety & Sustainability Department		<a href="mailto:Safety.Sustainability@dubaairports.ae">Safety.Sustainability@dubaairports.ae</a>
Senior Manager Airside (SMA)	+971(0)567882374	<a href="mailto:SMA-DWC@dubaairports.ae">SMA-DWC@dubaairports.ae</a>
Security Department		<a href="mailto:airline.relations@dubaairports.ae">airline.relations@dubaairports.ae</a>
Senior Duty Manager	+971(0)566864922	
Executive Director Air Transport & International Affairs Sector	+971(0)47770440	<a href="mailto:air.transport@dcaa.gov.ae">air.transport@dcaa.gov.ae</a>
P.O. Box 49888 Dubai, UAE. <a href="http://www.dcaa.gov.ae">www.dcaa.gov.ae</a>	+971(0)566869128	
Dubai (Monday to Thursday 0730/1600 GST, Friday 0730/1230 GST)	+971 58 546 4873	<a href="mailto:slots@acl-international.com">slots@acl-international.com</a> ; <a href="mailto:current_season@acl-uk.org">current_season@acl-uk.org</a> (current season queries) and <a href="mailto:future_season@acl-uk.org">future_season@acl-uk.org</a> (future season queries).
Terminal 1 Departures 2525 Dubai International <a href="http://www.online-coordination.com">www.online-coordination.com</a>		
UK (Monday to Friday 1230/2030 GST)	+44 208 564 0626	<a href="mailto:slots@acl-international.com">slots@acl-international.com</a> ; <a href="mailto:current_season@acl-uk.org">current_season@acl-uk.org</a> (current season queries) and <a href="mailto:future_season@acl-uk.org">future_season@acl-uk.org</a> (future season queries).
Rourke House, Watermans Business Park, The Causeway Staines-Upon-Thames TW13 3BA, <a href="http://www.online-coordination.com">www.online-coordination.com</a>		
DC Aviation-AI Futtaim <a href="http://www.dc-aviation.ae">www.dc-aviation.ae</a>	+971(0)562257675	<a href="mailto:operations@dc-aviation.ae">operations@dc-aviation.ae</a>
Execujet Middle East <a href="http://www.execujet.com">www.execujet.com</a>	+971(0)46016363	<a href="mailto:fbo.omdb@execujet-me.com">fbo.omdb@execujet-me.com</a>
Jet Aviation <a href="http://www.jetaviation.com">www.jetaviation.com</a>	+971(0)48879670	<a href="mailto:pah@jetaviation.ae">pah@jetaviation.ae</a>
Jetex flight support <a href="http://www.jetex.com">www.jetex.com</a>	+971(0)42124900	<a href="mailto:fbo-dwc@jetex.com">fbo-dwc@jetex.com</a>
Falcon Aviation <a href="http://www.falconaviation.ae">www.falconaviation.ae</a>	+971(0)543052221	<a href="mailto:fbo@falconaviation.ae">fbo@falconaviation.ae</a>