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مرجع رقم: DED/OUT/2024/0000034

To: All Holiday Homes Operators and Owners in Dubai

After greetings,

Subject: Circular on the Roll-out of Tourism Dirham System for Holiday Homes activity (HH 2.0) in the Emirate of Dubai

Department of Economy and Tourism is pleased to extend its regards and wishes you all the best.

With reference to the above subject, the Department of Economy and Tourism in Dubai is pleased to announce the roll-out of **Tourism Dirham system for Holiday Homes (HH 2.0)**, which includes all processes related to guest stays with related fees, effective from **1st April 2024**.

The current system (HH 1.0) will remain exist for Holiday Homes Unit Permits only. However, guest's check-out process will be available in the system for a transition period until **30th April 2024** in order to **Check-out** all guests registered and re-enter the data in the new system.

To know more details about procedures in the transition period and how to use the new system, please see the attached documents:

- **User Guide for HH 2.0**
- **UTP Application User Guide**
- **Common Q & A**

For more information in this regard, please contact DET Call Center on below contact channels:

E-mail info@dubaidet.ae

Telephone number: 600555559

Sincerely Yours,

إلى مشغلي وملاك بيوت العطلات في دبي
المحترمين
تحية طيبة وبعد،،،

الموضوع: تعميم بشأن إطلاق نظام درهم السياحة الخاص بنشاط بيوت العطلات (HH 2.0) بإمارة دبي

بداية تهديكم دائرة الإقتصاد والسياحة أطيب تحياتها وتمنياتها لكم بدوام التوفيق والنجاح.

بالإشارة إلى الموضوع أعلاه، يسر دائرة الإقتصاد والسياحة بدبي أن تعلن عن إطلاق نظام درهم السياحة الخاص ببيوت العطلات (HH 2.0) والذي سيتضمن كل ما يتعلق بتسجيل إقامة النزلاء وما يترتب عليها من رسوم لدرهم السياحة، وذلك إعتباراً من تاريخ **1 أبريل 2024**.

وسيظل النظام الحالي (HH 1.0) قائماً للمعاملات المتعلقة بتصاريح بيوت العطلات فقط، مع العلم أن إجراءات تسجيل خروج النزلاء ستظل متاحة في النظام لفترة إنتقالية حتى تاريخ **30 أبريل 2024** وذلك لتسجيل خروج جميع النزلاء، وإعادة تسجيل دخول النزلاء في النظام الجديد.

للمزيد من تفاصيل عن الإجراءات خلال المرحلة الإنتقالية وطريقة إستخدام النظام الجديد، يرجى الإطلاع على المرفقات طيه:

- دليل المستخدم لنظام HH 2.0
- دليل المستخدم لتطبيق UTP
- الأسئلة الشائعة

للمزيد من المعلومات بهذا الخصوص يرجى التواصل مع مركز الاتصال على قنوات الاتصال التالية:

البريد الإلكتروني info@dubaidet.ae

هاتف رقم: 600555559

وتفضلوا بقبول فائق الاحترام والتقدير،

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Tourism Dirham for Holiday Homes

Frequently Asked Questions (FAQ)

Version 1.0

Released: Feb, 2024

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General

1) What if I require further information or assistance?

You can contact DET Call Centre on 600 555559 or write to info@dubaied.gov.ae

2) What are the technical requirements needed to use the HH 2.0?

- A working internet connection
- A Mac, Windows, or Linux PC
- Chrome, Firefox, Internet Explorer (ver. 11 & up).

Account Registration & Login

1) How can I access HH 2.0?

User can use same registered account credentials created and used in HH 1.0 portal.

2) Is there any registration process on HH 2.0?

No. The contact person on HH 1.0 system will be the master user, all credentials will be automatically granted through email/mobile number after receiving guest approval.

3) How many user accounts can each Holiday Homes create?

Each Holiday Homes can create as many user accounts as required, however you have to select the role of the user you are creating, and system will send an email to the created user to reset his password and login to the system.

4) What are the available system roles for user management?

Dubai Tourism Smart Hub providing the below roles,

1. Counter - can see only the front desk operation screens like check-in, check-out, etc.
2. Finance - can see only the financial screens like PO generation, search POs and reports.
3. Admin – can create and manage hotel users
4. Manager – can have all privileges

However, you can assign more than one role to one user.

5) How can I logon to HH 2.0?

1. Navigate to HH 2.0 website: <https://hh.det.gov.ae>
2. Enter your username and password
3. Click Login button to login to the system

6) My online registration is still showing invalid?

Contact DET contact center if you are still having issues and are unable to login.

Note: Make sure you enter the correct email address and password.

Unit Registration & Management

1) How can I register the inventory of all units in the system?

Through registering/renewing the unit permit in HH 1.0. All units available in HH 1.0 and any update related to the units will reflect in HH 2.0

2) How can I disable/enable/add room in HH 2.0?

Through registering/renewing the unit permit in HH 1.0. All units available in HH 1.0 and any update related to the units will reflect in HH 2.0

Note: Room must be vacant in HH 2.0 to be able to disable from HH 1.0

3) What should I do to disable my HH account temporarily or permanently?

- Make sure all outstanding fees are settled.
- Submit a request to DET Call Centre on 600 555559 or write to info@dubaided.gov.ae

4) How can I update master user details or any other establishment related information in HH 2.0?

Through updating the details on HH 1.0.

Guest Check-in & Check-out

1) Is the Tourism Dirham fee applicable exempted for people of any specific nationality / occupation?

The Tourism Dirham fee is applicable on all guests staying in HH regardless of their nationalities / Occupation.

2) What are the different Check-in types?

There are two check-in types supported by the system:

1. **“Guest”**: the system default and should be used for all regular guests.

2. **“House Use”**: the room is used by HH staff especially for managers & unit owners; the system will not calculate Tourism Dirham fees for this type of check-in. All ‘House Use’ check-ins should be supported by relevant documentation.

3) **When can I use the “Charge Extra Day for Early Check-in” checkbox?**

The early check-in option is to be used when the guest is to be charged for an extra night due to an early check-in; an example of this is if the unit check-in timing is from 1:00 pm to 2:00 pm and the guest had checked-in before 1:00 am.

So, in case HH management decided to charge full unit rate, then TD fees to be charged as well, and if it’s partial unit rate; then no TD fee to be charged.

4) **When can I use the “Charge Extra Day for Late Check-out” checkbox?**

The Late check-out option is to be used when the guest is to be charged for an extra night due to a late check-out. For example, if the unit check-out timing is from 12.00 pm to 2:00 pm and the guest had late checked-out at 5:00 pm, So, in case HH management decided to charge full unit rate, then TD fees to be charged as well, and if it’s partial unit rate; then no TD fee to be charged.

5) **How can I perform room change in the system?**

By searching for any checked-in transaction, you can find an option for “Change Room” just click on that button to perform the change room process by providing the new room and the effective date of the change, however effective date cannot be in a previous period, where PO has been generated

6) **If I changed the room during one-night stay, system will calculate the TD fees for 2 nights?**

No, regardless how many rooms changing you did, system will calculate one night, based on the last room type.

7) **How can I “Check-out” a guest through HH 2.0?**

1. **Step 1:** Search for your transaction
2. **Step 2:** Click on “Check-out”
3. **Step 3:** Specify the check-out date then proceed for check-out

8) **How to perform “Cancellation” of a checked-in room? Will the TD fees be calculated for a cancelled room?**

Cancellation option is available for any check-in, you will need to specify the cancellation reason. No Tourism Dirham fee will be calculated for the cancelled transactions. Note that this option should be used in the rare cases where the guest is unsatisfied with the room they have been checked in. The system will track all cancellations. All cancellations should be supported by relevant documentation.

9) Can I modify the Check-in/Check-out records in the system?

Modifying check-in is available at any time if that transaction is not checked-out yet.

For checked-out transactions, no amendment available except the check-out date and time.

However, you can use the re-instate option within 24h from the checkout.

10) What are the ways to process the check-in /checkout for HH guests?

- HH 2.0 portal → Directly by counter staff.
- Passport scanners/scanning solutions → more details in Q.11
- UTP Holiday Homes → Mobile application for HH operators and owners, for further information please contact DET Call Centre on 600 555559 or write to info@dubaided.gov.ae

11) What are the professional “Passport scanners / scanning solutions” supported by HH 2.0?

HH 2.0 has an open design that supports integration with all certified professional passport scanning solutions. When integrated with HH 2.0, these scanning solutions can directly read the passport information from guest passports and complete the check-in data required by HH 2.0, hence reducing data entry effort to minimum (i.e. selection of room no.). Some scanning solutions have extended functionality to support functions such as check-out, and room change. You are encouraged to contact your scanning solution representative to discuss the provision of the DET-integrated version.

12) How to increase the “Waiting for room” transactions?

Contact DET on 600555559 or write an email to info@dubaided.gov.ae as it is subject for DET action. There is no limit to the number of waiting for rooms transactions.

13) How to Check-In a guest if the room is not available?

You can check-in any guest and mark that transaction as waiting for room in case there is no room available. Once the room becomes ready select the “Edit Check-In” option, then uncheck the “Waiting for room” tick and select the available room.

14) How to register the guest information pre-arrival to the hotel?

You can add them to the system by marking their transactions as “waiting for room”, then you can assign them later to the physical rooms.

Note: Using the “Waiting for room” option is useful for hotels to limit the waiting time during the check-in process.

15) How to view the Checked-in details including the Guest and the other details saved?

The Checked-in details can be viewed by selecting Search check-ins from menu, where you can search about any transaction to view its details.

16) We are unable to open reports from HH 2.0?

Select any report from the menu, then apply your search, then export the report result to excel or pdf.

17) How to input back dated (historical) check-in / check-out transactions even if the room is currently occupied?

Select “back-dated check-ins” from the menu, this screen allows entering back dated check in - check out transactions, room shouldn't have any transaction between the selected check-in and checkout dates.

18) What is partial check-out

Partial check-out means checking-out any guest without checking the whole transaction. Ex. If there are 3 guests, you can check any one of them out without checking all guests.

19) What is the change against the main guest concept?

Every check-in must have a main all the period of check-in till check-out, however if you checked the main guest out, you have to select another guest to become a main guest.

20) What is implication on fees in case changing the main guest?

With every change to the main guest, the rule of 30 days will be reset.

Ex. Check-in with 2 guests, the main stayed for 30 days, then checked-out, the second guest becomes main and stayed for another 30 days, so the HH 2.0 fees will be for 60 days.

21) Is Arabic name mandatory?

Arabic name is mandatory in case the guest nationality is an Arabic country or Iran.

22) What is the accepted format and proper size for guest attachments?

System will accept only files of type image with size below 200K.

23) Are we need to fix the check-in date time to avoid discrepancy in dates between PMS and HH 2.0?

No, you have to keep the actual dates and time without any change, however you can use the “PMS discrepancy report” to be presented in audit cases to avoid date discrepancy between PMS system and HH 2.0

24) Shall we charge the guest in case no show?

TD fees to be charged as per the actual movement/physical stay of the guest.

25) What is the cut off time used for HH 2.0 calculations

12AM is the default cut off time used for HH 2.0 calculation, where system will count how many mid nights passed on that guest to calculate the number of nights.

26) Can I change the default cut off time?

Yes, the manager has the access to update the cut off time in HH 2.0 within 7 hours from midnight. The same cut off time will be the default for this account if there's no change applied by the manage.

Manager can change the cut off time once per day within the specified time (7 hours from midnight).

Financials

1) When is the payment due for the Tourism Dirham fee?

DET should receive TD fees not later than the 15th of the following month to avoid fine for late payment.

2) How does the hotel establishment know the total Tourism Dirham amount to be paid for each month?

The hotel establishment can generate the month end report, which will provide a full list of all transactions processed during a particular month. The hotel establishment can review and amend any details for checked-in transactions and check-out date and time for checked-out transactions to the monthly data between the 1st and the 10th day of the following month. After the 10th day the system will not allow any modifications to such data and will generate a payment order to the establishment with the Tourism Dirham amount due.

3) How can my establishment pay the Tourism Dirham?

The following payment methods are supported by DET:

- a) Online payment through payment link provided on the system
- b) Cash or cheque payment to be deposited at DET headquarters. DET cashier will receive the Tourism Dirham amount, update HH 2.0 and issue a receipt voucher in favor of the establishment.

c) Cash or cheque to be directly deposited into a DET bank account. All deposits should be as per the following details:

- Bank name: Emirates NBD (Any branch)
 - Account name: DET-Tourism Dirham
 - Account number (IBAN): AE450260001012049366501
- The establishment should update HH 2.0 (payment update screen).

Note: Always provide the establishment license number when making Tourism Dirham payments.

Regulations

1) What is the Tourism Dirham amount I must pay?

The Tourism Dirham is based on the hotel classification, as detailed in the table below:

| Tourism Dirham fees | | |
|---|-----------------------|--|
| Hotel Establishment Classification Category | | Fee per occupied Room per Night (in UAE Dirhams) |
| 1 | Luxury Holiday Home | 15 |
| 2 | Standard Holiday Home | 10 |

2) How is the Tourism Dirham calculated?

- The Tourism Dirham shall be charged for each occupied unit per bedroom per night, according to the amount shown in the fee table. Each bedroom incurs a charge, irrespective of the actual number of guests occupying it.
- The formula for calculating the Tourisms Dirham can be summarized as follows.
- Tourisms Dirham = number of nights x number of bedrooms x Tourisms Dirham, as per the unit classification category.
- As the Tourisms Dirham is calculated for physical occupancy, it will not be collected for no-shows, pre- bookings and planned bookings.

3) What is the definition of a bedroom?

A bedroom is defined as a room that includes a bed or more. The maids' room is considered as a bedroom.

4) I booked a junior suite with one bedroom and a living room. What will I be charged for?

This will be charged as one bedroom.

5) Do I have to display the Tourism Dirham fee to the guest?

Yes. When a receipt, bill, invoice or other document is issued to the guest, the amount of the Tourism Dirham fee should be

clearly shown on such document, as a separate item or charge. This label of such fee should be “Tourism Dirham”.

Failure to inform the guest of the Tourism Dirham as specified by DET, or failure to account for the Tourism Dirham in the invoices issued to the guest will result in a fine (please refer to the violation list).

- 6) If I have a guest staying in one bedroom in my deluxe unit at a room rate of AED 1,200/- inclusive of the Dubai Municipality fee and Service Charge, what is the total bill to the guest?

In this case, the total bill will amount to AED 1,220/- (AED 1,200/- room rate, including all fees and Service Charge + AED 20 Tourism Dirham fee).

- 7) Is the Tourism Dirham fee applicable for complimentary stays?

Yes, the Tourism Dirham is applicable to all guests' stays, even if their accommodation is free of charge. The same includes, but is not limited to corporate incentives, familiarization trips, loyalty program redemptions, raffles and vouchers.

- 8) Is the Tourism Dirham fee applicable for promotional stays?

Yes, the Tourism Dirham is applicable to all guests' stays, even if their accommodation is free of charge as part of a promotional offer.

- 9) My Holiday Homes is providing an offer “stay three nights and pay for two” – how would the Tourism Dirham be calculated?

The Tourism Dirham fee will be applicable to all three nights.

- 10) Is the Tourism Dirham fee applicable for upgrades?

Yes, the Tourism Dirham is applicable to all stays that are offered as an upgrade to the guest.

- 11) Is the Tourism Dirham fee applicable for long stays?

For long stay bookings, the Tourism Dirham will be charged, however only for the first 30 consecutive nights if the long stay for the same main guest.

- 12) Is the Tourism Dirham fee applicable for short stays?

Yes, the Tourism Dirham is applicable for short stays, for example if the guest only stays for two or three hours and checks-out, the Tourism Dirham will be charged for that day.

- 13) The guest had upgraded from one bedroom to a two bedrooms apartment– how would Tourism Dirham be calculated?

This case is captured through the room change action. The total Tourism Dirham denoted on the bill or invoice will be the sum of the Tourism Dirham for the occupied nights in the one bedroom, and the occupied nights in the two bedrooms unit.

For long stay guests (stays beyond 30 days) if there is an upgrade in number of bedrooms, only the first 30 nights should be charged.

i.e. consider a guest staying in a deluxe Holiday Homes, 1-bedroom unit for 3 months, with Tourism Dirham fee already paid for 30 days. The Guest upgrades to a 2 bedrooms unit. In this case no extra HH 2.0 fee to be charged. The calculation will be as follows: The Guest has already paid 30 days fee*15 (deluxe rate) which is AED 450.

14) Is the Tourism Dirham applicable for House Use transactions?

No, the Tourism Dirham is not charged for house-use transactions. However, DET recommend to use that option in narrow cases. House use transaction can't be updated to a normal transaction, in that case you can cancel the transaction and enter a new one. In case house use, Payment method, charge extra fee” and “Waiting for room” options will not be available.

15) For monthly and annual long stay leases, do we need to wait for check-out day to report the check-out and have the Tourism Dirham calculated for the said period?

Holiday Homes establishments should pay their Tourism Dirham dues on a monthly basis. Long stay contracts need to be cleared on a monthly basis as well, however if a long stay transaction has been checked out by mistake, you may use re-instate option within 24 hours to retrieve the transaction.

16) A company has made a contract with the Holiday Homes by booking a room for a year, not for a specific guest, i.e., different guests can use this room by rotation, and the room will remain open (not checked-out) for the year. How is Tourism Dirham calculated? Is it a maximum of 30 nights?

The calculation is purely based on check in and check out or partial check-out for main guest (based on Guest actual stay) – regardless of any contract terms with any company. All Guests who are occupying the unit physically will pay a maximum of 30 nights Tourism Dirham fee for a single check in and check out transaction. For the period where the room is unoccupied, the Tourism Dirham payment is not required. If the occupant of a long-term unit changes, Tourism Dirham must be charged for the new occupant even if 30 nights fee has already been charged.

17) Please confirm if still we can charge the T.D. for the late check-out, mostly guests are requesting and we are giving and charging of the half rate till 6pm. But still T.D. is applicable?

No Tourism Dirham will be paid if the Holiday Homes is charging a late check-out fee. The extra day is used when the actual night is charged in full or you select the option of “charge extra night on late checkout”.

18) What is the list of violations related to the Tourism Dirham?

| No. | Violation | Fine (in UAE Dirhams) |
|-----|---|--|
| 1. | Failure to pay the Tourism Dirham within the specified time limit. | Ten percent (10%) of the unpaid fee (provided that the fine will not be less than AED 1,000) |
| 2. | Failure to collect the Tourism Dirham from guests. | Ten percent (10% of the uncollected fee (provided that the fine will not be less than AED 1,000) |
| 3. | Failure to submit the final accounts and balance sheet audited by an auditor licensed to operate in the | 5,000 |

| | | |
|-----|---|---|
| | Emirate within the specified time limit. | |
| 4. | Submitting final accounts of the Hotel Establishment audited by an unlicensed auditor. | 3,000 |
| 5. | Failure to include the Tourism Dirham collection date in the account books and record. | 5,000 |
| 6. | Failure to maintain accounting books and records in which the Tourism Dirham is recorded. | 5,000 |
| 7. | Failure to record the Tourism Dirham in all accounting documents, records, books and the financial systems used by Hotel Establishment. | 5,000 |
| 8. | Manipulating accounting data or providing inaccurate, incomplete, or false information, documents, records, or statements. | 15,000 |
| 9. | Obstructing or preventing the competent employees of the Department from performing the audits and inspections or from collecting the Tourism Dirham. | 5,000 |
| 10. | Performing any act with the intention to evade the payment of an outstanding Tourism Dirham. | 5,000 |
| 11. | Failure to inform the guest of the Tourism Dirham as specified by the Department, or failure to account for the Tourism Dirham in the invoices issued to the guest. | 1,000 |
| 12. | Failure to prepare a monthly report on room occupancy and collected Tourism Dirham, and submit it to the Department when the fee becomes due. | 3,000 |
| 13. | Delay in submitting the monthly report on room occupancy and collected Tourism Dirham. | 1,000 |
| 14. | Failure to comply with the amount of Tourism Dirham prescribed for the category of a Hotel | 5,000 (in addition to payment of the outstanding fees, if any) |
| 15. | Failure to comply with the prescribed Tourism Dirham according to the number of rooms. | 5,000 (in addition to payment of the outstanding fees, if any) |
| 16. | Collecting any amounts as Tourism Dirham in excess of the amounts stipulated by this resolution or breach of its provisions. | 5,000 (in addition to transfer of the fee wrongfully collected, if any) |

Common mistakes

| No. | Common Mistakes | Proposed Recommendations |
|-----|---|--|
| 1 | Actual no. of guests not entered properly in HH 2.0 portal. | <ol style="list-style-type: none"> 1. Check in & check out to be done on live basis for all the guests (includes adults/child & primary/secondary). 2. In the new system, all the establishments will be able to perform PARTIAL check in & check out of guests. |
| 2 | In case of unit change, Holiday Homes are checking out guests & re-entering them by allocating new room | In such cases, unit change option should be used. |
| 3 | HH 2.0 charged on NO SHOW, Cancelled Bookings, Hold on Charge & Early Check out | HH 2.0 fees to be charged as per the actual movement/physical stay of the guest. |
| 4 | Duplicate Transactions | Do not enter transactions manually, in case Holiday Homes are using Passport Scanner; except for amendment purpose. |
| 5 | Wrong process of check out for long staying guests | <ol style="list-style-type: none"> 1. Check out not to be performed in HH 2.0 portal where contacts are renewed. 2. Monthly check out for long staying guest should be avoided. |
| 6 | Charging the guest Tourism Dirham fees for more than 30 days | <ol style="list-style-type: none"> 1. Maximum charge of Tourism Dirham fees allowed is 30 days, irrespective of source of booking, multiple bookings or extension of stay. 2. Tourism Dirham fees should not be charged for more than 30 days, even if the rooms are upgraded later. |
| 7 | Payment Confirmation Issues | <ol style="list-style-type: none"> 1. Holiday Homes needs to mention License number at time of making the payment. 2. Supporting for the payment confirmation should be the bank deposit slip. 3. Date of deposit/instruction to the bank should be stamped properly for verification purpose. 4. Any cash deposit should be done through Bank |

| | | |
|---|------------------------------------|---|
| 8 | Providing wrong data to DET | <ol style="list-style-type: none">1. Daily & monthly HH 2.0 reconciliation should be done transaction wise in order to provide accurate data to D E T2. Last date for reconciliation is 10th of subsequent month3. Amendments can be done for all the transaction details before check out (includes cancellation of transactions)4. Cancellation of any transaction will not be allowed after check out process & it should be supported with proper documents, if any.5. Visitors ID should not be scanned as an escort in E-services6. No need to amend transaction date & time in case of unit change post-midnight as the new system will look after Tourism Dirham fees calculations accordingly |
|---|------------------------------------|---|

HOLIDAY HOMES TD USER GUIDE

Version 1.0, 2/28/2024

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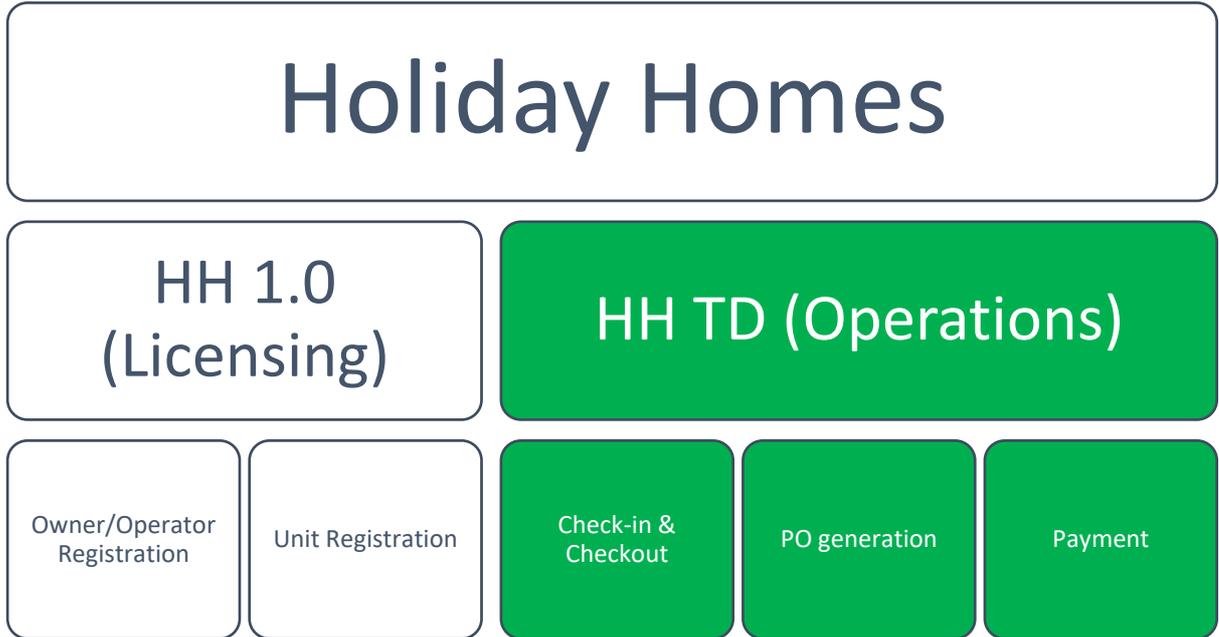
1. PROCESS DESCRIPTION

1.1. OVERVIEW

The Holiday Homes process consists of 2 parts:

- Licensing
- Operations

Below figure shows each module with its major functionalities:



This document illustrates the available functionalities in Holiday Homes TD portal.

1.2. USER TYPES

Below Holiday Homes user roles can access Holiday Homes TD

Counter

Admin

Finance

Manager

DHSS

Operation

Holiday Homes Manager

Holiday Homes Admin

1.3. PROCESS FLOW

1.3.1. SYSTEM ACCESS

First time registration

1. User should register in Holiday Homes portal (licensing).
2. After successful registration, user should be automatically registered in Holiday Homes TD.
3. User should receive email with HH TD credentials (username (email) & password).
4. User should use same credentials sent in the email to login to Holiday Homes TD.

Transition Period

1. Existing users in Holiday Homes portal should be able to login to HH TD with the same email as a username and for the first time accessing HH TD, user should forget password to receive the new password through email.

User cannot access HH TD without forgetting password.

2. User should be able to checkout guests on Holiday Homes portal during March 2024.
3. No other TD transactional functions will be available on Holiday Homes portal starting from March 2024 except guest checkout.
4. User should re check-in in house guest in HH TD with the same checkout date in the old portal.
5. Operators/home owners with long staying guests should not charge the guest tourism dirham fees more than 30 nights, actual fees in such case will not match the system for month of March, then the fees in HH TD should be paid through bank transfer and then payment should be confirmed in the new portal.
6. User should pay pending fees on Holiday Homes portal on that portal, and new fees for HH TD should be paid in the HH TD portal.
7. Starting from 1st April 2024, Holiday Homes portal will not be available for check-in /checkout and all Tourism Dirham transactional processes.

Login

1. User should direct to the following link: <https://hh.det.gov.ae>
2. User should login using received by email username & password

Login

Local Login

Username

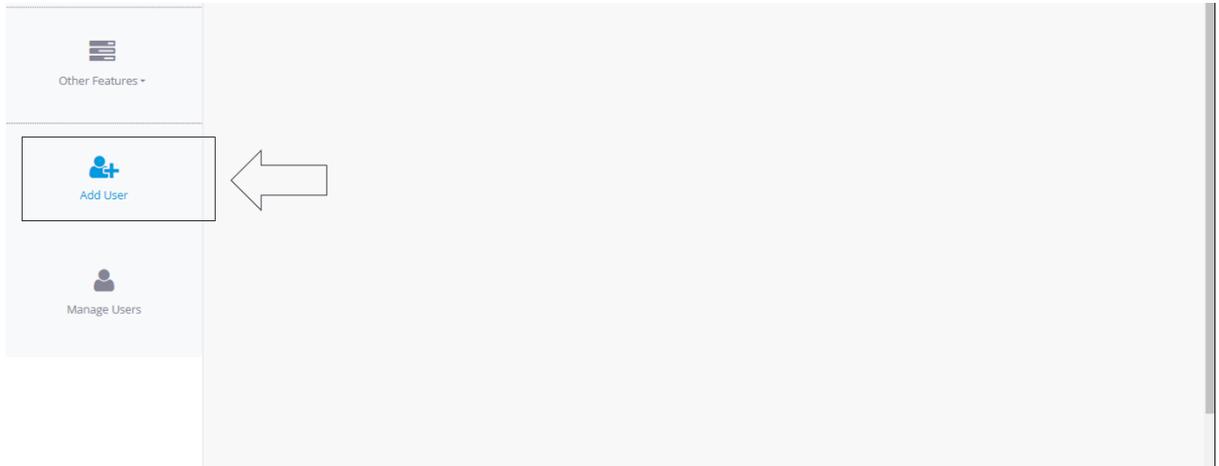
Password

Remember My Login

[Forget your password?](#)

1.3.2. ADD USER

- Admin user clicks on “Add user”



- User fills below required details:

- First Name
- Last Name
- Email
- Mobile
- Role

Note User can be assigned to one or multiple roles.

A screenshot of the 'User Profile' form in the user management interface. The form is titled 'User Profile' and has a sidebar on the left with the same menu items as the previous screenshot. The form fields are:

- First Name: [input field]
- Last Name: [input field]
- Email: [input field]
- Mobile: [input field]
- Role(s): [dropdown menu with a list of roles: Hotel Counter, Hotel Admin, Hotel Finance, Hotel Manager, Hotel DHSS, Hotel Operation, Hotel HH1.0 Manager, Hotel HH1.0 Admin]
- Status: [checkbox] Is Active

 At the bottom of the form is a green 'Save' button.

- Status

- User clicks on Save

User Profile

First Name

Last Name

Email

Mobile

Role(s)

Status Is Active

Save

4. New user is added successfully to the system.

1.3.3. MANAGE USER

1. Admin user clicks on “Manage user”

List Users

Manage Users

| Name | E-Mail | Status | Roles | Action |
|----------------------|----------------------|--------|---------------------|----------------------|
| <input type="text"/> | <input type="text"/> | True | MANAGER | Edit |
| <input type="text"/> | <input type="text"/> | True | Hotel Counter | Edit |
| Finance Hotel | <input type="text"/> | True | Hotel Finance | Edit |
| Manager Hotel | <input type="text"/> | True | Hotel Manager | Edit |
| DHSS Hotel | <input type="text"/> | True | Hotel DHSS | Edit |
| Operation Hotel | <input type="text"/> | True | Hotel Operation | Edit |
| Manager HH0.1 Hotel | <input type="text"/> | True | Hotel HH1.0 Manager | Edit |
| Admin HH0.1 Hotel | <input type="text"/> | True | Hotel HH1.0 Admin | Edit |

2. User clicks on “Edit” button to edit user details.

List Users

Manage Users

| Name | E-Mail | Status | Roles | Action |
|---------------------|------------|--------|---------------------|----------------------|
| [Redacted] | [Redacted] | True | MANAGER | Edit |
| [Redacted] | [Redacted] | True | Hotel Counter | Edit |
| Finance Hotel | [Redacted] | True | Hotel Finance | Edit |
| Manager Hotel | [Redacted] | True | Hotel Manager | Edit |
| DHSS Hotel | [Redacted] | True | Hotel DHSS | Edit |
| Operation Hotel | [Redacted] | True | Hotel Operation | Edit |
| Manager HH0.1 Hotel | [Redacted] | True | Hotel HH1.0 Manager | Edit |
| Admin HH0.1 Hotel | [Redacted] | True | Hotel HH1.0 Admin | Edit |

3. User edits existing details

Update Account

User Profile

First Name

Last Name

Email

Mobile

Role(s)

Status Is Active

[Save](#)

4. User clicks on "Save" button.

Update Account

User Profile

First Name

Last Name

Email

Mobile

Role(s)

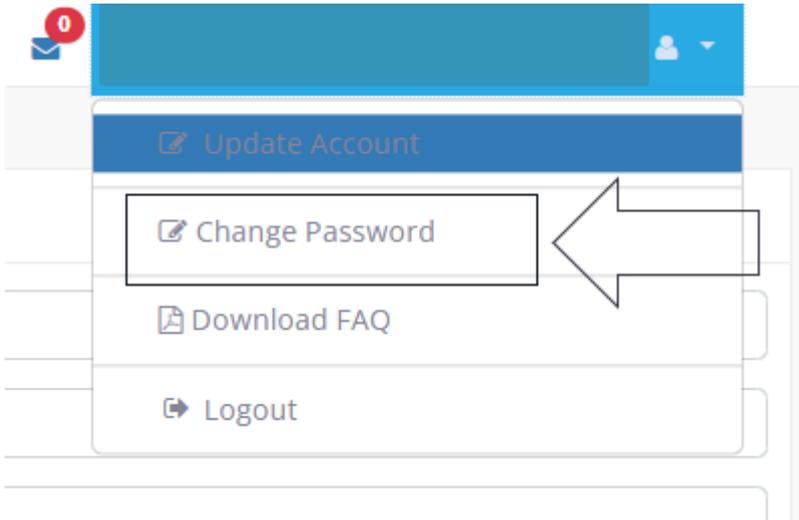
Status Is Active

[Save](#)

5. User details updated successfully.

1.3.4. CHANGE PASSWORD

1. User clicks on “Profile” Icon.
2. User clicks on “Change Password”.



3. User enters the following:
 - a. Old password
 - b. New password
 - c. Confirm new password

Change Password

Old Password

New Password

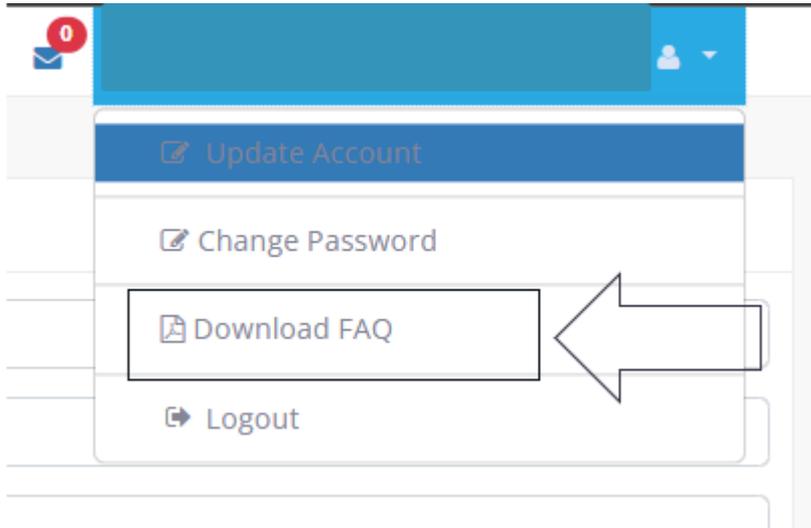
Confirm New Password

© 2023 - Department of Economy and Tourism - Smart Hub

4. User clicks on “Save” button.

1.3.5. DOWNLOAD FAQS

1. User clicks on “Download FAQs”.



2. FAQs will be downloaded and opened successfully.

1.3.6. ADD CHECK-IN

1. User clicks on “Add check-in” button.

A screenshot of the 'Add Check-In' form. The form is titled 'Add Check-In' and features the Government of Dubai logo. It is divided into two main sections: 'Check-In Details' and 'Guests Details'.
Check-In Details: Includes fields for 'Unit Number / Unique Number' (a dropdown menu), 'Payment Method' (a dropdown menu), 'Credit Card' (a dropdown menu), 'Credit Card #' (a text input field), 'Card number' (a text input field), 'Check-in Date & Time' (a date and time picker showing '12/21/2023 16:59'), and checkboxes for 'Waiting For Unit', 'House Use', and 'Charge Extra Night on Early Check-In'.
Guests Details: A table with columns for 'First Name', 'Last Name', 'Arabic Name', 'Gender', and 'Nationality'. There is an '+ Add Guest' button at the end of the table.
 At the bottom of the form are 'Cancel' and 'Save' buttons.

2. User adds required fields.
3. User clicks on “Add guest”.

Add Check-In

Check-In Details

Unit Number / Unique Number *
-- Select --

Payment Method *
Credit Card

Check-In Date & Time *
12/21/2023 16:59

Waiting For Unit

Credit Card #
Card number

Charge Extra Night on Early Check-In

House Use

Guests Details

| First Name | Last Name | Arabic Name | Gender | Nationality |
|------------|-----------|-------------|--------|-------------|
| | | | | |

4. User enters required fields.

Add Guest

Check-In Date & Time *

First Name * Last Name * Arabic Name Nationality *

Gender * Birth Date * Place of Birth * Phone in UAE *

Email Residence Country/Phone * Visit Purpose * Main Guest

Requires Accessibility

Attachment Details

Document Type * Document Number * Issue Country * Issue Date *

5. User clicks on "Save".

6. Check-in is added successfully.
7. User can check-in as well through other below options:
 - 1) Unified Tourism Platform (UTP) mobile application through installing the application and following the steps to access HH account and check-in/out guests, through below link/QR code:

<https://einspection.net/dta/index.html>



- 2) Passport scanners vendor, you need to contact DET department and raise a request to integrate with passport scanner, after submitting the required documents you will receive secret key & UID and VPN access credentials to proceed with the integration for the scanners.

Please note that to use passport scanner, VPN is mandatory.

1.3.7. SEARCH CHECK-IN

1. User clicks on “Search check-in” button.

Search Check-Ins

Search Criteria

Transaction ID

Guest Name

Unit Unique ID

Unit Number

Status

Check-In Date & Time

Check-Out Date & Time

Clear

2. User enters the search criteria.
3. User clicks on “Search” button.

Search Check-Ins

Search Criteria

Transaction ID

Guest Name

Unit Unique ID

Unit Number

Status

Check-In Date & Time

Check-Out Date & Time

Clear

1.3.8. ADD BACKDATED CHECK-IN

1. User clicks on “Add backdated check-in” button.

2. User enters check-in details.
3. User clicks on “Save”
4. Backdated check-in is added successfully.

1.3.9. UNIT CHANGE

1. User clicks on “Search Check-in”.
2. User enters required search criteria.
3. User clicks on required transaction ID.

4. User clicks on “Change unit”

Check-Out

➔
Add Check-in

🔍
Search Check-in

☰
Other Features -

Check-In Details: Transaction ID:

Unit

Payment Method

Source

Check-In Date & Time 📅

Status

Charge Extra Night on Early Check-in

Guests Details

| First Name | Last Name | Arabic Name | Gender | Nationality | In Unit | | |
|------------|-----------|-------------|--------|-------------|---------|--|--|
| | | | Male | Albania | Yes | ↔ | ➔ |
| | | | Male | Afghanistan | Yes | ↔ | ➔ |

Back

Edit Check-in
Cancel Check-in
Change Unit
Check-Out

5. User selects new unit and effective date.

Unit Change ✕

Current Unit

New Unit *

Effective Date * 📅

Cancel
Proceed with Unit Change

6. User clicks on "proceed with unit change".
7. Unit is changed successfully.

1.3.10. EDIT CHECK-IN

1. User clicks on "Search Check-in".
2. User enters required search criteria.
3. User clicks on required transaction ID.

4. User clicks on “Edit Check-in”

| First Name | Last Name | Arabic Name | Gender | Nationality | In Unit |
|------------|-----------|-------------|--------|-------------|---------|
| | | | Male | Albania | Yes |
| | | | Male | Afghanistan | Yes |

5. User applies required updates on editable fields.

Edit Check-In

Check-In Details

Unit *

Payment Method *
Cash

Check-In Date & Time *
12/27/2023, 12:21 PM

Status
Checked In

Transaction ID:

Charge Extra Night on Early Check-In

Guests Details

| First Name | Last Name | Arabic Name | Gender | Nationality | |
|------------|-----------|-------------|--------|-------------|---|
| | | | Male | Albania | + Add Guest Edit |
| | | | Male | Afghanistan | Edit |

Cancel
Save

Add Guest

Check-In Date & Time *
12/23/2023, 2:24 PM

First Name *

Gender *
Male

Email

Last Name *

Birth Date *
12/23/1991

Residence Country/Phone *
UAE

Arabic Name

Place of Birth *

Visit Purpose *
Business/MICE and profesio

Nationality *
American Samoa

Phone In UAE *

Main Guest

Requires Accessibility

Attachment Details

Document Type *
Labour Card - UAE only

Document Number *

Issue Country *
Uruguay

Issue Date *
12/22/2023

Expiry Date *
12/23/2023

File(s)
Choose Files No file chosen

...
Cancel
Save

6. User clicks on “Save”.
7. Check-in details is updated successfully.

1.3.11. RE-INSTATE CHECKED OUT UNIT

1. User can click on re-instate on checked out unit within 24 hours from the checkout.
2. Re-instate should return the unit to its previous check-in state.
3. User click on “Yes, I’m sure” to proceed with the re-instate.
4. User click on “cancel” to cancel the process.

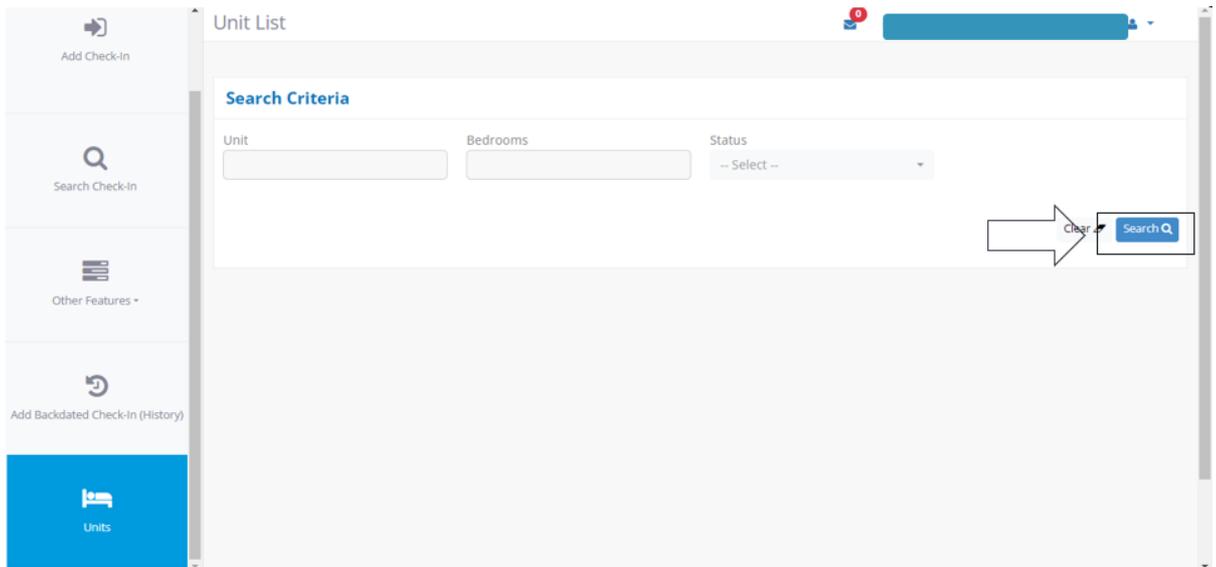
The screenshot displays the 'Manage Transaction' page with a modal dialog titled 'Proceed with Check-In Re-Instate'. The dialog contains the question 'Are you sure you want to proceed?' and two buttons: 'Cancel' (red) and 'Yes, I'm sure' (green). The background interface is dimmed and shows various fields for 'Check-In Details' (Unit, Payment Method, Credit Card, Check-Out Date & Time, Calculated Fees, Source, Portal), 'Guests Details' (a table with columns for First Name, Last Name, Arabic Name, Gender, Nationality, In Unit), and 'Transaction ID' (Transaction ID, Status, Checked Out). There are also checkboxes for 'Charge Extra Night on Early Check-In' and 'Charge Extra Night on late Check-Out'. At the bottom, there are buttons for 'Back', 'Re-Instate Check-in', and 'Edit Check-out'.

1.3.12. SEARCH UNIT LIST

1. User clicks on “Units”.

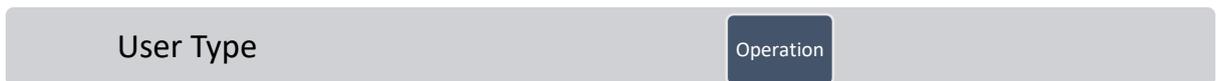
The screenshot shows the 'Unit List' search interface. On the left is a sidebar with navigation options: 'Add Check-In', 'Search Check-In', 'Other Features', and 'Add Backdated Check-In (History)'. The main content area is titled 'Unit List' and features a 'Search Criteria' section. This section includes three input fields: 'Unit', 'Bedrooms', and a 'Status' dropdown menu with a '-- Select --' option. Below these fields are 'Clear' and 'Search' buttons. The interface is clean and modern, with a light blue and white color scheme.

2. User enters search details.
3. User clicks on “Search”.

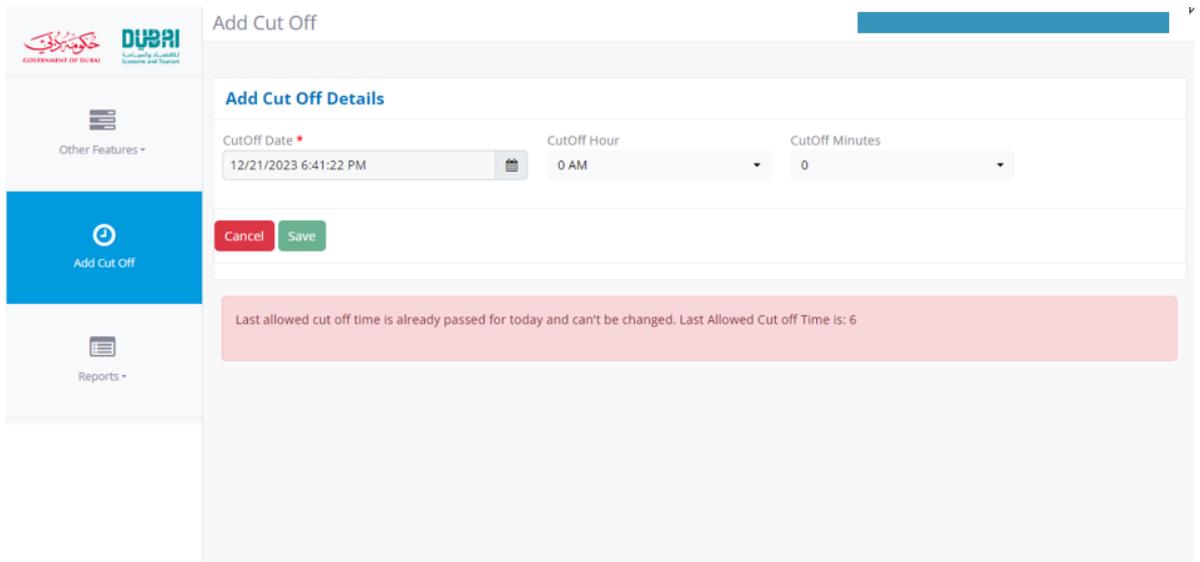


4. Search results is loaded successfully.

1.3.13. ADD CUT OFF



1. Manager user clicks on "Add cut-off" button.



2. User adds below information:
 - a. Cut-off Date
 - b. Cut-off Hour
 - c. Cut-off Minutes
3. User clicks on save.

1.3.14. ADD CHECKOUT

1. User clicks on “Search Check-in”.
2. User search on required check-in.

You are searching records where Status : Checked in

| Transaction ID | Unit Number | Main Guest | Check-In Date & Time | Check-Out Date & Time | Status | Actions |
|----------------|-------------|------------|----------------------|-----------------------|------------|---------|
| | | | 12/27/2023 12:21 | | Checked in | |
| | | | 12/26/2023 10:21 | | Checked in | |
| | | | 12/13/2023 10:07 | | Checked in | |
| | | | 12/07/2023 08:25 | | Checked in | |
| | | | 12/01/2023 14:01 | | Checked in | |

Total Records 5 Pages 1 Page Size 10 300 500 700

3. After displaying the check-in, user clicks on “checkout” icon. Or user can click on transaction ID then click on “checkout” button.

You are searching records where Status : Checked in

| Transaction ID | Unit Number | Main Guest | Check-In Date & Time | Check-Out Date & Time | Status | Actions |
|----------------|-------------|------------|----------------------|-----------------------|------------|---------|
| | | | 12/27/2023 12:21 | | Checked in | |
| | | | 12/26/2023 10:21 | | Checked in | |
| | | | 12/13/2023 10:07 | | Checked in | |
| | | | 12/07/2023 08:25 | | Checked in | |
| | | | 12/01/2023 14:01 | | Checked in | |

Total Records 5 Pages 1 Page Size 10 300 500 700

4. User should be checked out successfully.

1.3.15. GENERATE PAYMENT ORDER

System should automatically generate the payment orders on 11th of each month, if the user wants to generate the payment order against certain date manually, it should occur before 11th of the specified payment order month, (it could be cancelled as well before that date), through following below steps:

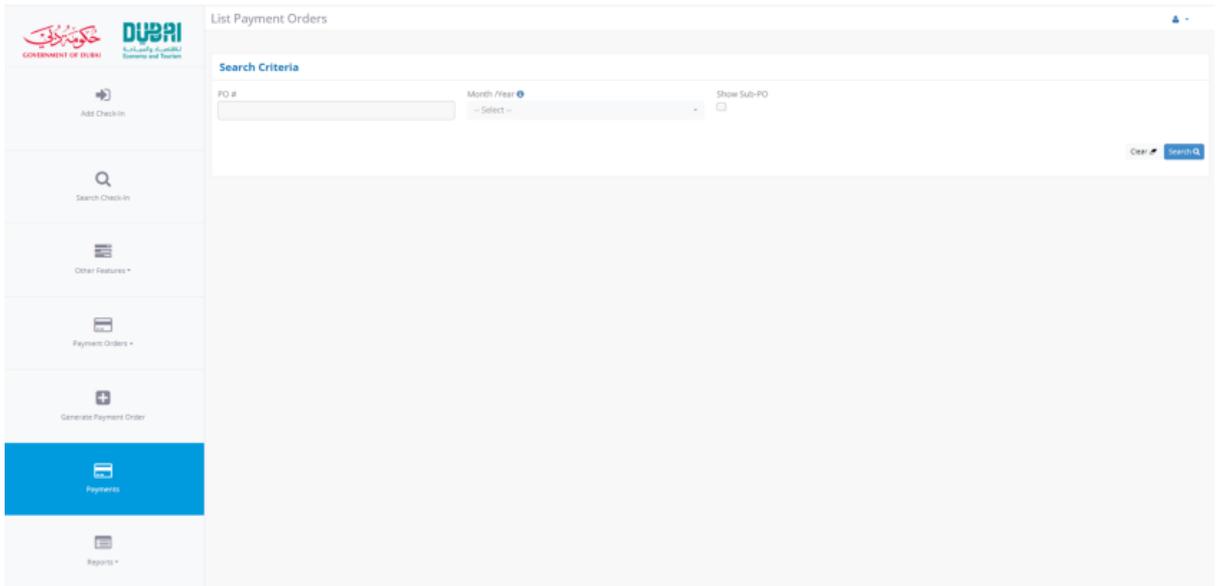
1. User/Finance clicks on “Generate Payment Order”.

2. User enters below required details to generate the payment order against:
 - a. Year
 - b. Month
3. User clicks on “Generate”.

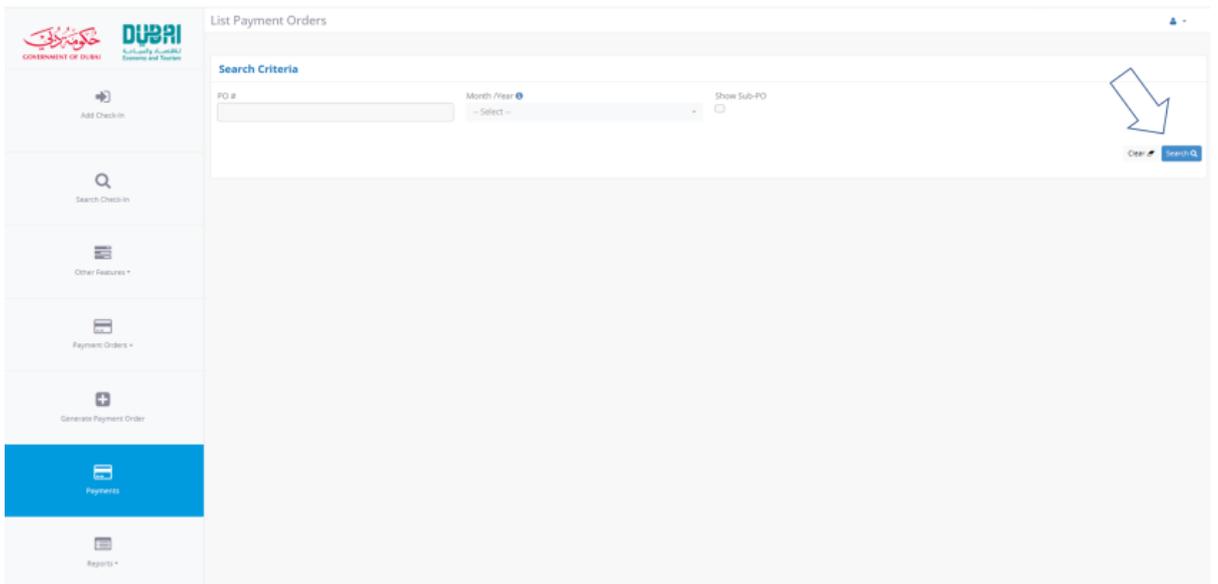
4. Payment order against the entered year and month will be generated automatically by the system successfully.

1.3.16. PAYMENT

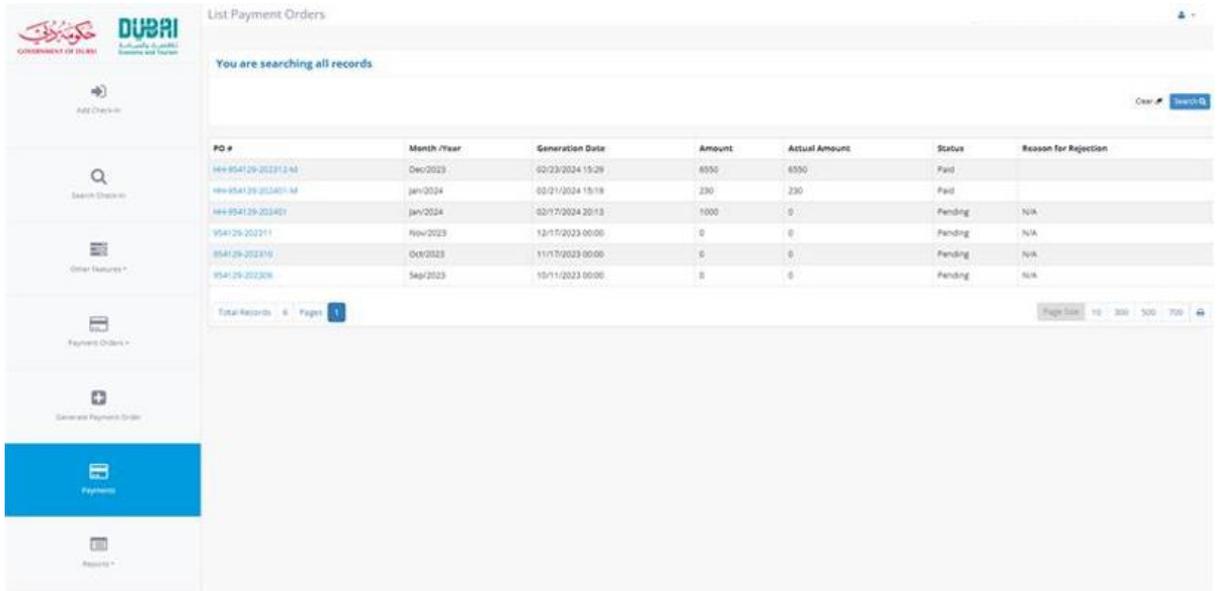
1. User clicks on “Payment”.



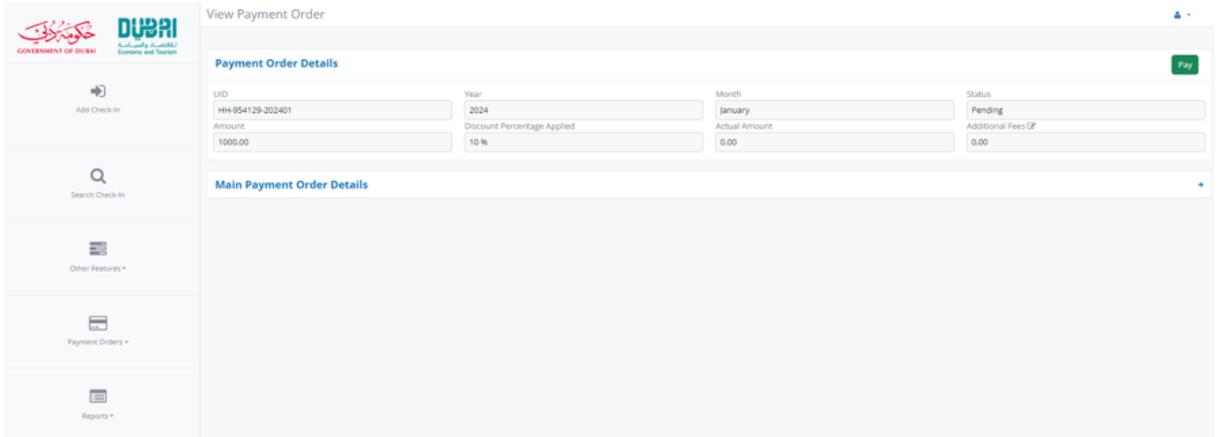
2. User enters search criteria.
3. User clicks on “Search”.



4. List of payment orders matching the search criteria is loaded successfully.



5. User should click on PO ID to view payment order details and to pay.



6. User should click on pay button to pay the PO amount.

7. System should display original amount to be paid.



8. User can add and pay additional fees (optional)

a. Upon choosing this option, user should select additional fees option.

Payment Order Details Pay

| | | | |
|----------------------|-----------------------|----------------------------|-------------------|
| UID 954129-202311 | Year 2023 | Month November | Status Pending |
| Amount 1500.00 | Actual Amount 0.00 | Additional Fees (F) 100 | |

Main Payment Order Details

b. User should update the extra amount wished to be paid.

Payment Order Details Pay

| | | | |
|----------------------|-----------------------|-----------------------------|-------------------|
| UID 954129-202311 | Year 2023 | Month November | Status Pending |
| Amount 1500.00 | Actual Amount 0.00 | Additional Fees (F) 0.00 | |

Main Payment Order Details

Sub Payment Orders

| UID | Amount | Month | Year | Generation Date | Status | Actions |
|------------------------------|--------|-------|------|-----------------------|---------|------------------------------------|
| H4-954129-202311-123409106-S | 100.00 | 11 | 2023 | 2/28/2024 12:34:09 PM | Pending | + |

- c. If original PO is not yet paid, additional PO should be merged with the original PO in the payment center system.
 - d. If original PO is paid, additional PO can still be added but paid separately (will not be merged with the original PO).
 - e. Additional PO can be cancelled/deleted as long as its pending.
 - f. Only 1 active/pending additional PO can be generated at a time.
9. User should click on proceed.
 10. User should be redirected to the payment center system for payment.
 11. User should choose the payment method and add payment details.

Dashboard | Profile | Logout

PO Details

PO# Establishment Name
 License

Transactions

Drag a column header and drop it here to group by that column

| Transaction # | Description | Transaction Type | Service Type | Amount | Account Code |
|------------------|-------------|------------------|----------------|--------|--------------|
| HH-954129-202401 | | Invoice | Tourism Dirham | 1000 | |
| Grand Total | | | | 1000 | |

Payment Details

Select payment method Bank Transfer Pay Online

Payer name

Payer Mob#

About Us | Contact Us | FAQs

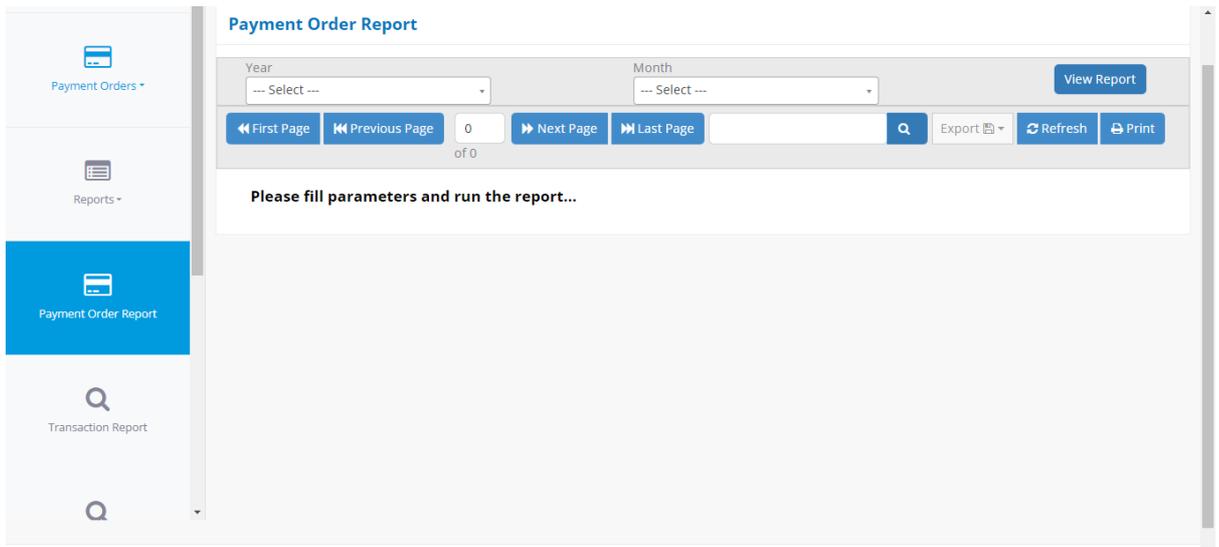
DTCM © 2017 Privacy Policy

12. After payment, user should be redirected to HH TD.

1.3.17. REPORTS

Payment Order Report

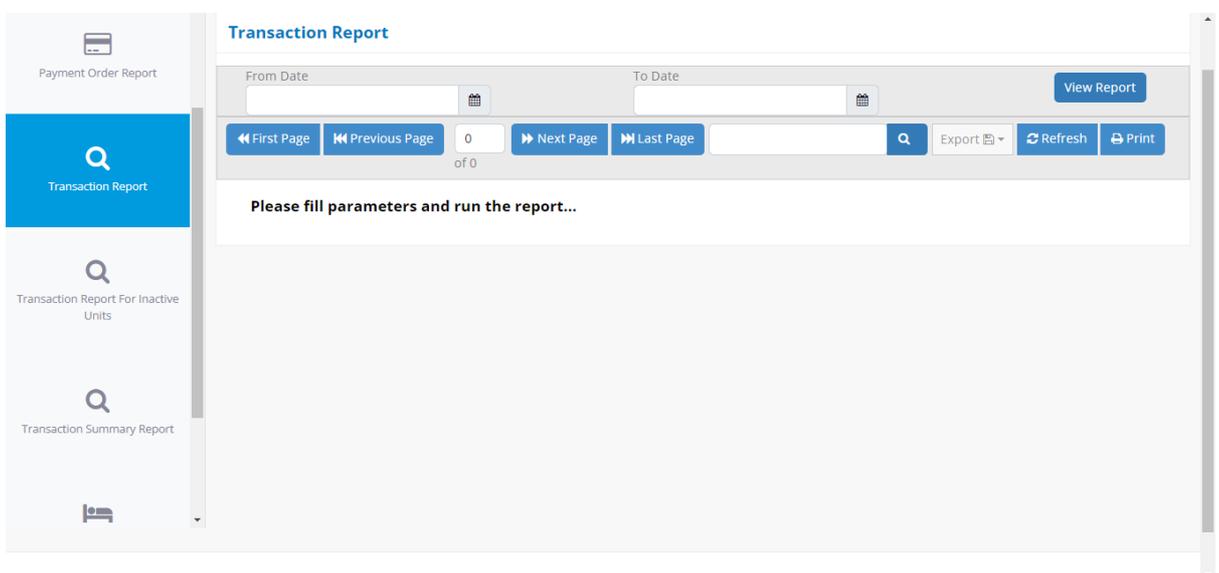
1. User clicks on "Reports" → "Payment Order Report"



2. User enters below search criteria:
 - a. Year
 - b. Month
3. User clicks on “View Report”.
4. Report is loaded successfully.

Transaction Report

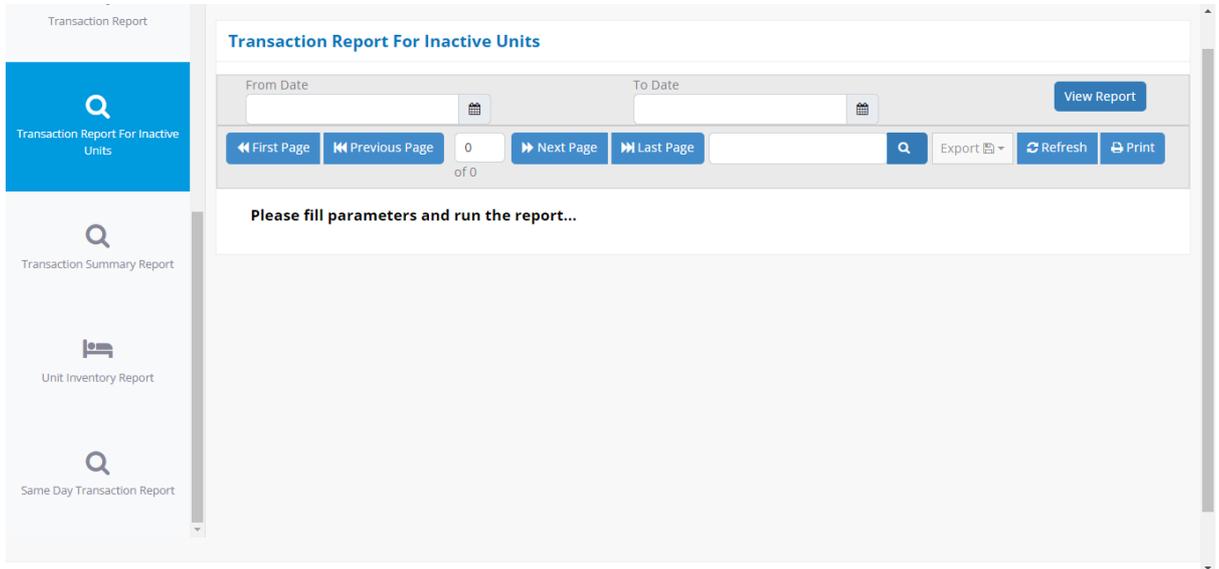
1. User clicks on “Reports” → “Transaction Report”



2. User enters below search criteria:
 - a. From Date
 - b. To Date
3. User clicks on “View Report”.
4. Report is loaded successfully.

Transaction Report for Inactive Units

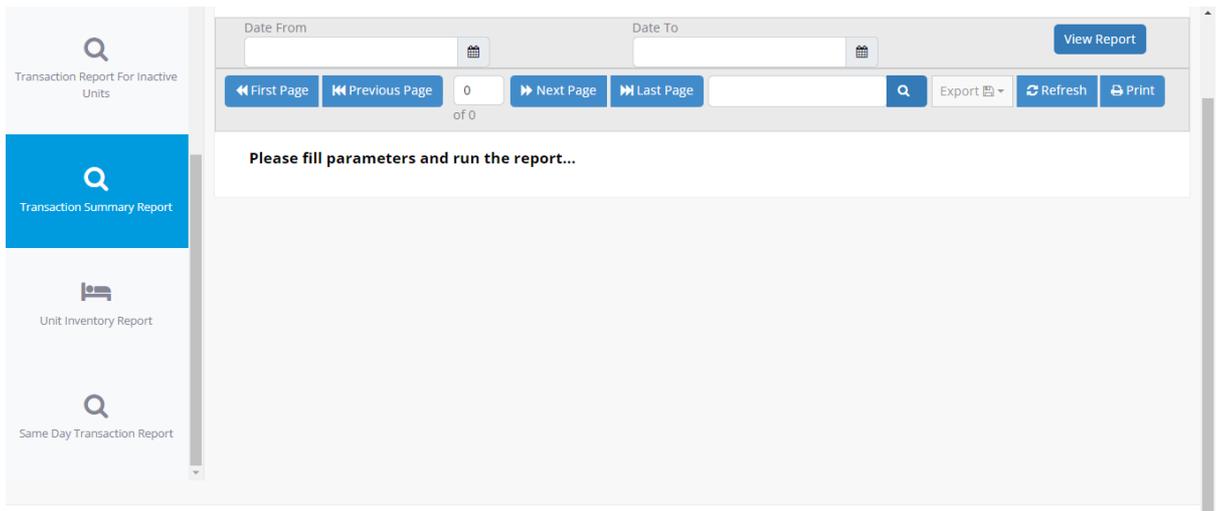
1. User clicks on “Reports” → “Transaction Report for Inactive Units”



2. User enters below search criteria:
 - c. From Date
 - d. To Date
3. User clicks on “View Report”.
4. Report is loaded successfully.

Transaction Summary Report

1. User clicks on “Reports” → “Transaction Summary Report”



2. User enters below search criteria:
 - e. From Date
 - f. To Date
3. User clicks on “View Report”.
4. Report is loaded successfully.

Unit Inventory Report

1. User clicks on "Reports" → "Unit Inventory Report"

2. Report is loaded successfully.

Same Day Transaction Report

1. User clicks on "Reports" → "Same Day Transaction Report"

| Transaction ID | Unit No | Guest Name | Bed Room | Check-in Date | Check-in Time | Extra Check-in | House Use | Check-Out Date | Check-Out Time |
|----------------|---------|------------|----------|---------------|---------------|----------------|-----------|----------------|----------------|
| | | | 1 | 20/12/2023 | 10:53 | No | No | 20/12/2023 | 10:58 |
| | | | 3 | 7/12/2023 | 08:25 | Yes | No | | |
| | | | 2 | 5/12/2023 | 15:57 | No | No | | |
| | | | 3 | 6/12/2023 | 15:49 | No | No | | |

2. Report is loaded successfully.

Same Day Transaction Report

1. User clicks on "Reports" → "Same Day Transaction Report"

Same Day Transaction Report

View Report

First Page Previous Page 1 of 1 Next Page Last Page

Export Refresh Print

Same Day Transaction Report

Name: [Redacted]
Registration ID: [Redacted]
From: 20/12/2023
To: 21/12/2023

| Transaction ID | Unit No | Guest Name | Bed Room | Check-in Date | Check-in Time | Extra Check-in | House Use | Check Out Date | Check-Out Time |
|----------------|---------|------------|----------|---------------|---------------|----------------|-----------|----------------|----------------|
| | | | 1 | 20/12/2023 | 10:53 | No | No | 20/12/2023 | 10:58 |
| | | | 3 | 7/12/2023 | 08:25 | Yes | No | | |
| | | | 2 | 5/12/2023 | 15:57 | No | No | | |
| | | | 3 | 6/12/2023 | 15:49 | No | No | | |

2. Report is loaded successfully.

Waiting for Unit Summary Report

1. User clicks on “Reports” → “Waiting for Summary Report”

Waiting For Unit Summary Report

View Report

First Page Previous Page 1 of 1 Next Page Last Page

Export Refresh Print

Waiting For Unit Summary Report

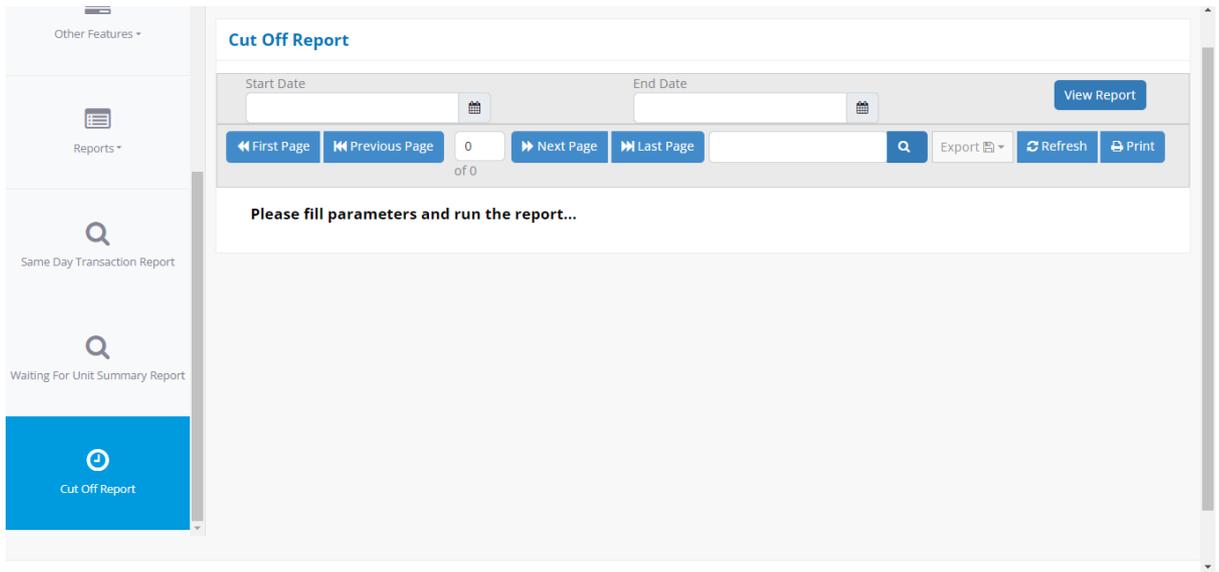
12/21/2023

| Establishment Name | Registration No | DED License No | Activity | Status | # of Waiting Unit | Waiting Unit Capacity |
|--------------------|-----------------|----------------|----------|--------|-------------------|-----------------------|
| | | | | | 0 | 0 |
| Total | | | | | 0 | 0 |

2. Report is loaded successfully.

Cut-off Report

1. User clicks on “Reports” → “Cut-off Report”



2. User enters below search criteria:
 - a. Start Date
 - b. End Date
3. User clicks on "View Report".
4. Report is loaded successfully.



دبي

للاقتصاد والسياحة
Economy and Tourism

UNIFIED TOURISM PLATFORM

User Guide

OVERVIEW

Unified Tourism Platform (UTP) is designed to be the perfect companion for operators providing adventures in safari/Maritime and relaxation in holiday homes. This comprehensive app integrates various features to cater to the diverse needs, offering seamless access to information, booking services, and essential tools to enhance their safari and holiday home experiences.



KEY FEATURES

Safari & Maritime

Access to drivers to log the experience from start to end point which ensures continuous tracking for the tour and provides more safety to tourists.

Holiday Homes

Access to operators and owners to provide additional channel which easily allow logging major actions on Holiday Homes units: check-in, checkout, etc...

Talents

Access to all potential talents to provide easier ID which could be provided later to event organizers to easily involve talents in event permit.

APPLICATION ACCESS

URL

<https://einspection.net/dta/index.html>



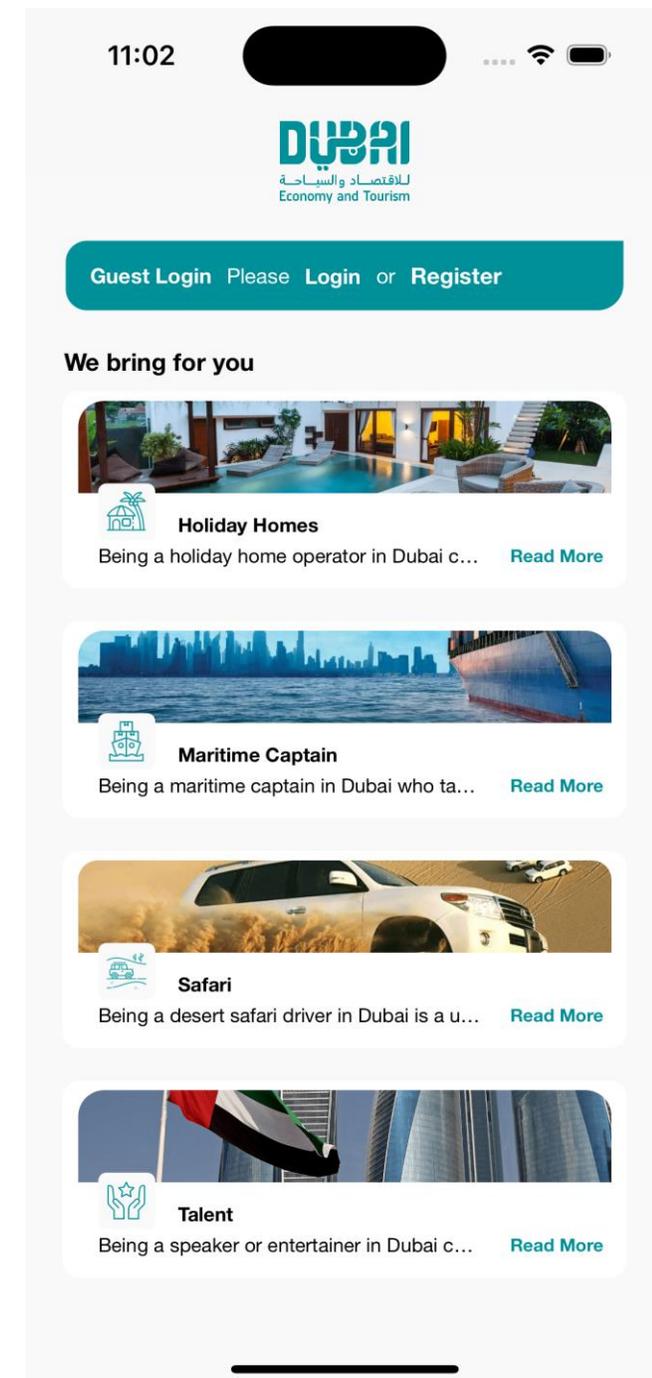
QR Code



HOLIDAY HOMES

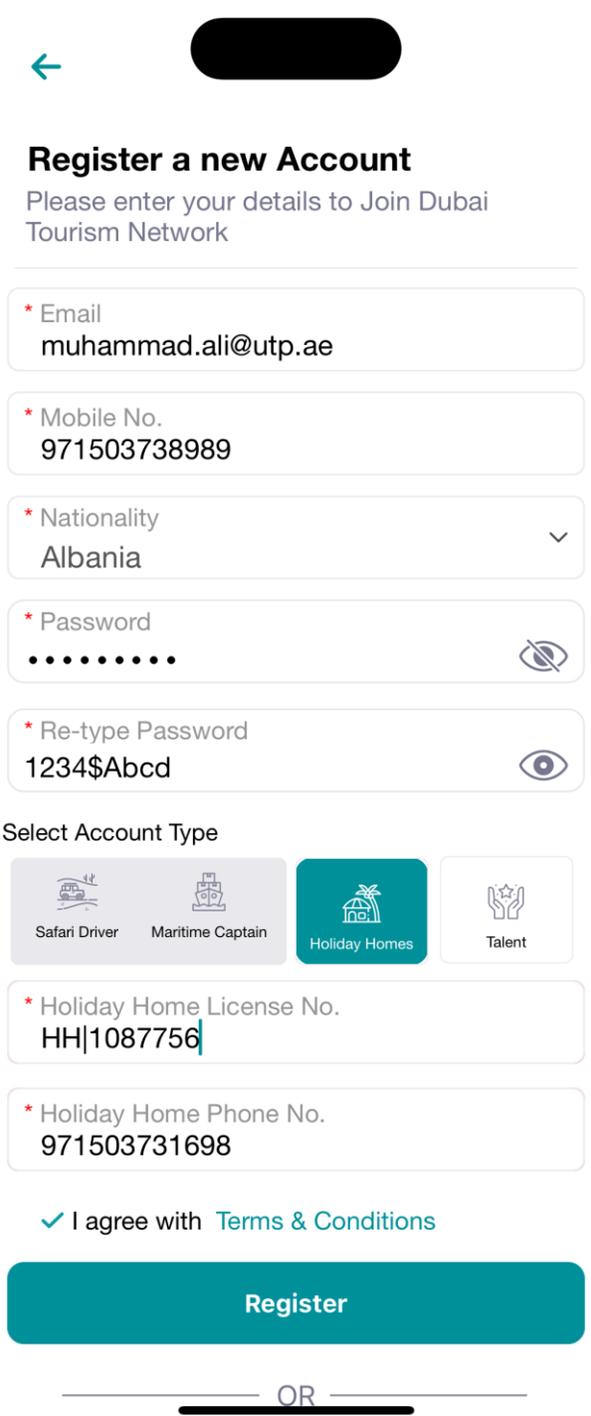
REGISTRATION

1. User should click on desired service to read more information about.
2. User should click on register to register new account
3. User should click on login to login using existing account



REGISTRATION – HH

1. User should enter required details.
2. User should choose service type: Holiday Homes.
3. User should agree on Terms and Conditions.
4. User should click on “Register”.



←

Register a new Account

Please enter your details to Join Dubai Tourism Network

* Email
muhammad.ali@utp.ae

* Mobile No.
971503738989

* Nationality
Albania

* Password
••••••••

* Re-type Password
1234\$Abcd

* Select Account Type

Safari Driver Maritime Captain **Holiday Homes** Talent

* Holiday Home License No.
HH|1087756

* Holiday Home Phone No.
971503731698

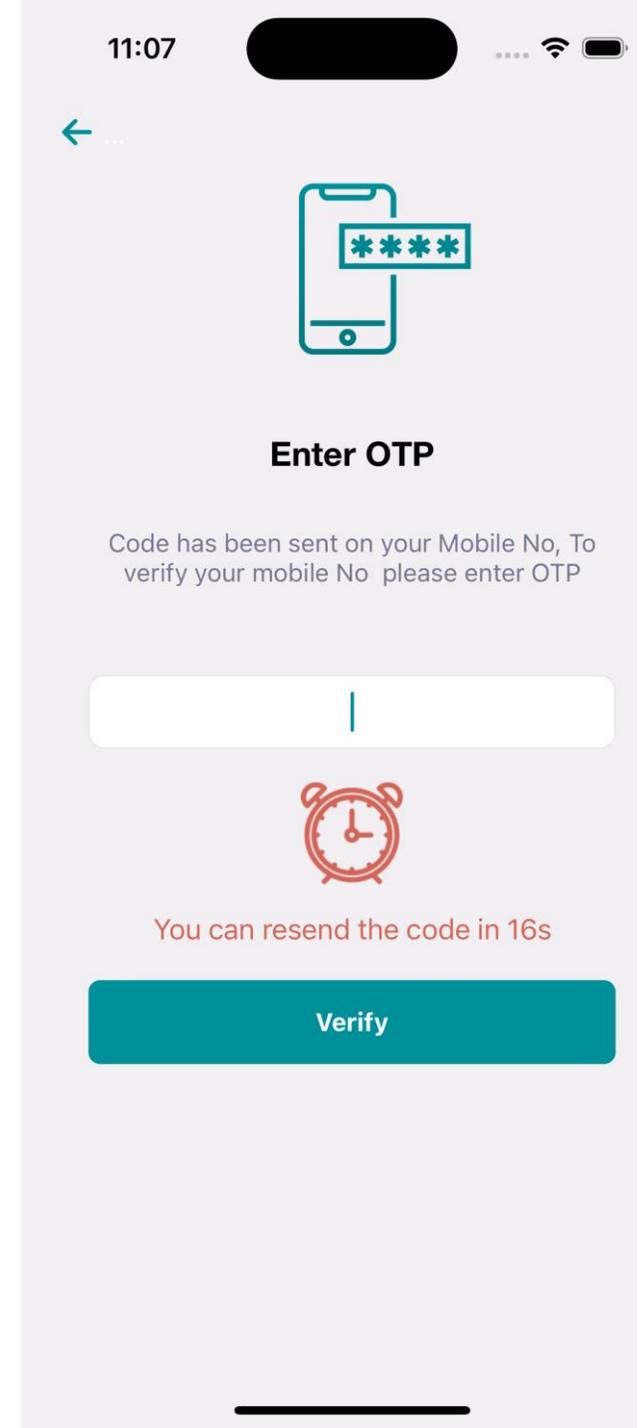
✓ I agree with [Terms & Conditions](#)

Register

OR

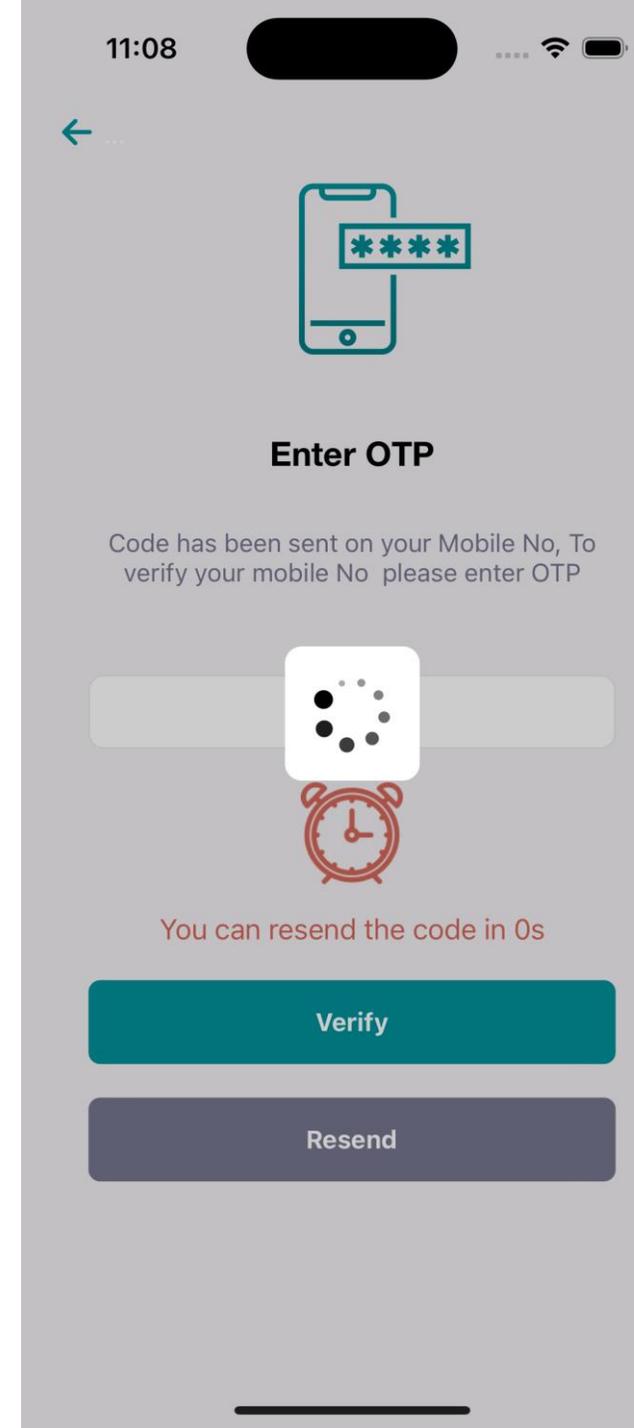
REGISTRATION – HH

1. User should receive an OTP on entered mobile number (if it's linked to the license).
2. User should enter OTP.
3. User should click on “Verify”.
4. If OTP is correct, user should be registered successfully.



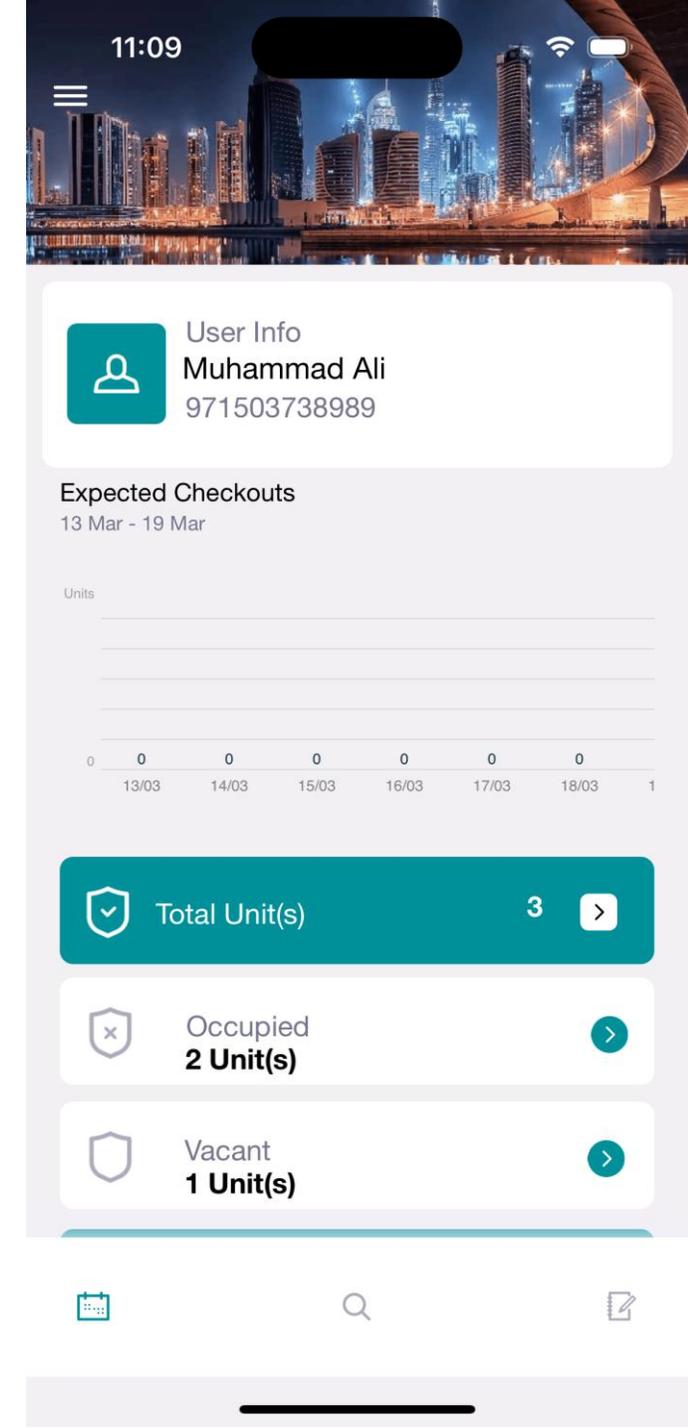
REGISTRATION – HH

1. User should click on “Resend” if OTP isn’t received.
2. User should enter OTP.
3. User should click on “Verify”.
4. If OTP is correct, user should be registered successfully.



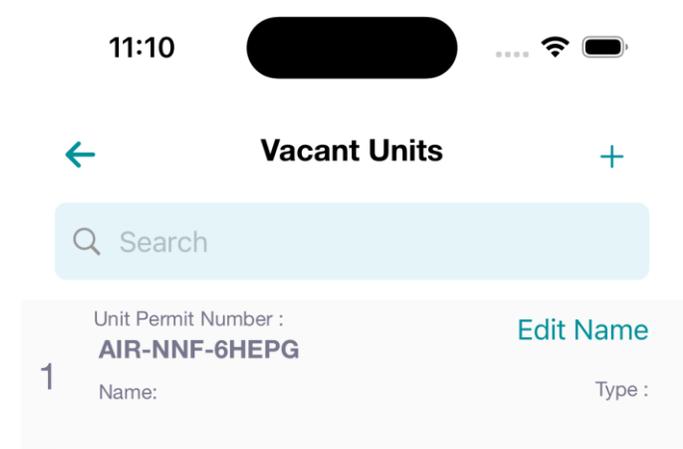
REGISTRATION – HH

1. User should access the HH license details through the mobile application.
2. User can check total units (occupied and vacant).
3. User can check expected checkouts.



REGISTRATION – HH

1. Upon clicking on “Vacant”, user should display vacant unit details.
2. User should be able to edit/provide an easier name for the unit.



REGISTRATION – HH

1. User should add new check-in through the mobile application
2. User should choose the unit number against the desired check-in.
3. User should add check-in details including date/time/etc....
4. User should add details for each guest.

11:10

Add Check-In

Muhammad Ali 971503738989

Change Unit | Checkout

Unit Number

AIR-NNF-6HEPG

Check-In Date/Time 3/13/24 11:10 AM

Expected Checkout Date/Time 3/13/24 11:10 AM

Charge extra night on Early checkin

House Use

Guest Details + Add Guest / Visitor

11:10

Add Details

Select Type Guest Visitor

Check-In Date/Time 3/13/24 11:10 AM

Expected Checkout 3/13/24 11:10 AM

Main Guest

Scan Document

*Backside of Emirates Id

Or enter the following details

* First Name Ali

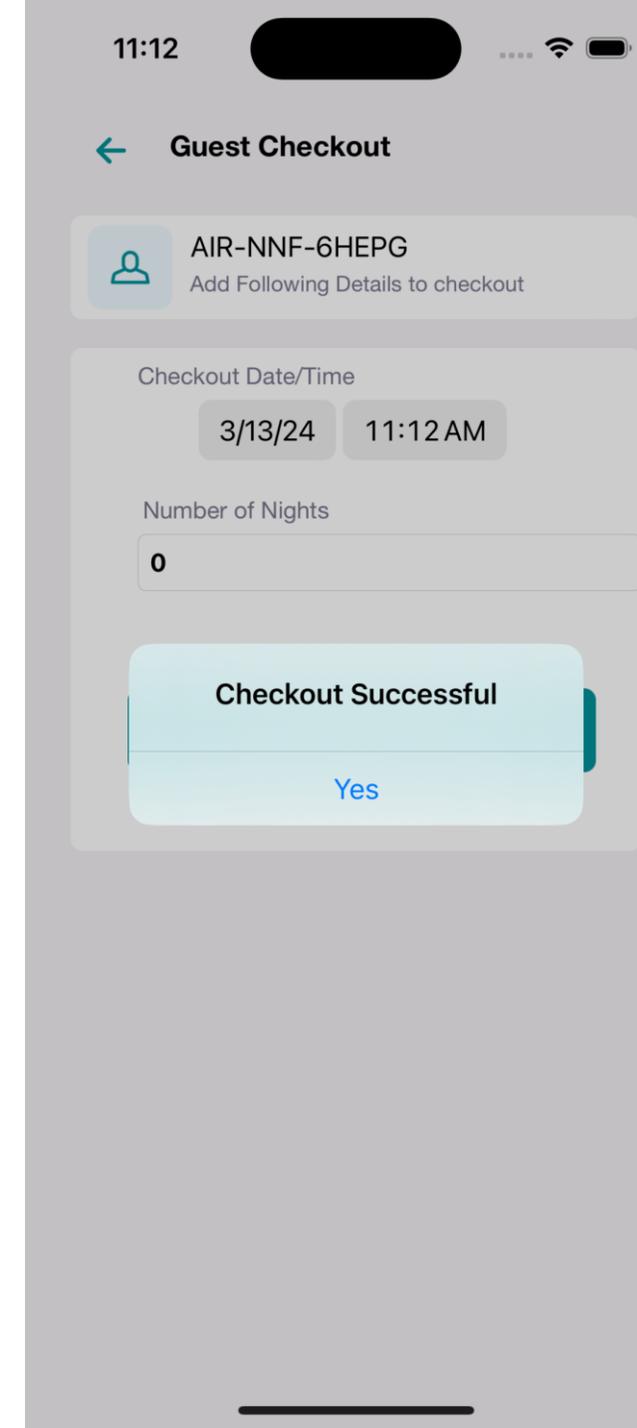
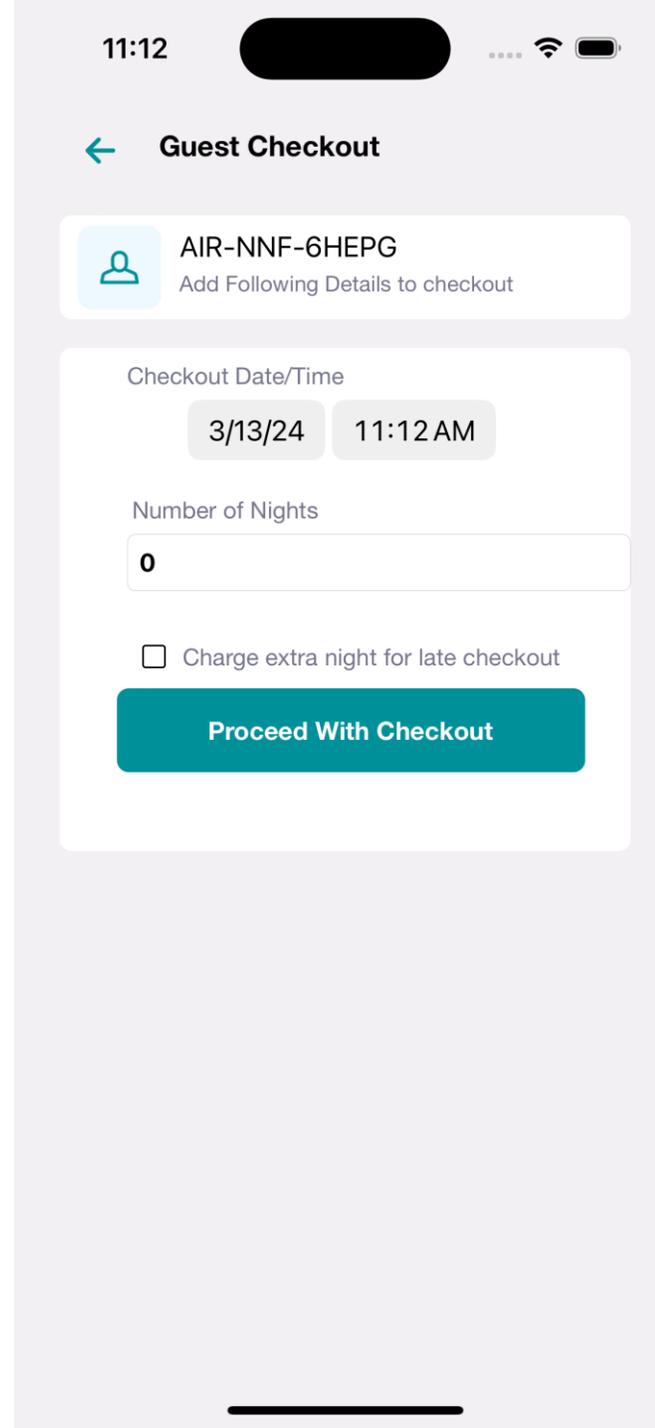
* Last Name Jamali

Arabic Name

* Nationality Albania

REGISTRATION – HH

5. User should checkout the guest by entering checkout details.



THANK YOU