

Directory of services

Dubai Culture and Arts Authority

First release 2020/2021

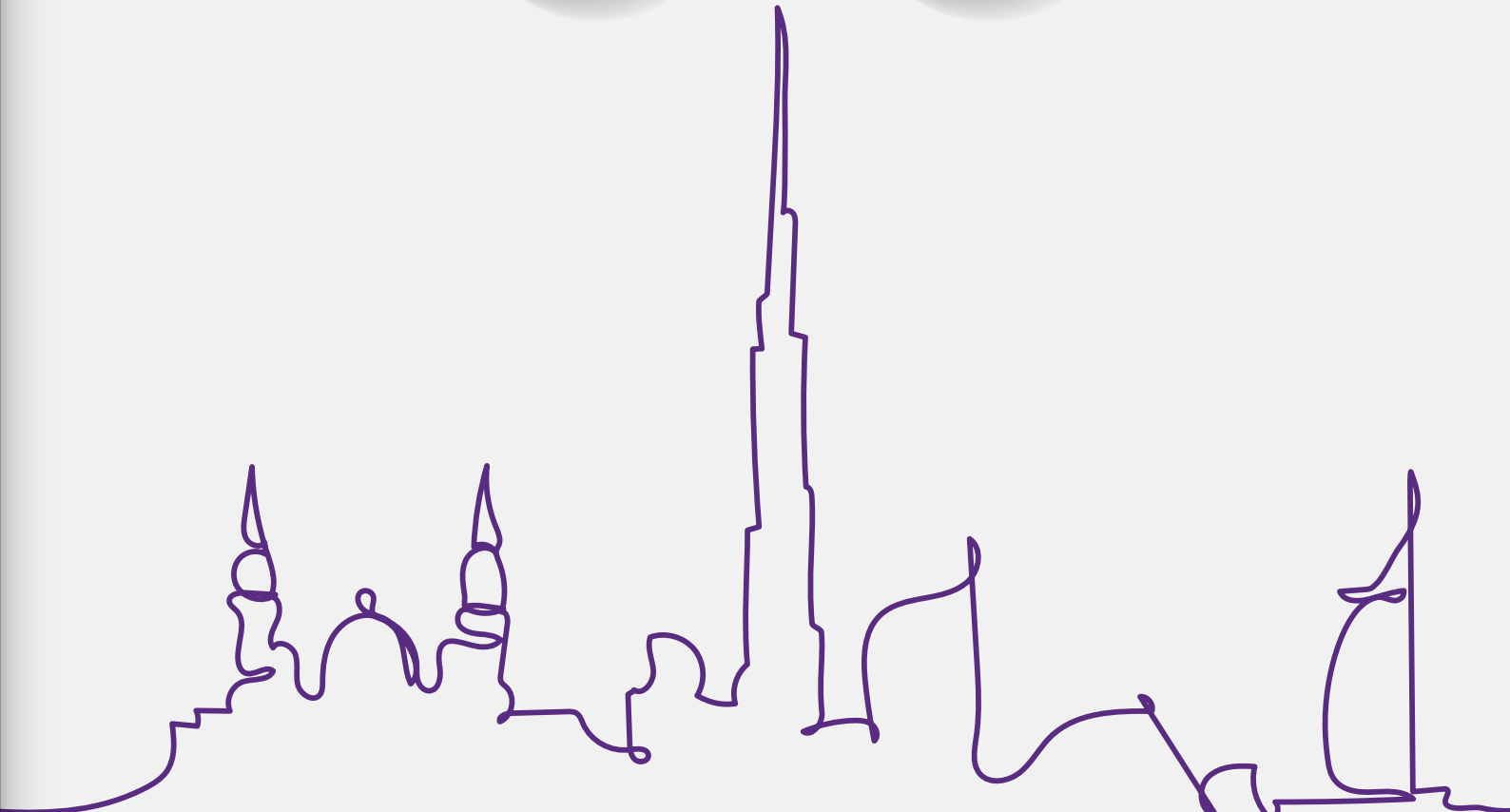


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1.0. The Director General of the Dubai Culture and Arts Authority's Message

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

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

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



2.0. Overview of Dubai Culture and Arts Authority Services Directory



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



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





3.0. Dubai Culture's Strategic Map





4.0. Customer Happiness Charter

Customer Happiness Charter

Dubai Culture & Arts Authority's commitment to you:



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



You will receive a high standard, fair service.



You will be attended to in a timely manner.



We welcome your feedback and suggestions to serve you better.



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



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



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



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



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



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



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



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



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



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

Your commitment to us:



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



Provide identification documents when requested.



Provide the supporting documents required to complete a service.



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



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



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

Hala Badri | Director General



@DubaiCulture | dubaiculture.gov.ae

Contact us:

For inquiries info@dubaiculture.gov.ae

For complaints ecomplain.dubai.gov.ae

For suggestions esuggest.dubai.gov.ae

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

CALL US 80033222 (8003DCAA)



5.0. Categories of Customers

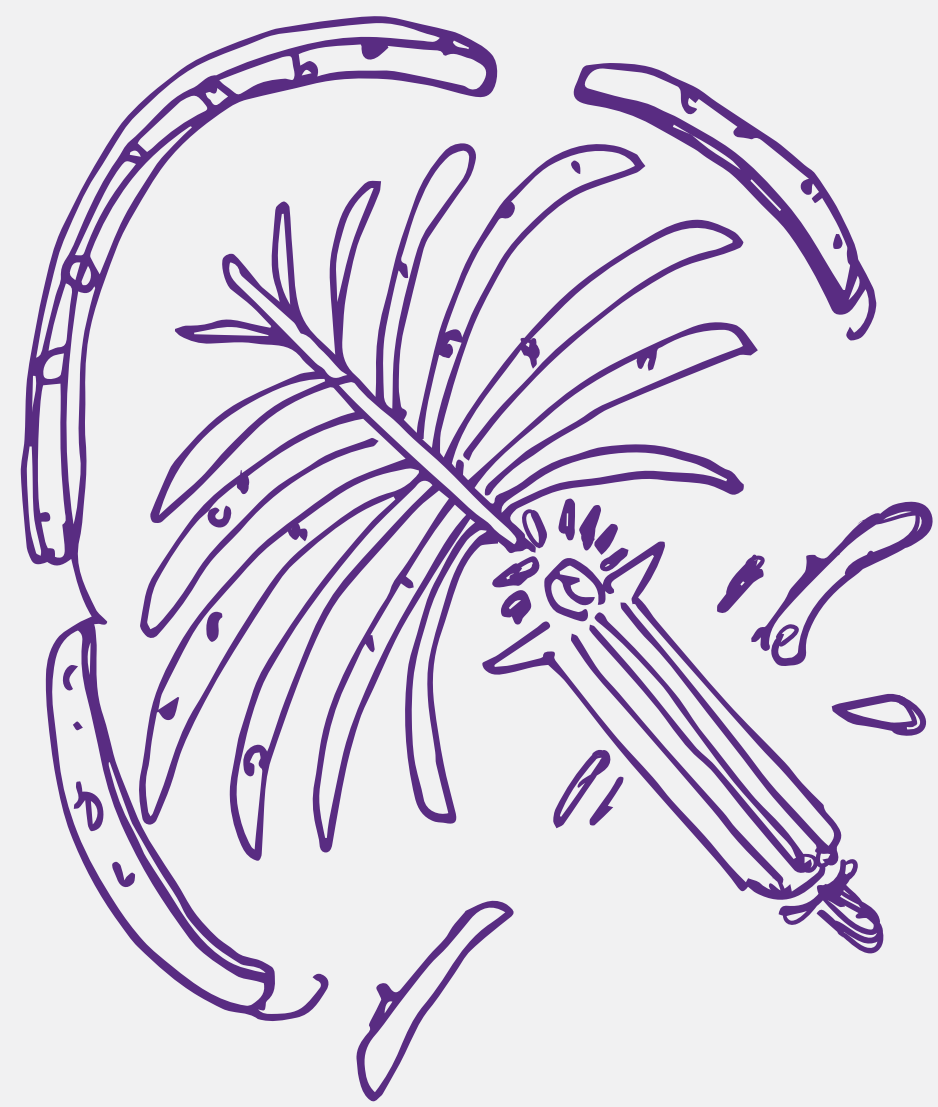


Dubai Culture & Arts Authority - Customers Definitions

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

Dubai Culture & Arts Authority - Customers Definitions

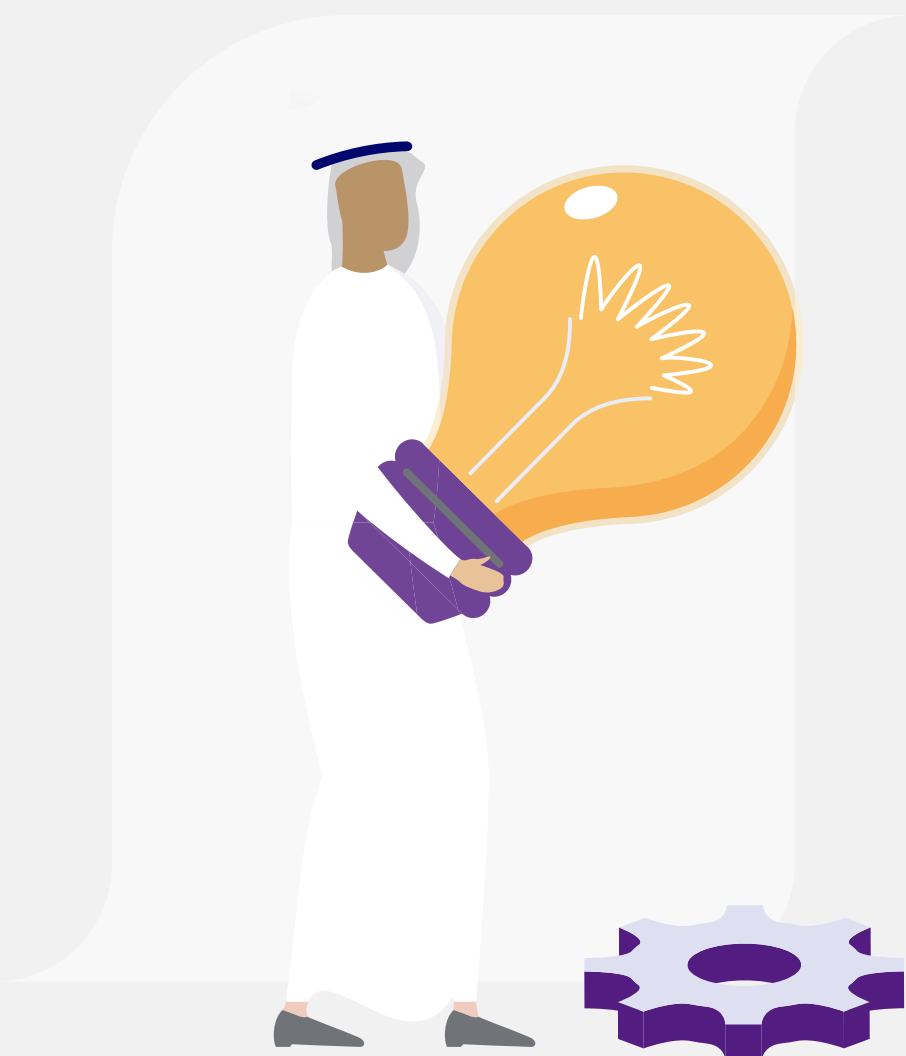


Students	School and university students from inside and outside the State
People of Determination	People who need help due to suffering a disability
Thukher Card holders	Beneficiaries of Thukher Card
Media professionals and journalists	Media workers and journalists from inside or outside the State
Talented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



Groups

Customers Main Categories

Customers Sub-Categories

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



6.0. Services and Customers Journey

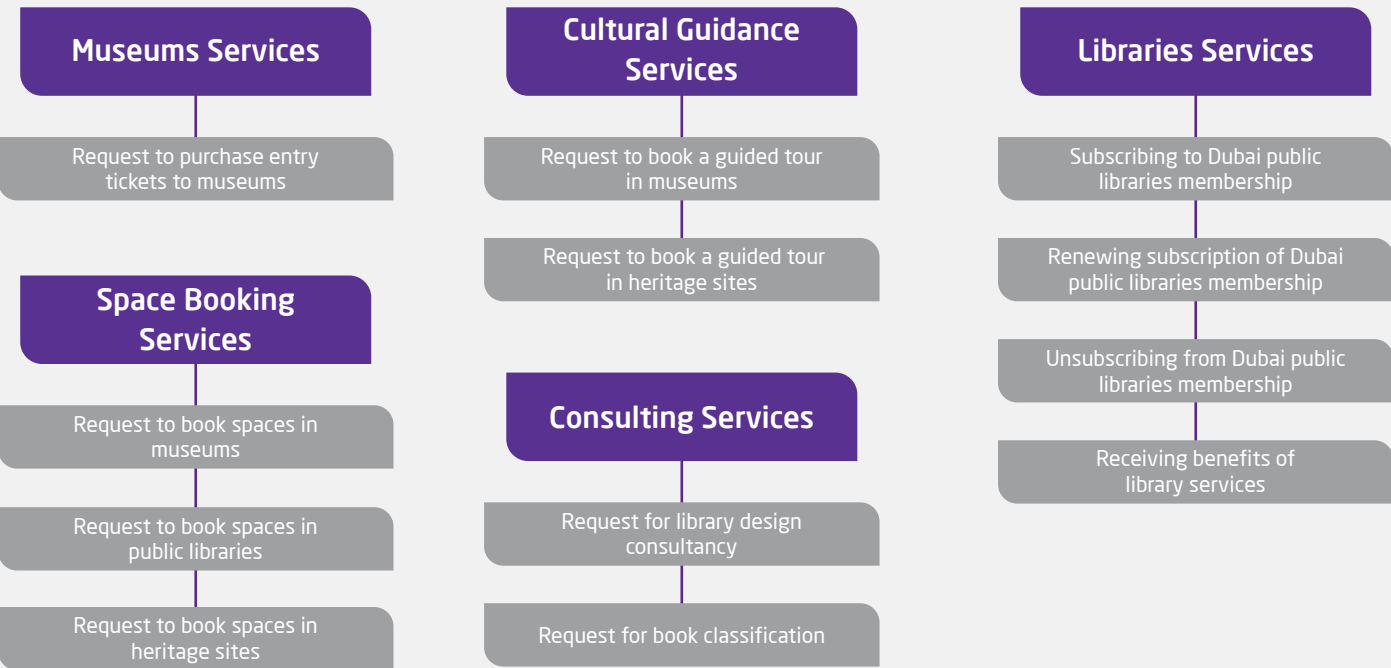
What is A Customer's Journey to Obtain a Dubai Culture and Arts Authority Service?

A Customer's Journey to obtain a service provided by Dubai Culture and Arts Authority is a set of phases that include interactive procedures through which a customer goes before governmental agencies to obtain a specific service. Moreover, such journey may be documented via assessing the customer's experience as well as the phases he goes through.

The significance of documenting such journey:

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





Subscription service for cultural events, programs and activities

- Request to register artists in Dubai International Calligraphy Exhibition
- Request for the participation of writers, trainers and lecturers in hosting literary events
- Request to register trainers in specialized workshops within the Dubai Performing Arts Program
- Request to register theatrical teams in the Dubai Festival for Youth Theater
- Request to register artists in Sikka Art Festival
- Request for public registration for the Authority events accompanying museums workshops
- Request for public participation in museums camps
- Request for public participation in libraries camps
- Request for public registration for Arts Department courses and workshops
- Request for public registration for the workshops supported by the Authority within Sikka Art Festival
- Request for public registration for Dubai International Calligraphy Exhibition accompanying workshops
- Request for public registration for specialized workshops within Dubai Performing Arts Program

Leasing Services

- Request to lease a premises
- Request to renew a lease contract
- Request to evacuate the leased premises

No Objection Permit Service

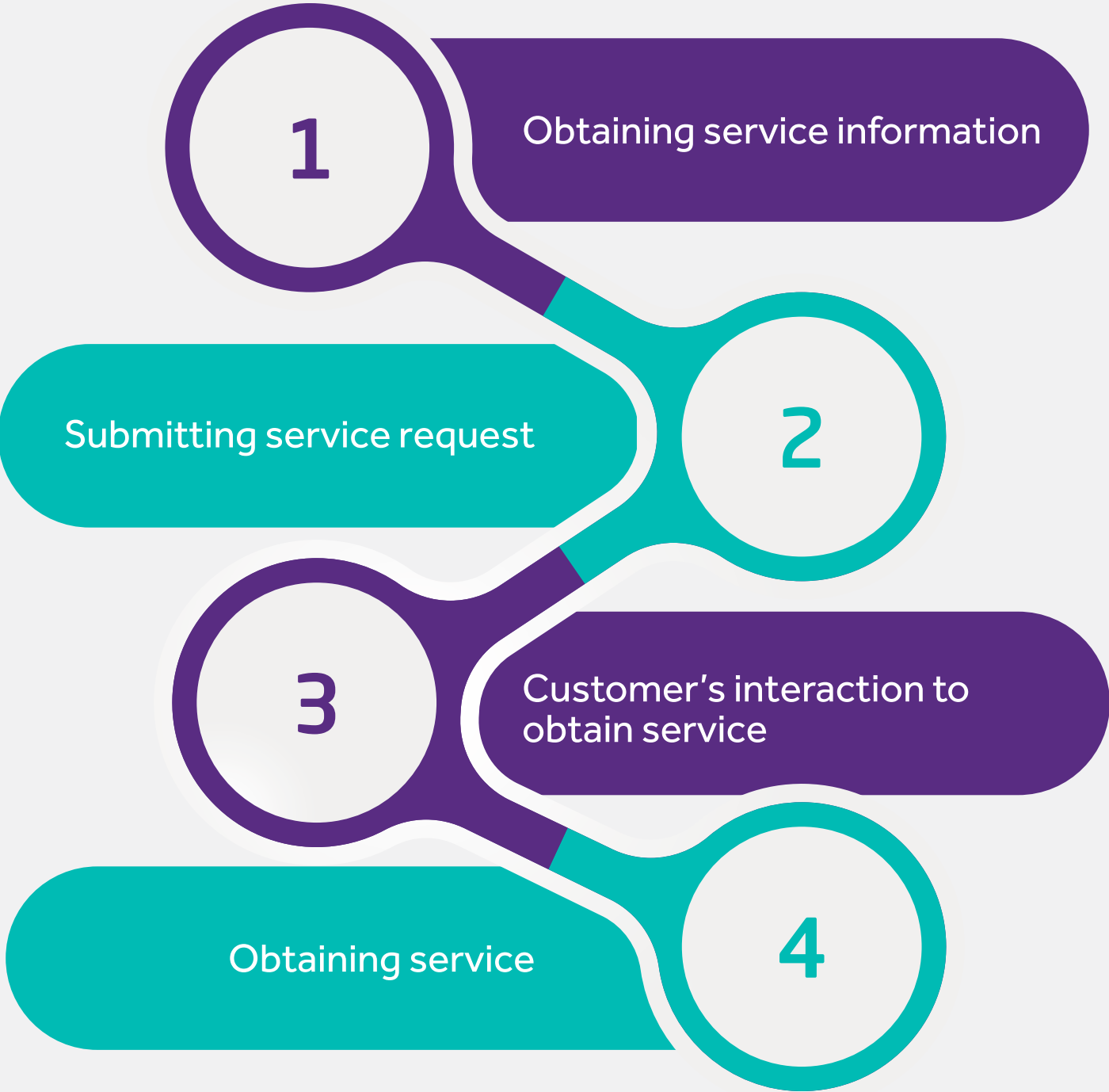
- Request to obtain a no-objection permit to shoot at the sites of Dubai Culture & Arts Authority

Creative and Talented Accreditation Service

- Accreditation of the creative and talented members

A Customer's Journey to Obtain a Dubai Culture and Arts Authority Service:

The customer's journey to obtain services provided by Dubai Culture and Arts Authority is based on four key phases as follows:





6.1. Museums Services

Museums Entry Ticket Request

Description	This service involves issuance of museum entry tickets to learn about their holdings	
Service Type and Structure	Public	
Target Customer Categories	Individuals: Citizen - Resident - Tourist Institutions: Governmental Agencies - Non-Governmental Agencies	
Documents Required	For categories excluded from fees payment only, it is necessary for them to show: A business card for media professionals and journalists <ul style="list-style-type: none">• A card for People of Determination• A Thukher card for the elderly• A tourist guide card	
Procedures and Steps to Obtain Service	<ol style="list-style-type: none">1. Buy a ticket through the museum's website2. Buy a ticket at the museum	
Times of Service Provision	24/7 through the museum's website During office hours at the museum	
Fees	Etihad Museum AED 25 - Individuals AED 20 - Groups (10 individuals or more) AED 10 - Students Free - Children under 5 years old, media professionals, journalists, people of determination and tour guides	Al Shindagha Museum AED 15- Individuals AED 10- Groups (5 individuals or more) AED 5 Students Free - Children under 5 years old, media professionals, journalists, people of determination, holders of Thukher Card and tour guides
	Dubai Museum AED 3- Individuals AED 1- Children (2-6 years) Free - Children under 2 years old, media professionals, journalists, people of determinationand tour guides	Coin Museum Naif Museum Museum of the Poet Al Oqaili Free for all categories

Museums Entry Ticket Request

Service Linkage to Other Services	Ticket sales service for Etihad Museum and Al Shindagha Museum are linked to Burj Khalifa ticket sales service
Partner Institutions	Emaar Company (Burj Khalifa)
Service Delivery Channels	<ul style="list-style-type: none">• Etihad Museum website: www.etihadmuseum.dubaiculture.gov.ae• AlShindagha Museum: website: www.alshindagha.dubaiculture.gov.ae• Dubai Museum• Burj Khalifa website www.tickets.atthetop.ae• The smart App for Burj Khalifa



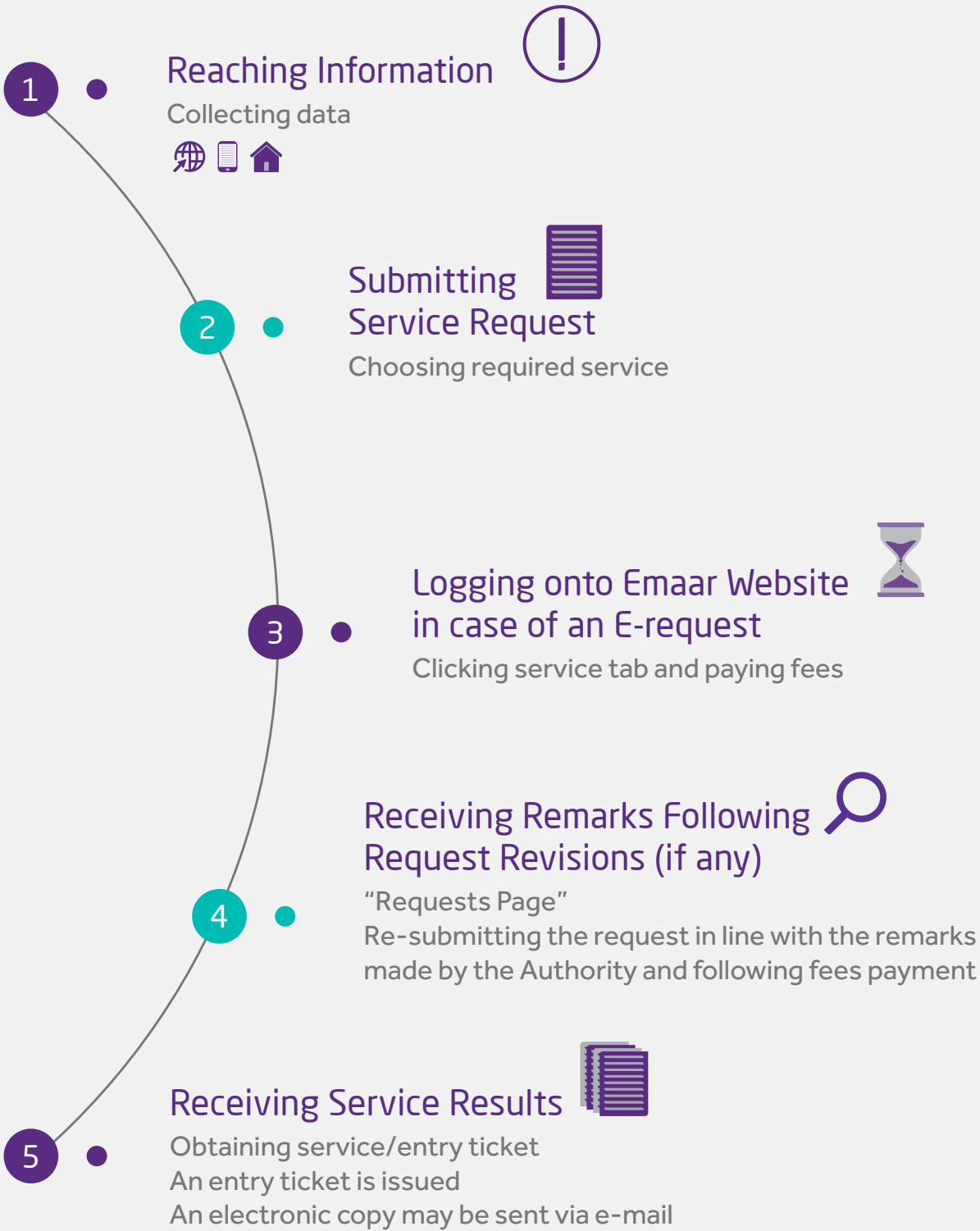
Museums Services

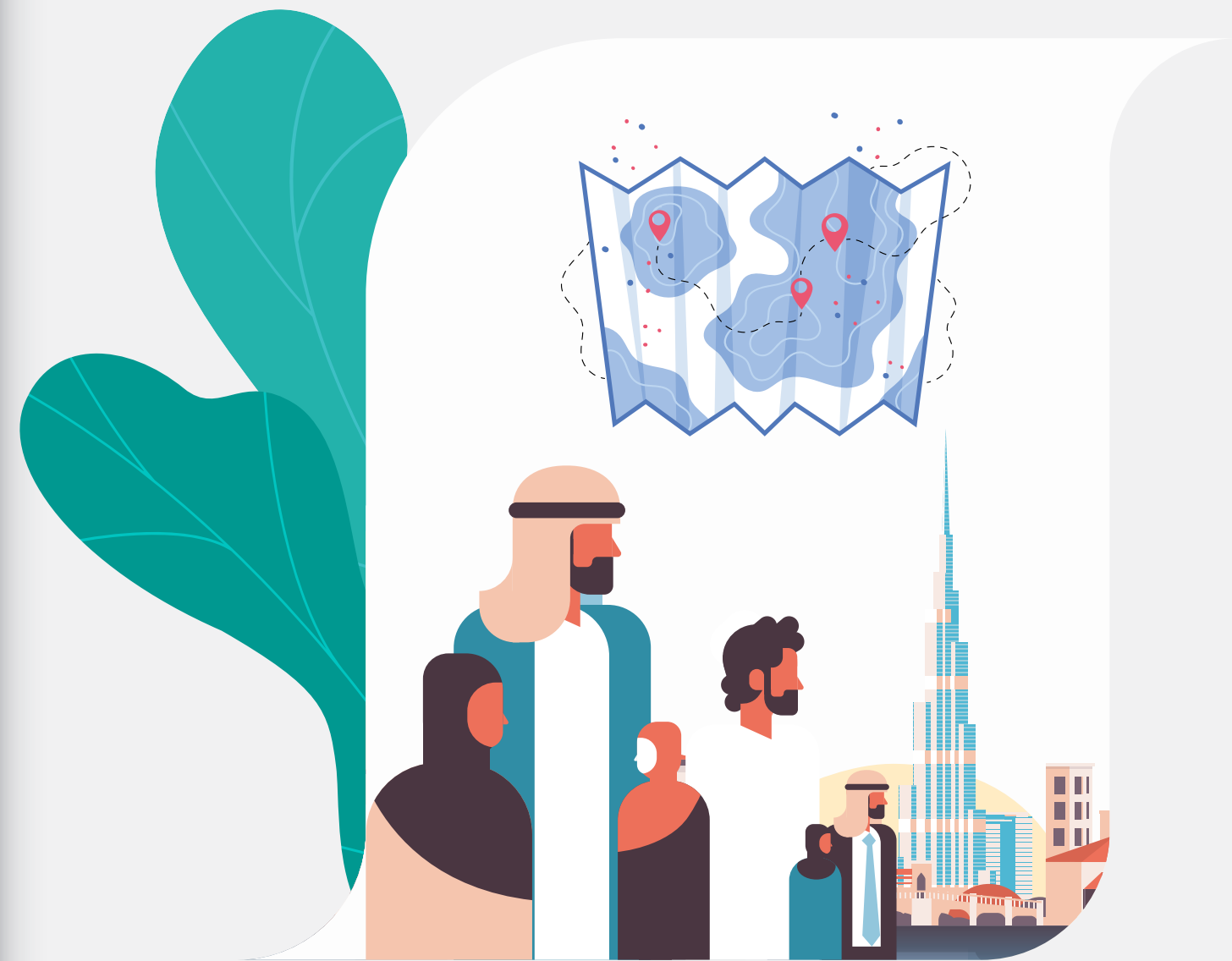
Museums Entry Ticket Request - In The Museum



Museums Services

Museums Entry Ticket Request - On The Website





6.2. Guided Tour Service

Museums Guided Tour Booking Request

Description	This service involved guidance of individuals, groups and institutions in museums via the visitor's physical attendance inside the museum or via virtual tours	
Service Type and Structure	Public	
Target Customer Categories	Tours in museums Individuals: Citizen - Resident - Tourist Institutions: Governmental Agencies - Non-Governmental Agencies	Virtual tours Institutions: Governmental Agencies - Non-Governmental Agencies
Requirements for Service Delivery	Book a tour with the cultural tour guide	
Procedures and steps to obtain service	1. Prior booking for groups and companies by e-mail over the museum's website 2. Asking for a tour with the cultural guide when buying a ticket at the museum	
Times of Service Provision	During working hours in museums	
Fees	Free	
Service Linkage to Other Services	A visitor can obtain such service when visiting the museum in case of buying an entry ticket to the museum	
Service Delivery Channels	Etihad Museum booking via e-mail : pvb@dubaiculture.ae or Phone No.: 045155771	Al Shindagha Museum booking via e-mail: Booking.alshindagha@dubaiculture.ae or Phone No.: 045155336 Coin Museum Naif Museum Museum of the Poet Al Oqaili

Guided Tour Service

Museums Guided Tour Booking Request

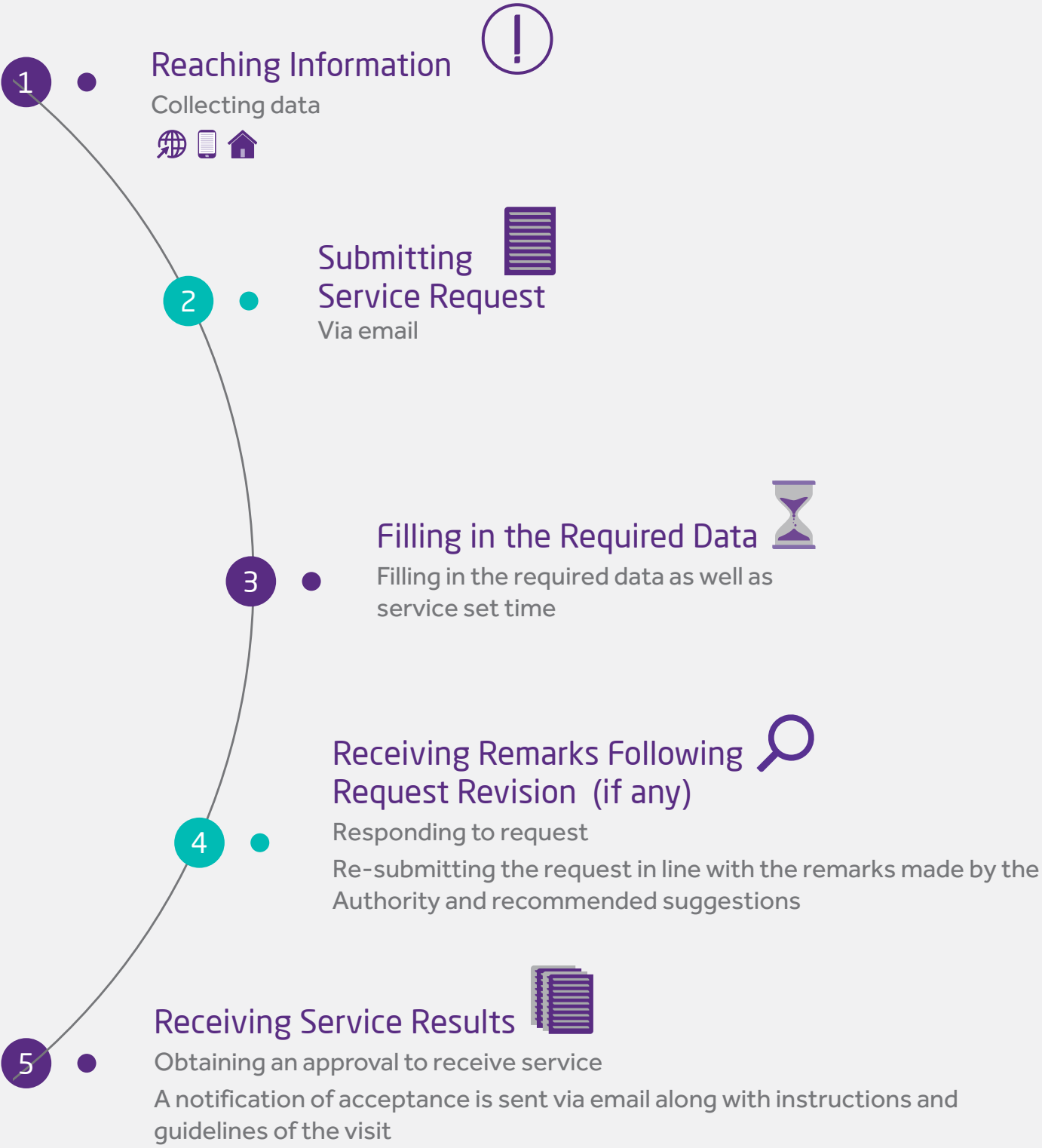


Guided Tour Booking Request in Heritage Sites

Description	This service involves guidance of individuals, groups and institutions in historical public heritage sites and neighborhoods	
Service Type and Structure	Public	
Target Customer Categories	<div>Individuals</div> <div>Citizen - Resident - Tourist</div> <div>Institutions</div> <div>Governmental Agencies - Non - Governmental Agencies</div>	
Requirements for Service Delivery	Book a tour with the cultural tour guide	
Procedures and steps to obtain service	<div>1.Prior booking for groups and companies by e-mail over the heritage sites website</div> <div>2. Asking for a tour with the cultural guide</div>	
Times of Service Provision	During office hours in heritage sites	
Fees	Free	
Service linkage to other services	A visitor can obtain such service when visiting the museum in case of buying an entry ticket to the museum	
Service Delivery Channels	<div>Al Fahidi Historical Neighborhood - House No. 20</div> <div>Phone No.: 045155040</div>	Al Ras Historical Neighborhood - Heritage House
	<div>Majlis Ghorfat Umm Al Sheif</div> <div>Phone No.: 045155207</div>	

Guided Tour Service

Guided Tour Booking Request in Heritage Sites





6.3. Public Libraries Services

Public Libraries Membership Registration

Description	This service involves benefiting from the library membership by borrowing materials outside the library, using the Internet for free and getting library services with lower fees for a period of five years	
Service Type and Structure	Public	
Target Customer Categories	Individuals: Citizen - Resident Companies: Governmental Agencies - Non-Governmental Agencies	
Documents Required	For individual members (adults / children) and families: <ul style="list-style-type: none">A copy of a valid IDA personal photo	For membership of institutions and companies: <ul style="list-style-type: none">An official letter issued by the company to apply for a library membershipA copy of the commercial license of the company and the institution (not applicable to governmental institutions)A copy of the business cards of those authorized to borrow (Qty: 2)A copy of the identity cards of those authorized to borrow (Qty: 2)
Procedures and Steps to Obtain Service	To obtain service in library branches <ol style="list-style-type: none">The customer applies for a public libraries membership in any of its branchesThe employee providing service verifies the customer's name in the automated library system and makes sure that there is nothing preventing the service provisionThe customer fill in membership application form No. DC-LIB-01-01 for adult and family memberships as well as membership application form DC-LIB-01-02 for children, provides supporting documents and pays the prescribed feesThe employee providing service enters the customer information into the automated library system and then it is enlisted in the library's members register. Thus, the customer benefits from membership privileges using the payment receipt until he receives the membership card.The Library Manager verifies the member's data in the library system and approves the membership formThe membership card is then handed to the customer	To obtain service through website and smart App <ol style="list-style-type: none">The customer signs up through Dubai Culture and Arts Authority's libraries page by e-mailThrough the customer file, he requests to upgrade the account to proceed with the membership proceduresThe customer fills in the tabs associated with his personal information and attaches a personal photo as well as an ID photocopyA notification is sent to the email of the employee providing service, who checks the data and makes sure that there is nothing preventing the service provision. Then, the request is approvedA notification is sent to the customer to complete the electronic payment process through "My Account" pageCompleting the payment process, the customer will have an electronic membership card, which he can use in any of Dubai Culture and Arts Authority's libraries

Public Libraries Membership Registration

Times of Service Provision	Saturday to Thursday, from 8:00 AM to 8:00 PM	
Fees	There are no subscription fees for children membership / Insurance amount AED 75 Subscription fees for adult membership AED 50 / Insurance amount AED 150 Subscription fees for family membership AED 50 / Insurance amount AED 200 Subscription fees for institutions membership AED 100 / Insurance amount AED 200	
Service Delivery Channels	Hor Al Anz Library Al Ras Library Al Twar Library Al Rashidiya Library Al Mankhool Library	Umm Suqeim Library Hatta Public Library Al Safa Arts and Design Library Dubai Culture and Arts Authority's website Dubai Public Library's smart App
Forms Used to Provide Service	Application via website or smart App.	
Remarks	The library membership subscription period is 5 years, renewable for a similar period External borrowing service: <ul style="list-style-type: none">For children membership, it is allowed to borrow 10 library items at one time for a period of 28 daysFor individual members (adults), it is allowed to borrow 15 library items at one time for a period of 28 daysFor family membership, it is allowed to borrow 25 library items at one time for a period of 28 daysFor companies and institutions membership, it is allowed to borrow 100 library items at one time for a period of 28 daysThe insurance amount is refunded upon request to cancel the membership one year following the date of membership	

Public Libraries Services

Public Libraries Membership Registration



Public Libraries Membership Renewal

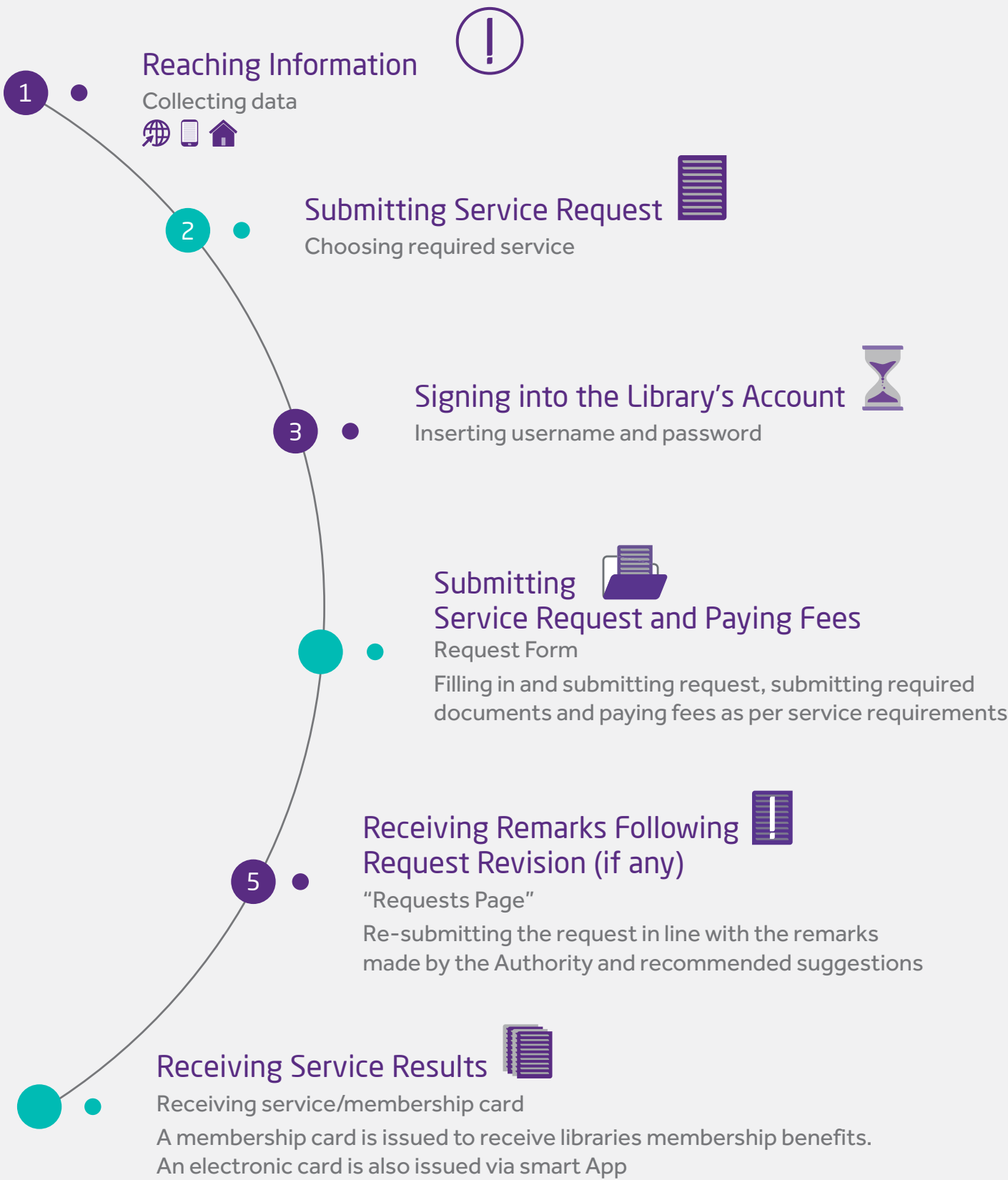
Description	This service involves the extended use of membership benefits for another five years	
Service Type and Structure	Supplementary	
Target Customer Categories	Individuals: Citizen - Resident Companies: Governmental Agencies - Non-Governmental Agencies	
Documents Required	For individual members (adults / children) and families: <ul style="list-style-type: none">A copy of a valid IDA recent personal photo	For institutions and companies membership: <ul style="list-style-type: none">An official letter issued by the company to renew the library membershipThe commercial license of the company and the institution (not applicable to governmental institutions)The business cards of those authorized to borrow (Qty: 2)The identity cards of those authorized to borrow (Qty: 2)
	To obtain service in library branches <ol style="list-style-type: none">The customer signs into to the libraries page over Dubai Culture and Arts Authority's website or via the smart App using the customer's membership number.Through the customer's file and access to his data, he requests to renew the membershipThe customer updates his data through filling in the personal information tabs and attaches the ID photocopy as well as the personal photoA notification is sent to the employee's e-mail who checks the data and makes sure that there is nothing preventing the membership renewal. Then, the request is approvedA notification is sent to the customer to complete the electronic payment process through "My Account page"Completing the payment process, the customer's membership is renewed for another period of 5 years	To obtain service via website and smart App <ol style="list-style-type: none">The customer signs into to the libraries page over Dubai Culture and Arts Authority's website or via the smart App using the customer's membership numberThrough the customer's file and access to his data, he requests to renew the membershipThe customer updates his data through filling in the personal information tabs and attaches the ID photocopy as well as the personal photoA notification is sent to the employee's e-mail who checks the data and makes sure that there is nothing preventing the membership renewal. Then, the request is approvedA notification is sent to the customer to complete the electronic payment process through "My Account page"Completing the payment process, the customer's membership is renewed for another period of 5 years

Public Libraries Membership Renewal

Times of Service Provision	Saturday to Thursday, from 8:00 AM to 8:00 PM	
Fees	There are no renewal fees for children membership Renewal fees for adult membership AED 50 Renewal fees for family membership AED 50 Renewal fees for institutions membership AED 100	
Service Linkage to Other Services	This service is linked to subscription service of Dubai Public Libraries membership	
Service Delivery Channels	Hor Al Anz Library Al Ras Library Al Twar Library Al Rashidiya Library Al Mankhool Library	Umm Suqeim Library Hatta Public Library Al-Safa Arts and Design Library Dubai Culture and Arts Authority's website Dubai Public Library's smart App
Forms used to Provide Service	Application via website or smart App.	
Remarks	Extending the term of library membership for 5 years or until the child reaches the age of 12 No insurance is required to be re-paid	

Public Libraries Services

Public Libraries Membership Renewal



Public Libraries Membership Cancellation

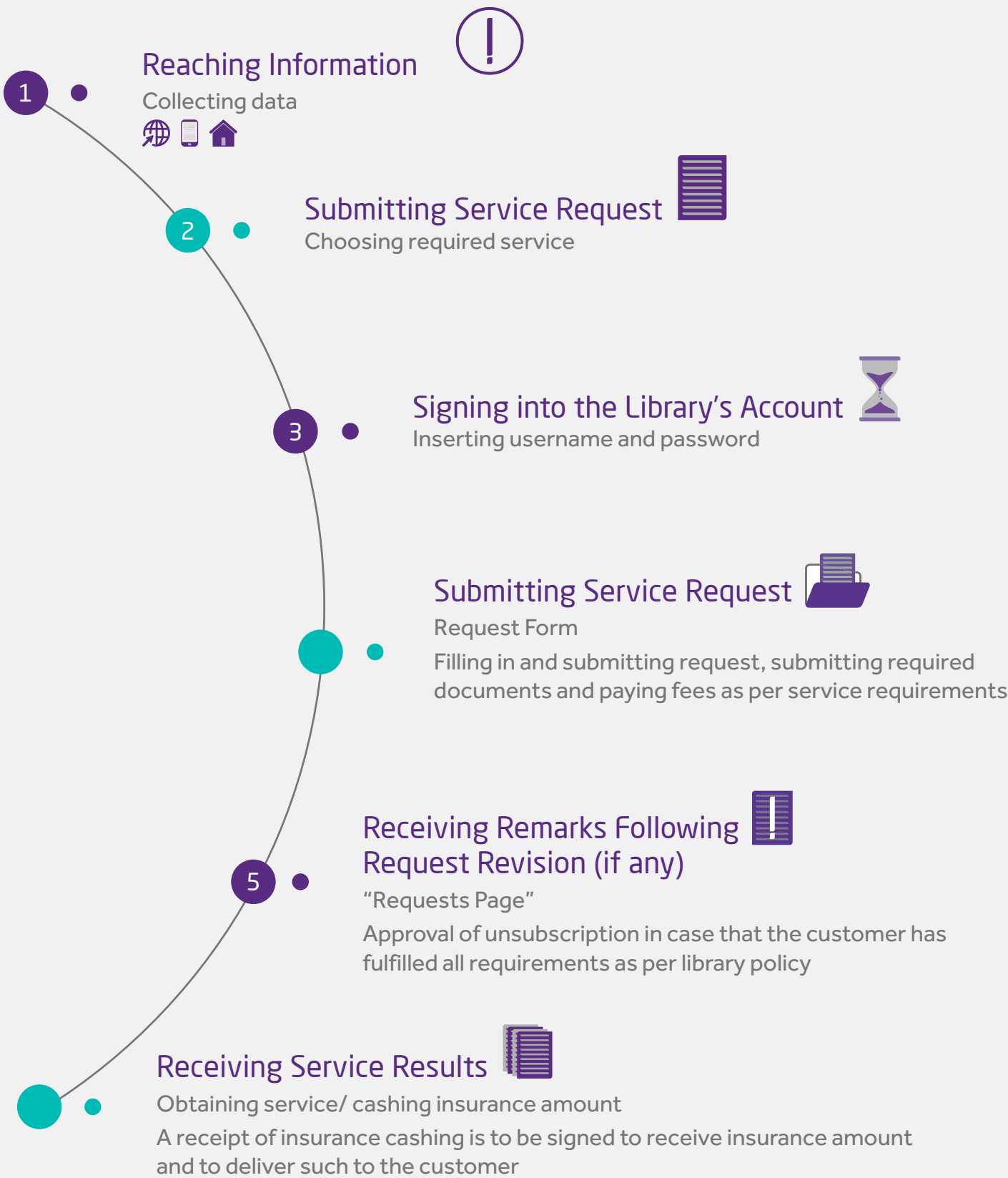
Description	This service revolves around the member’s request to cancel the subscription and the recovery of insurance	
Service Type and Structure	Supplementary	
Target Customer Categories	Individuals: Citizen - Resident Companies: Governmental Agencies - Non-Governmental Agencies	
Documents Required	<ul style="list-style-type: none">• Membership card• Insurance receipt• ID card	
Requirements for Service Delivery	The elapse of a period of one year following the membership acceptance	
Procedures and Steps to Obtain Services	To obtain service in library branches <ol style="list-style-type: none">1. The customer signs up to the libraries page over Dubai Culture and Arts Authority’s website or via the smart App using the customer’s membership number.2. Through the customer’s file and access to his data, he requests to cancel the membership clarifying the reason for cancellation.3. A notification is sent to the employee’s e-mail who verifies the membership status and the member’s validity to cancel it.4. In case the member is not bound by any obligation, the employee providing service receives the membership card (in case the card is received), the cancellation application, the original copy of the insurance receipt in addition to a copy of the ID. The employee attaches such documents to the member’s file.5. In the event that the requirements are met, the employee contacts the customer to refund the insurance amount and sign the receipt thereof.6. The employee approves the cancelation request in the system to terminate the membership.	To obtain service via website and smart App <ol style="list-style-type: none">1. The customer signs up to the libraries page over Dubai Culture and Arts Authority’s website or via the smart App using the customer’s membership number.2. Through the customer’s file and access to his data, he requests to cancel the membership clarifying the reason for cancellation.3. A notification is sent to the employee’s e-mail who verifies the membership status and the member’s validity to cancel it.4. In case the member is not bound by any obligation, the employee providing service receives the membership card (in case the card is received), the cancellation application, the original copy of the insurance receipt in addition to a copy of the ID. The employee attaches such documents to the member’s file.5. In the event that the requirements are met, the employee contacts the customer to refund the insurance amount and sign the receipt thereof.6. The employee approves the cancelation request in the system to terminate the membership.

Public Libraries Membership Cancellation

Times of Service Provision	Saturday to Thursday, from 8:00 AM to 8:00 PM	
Fees	There are no fees for requesting to unsubscribe from libraries membership	
Service Linkage to Other Services	this service is linked to subscription service of Dubai Public Libraries membership	
Service Delivery Channels	Hor Al Anz Library Al Ras Library Al Twar Library Al Rashidiya Library Al Mankhool Library	Umm Suqeim Library Hatta Public Library Al-Safa Arts and Design Library Dubai Culture and Arts Authority’s website Dubai Public Library’s smart App
Forms Used to Provide Service	Application via website or smart App.	

Public Libraries Services

Public Libraries Membership Cancellation



Utilizations of Public Libraries Services

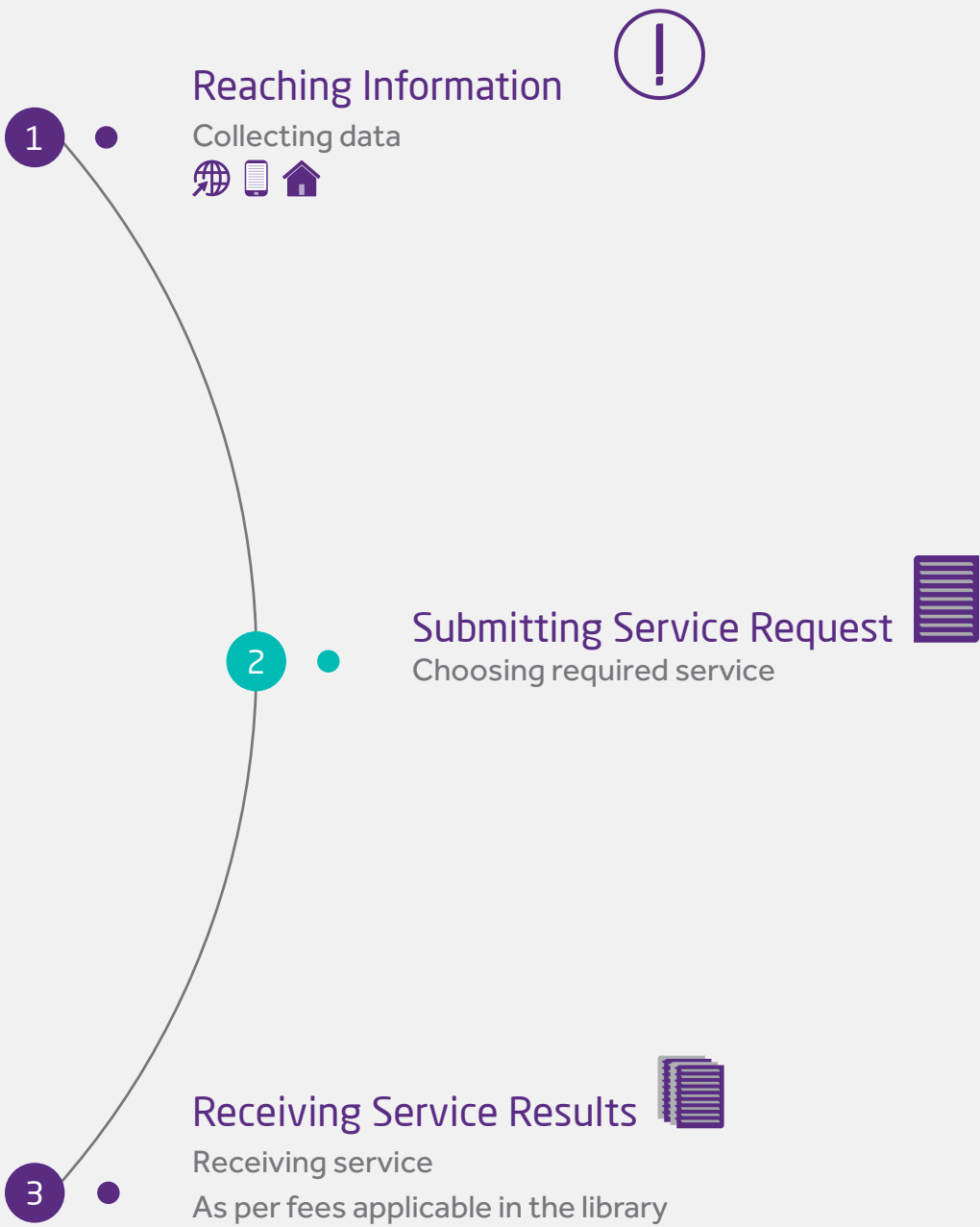
Description	This service revolves around providing services in library branches at reduced fees or for free for members or for regular fees for non-members, for example: internet, photocopying, printing, fax, scanning and binding services of various kinds.
Service type and structure	Public
Target Customer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

Dubai Public Libraries services price list

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

Public Libraries Services

Utilizations of Public Libraries Services





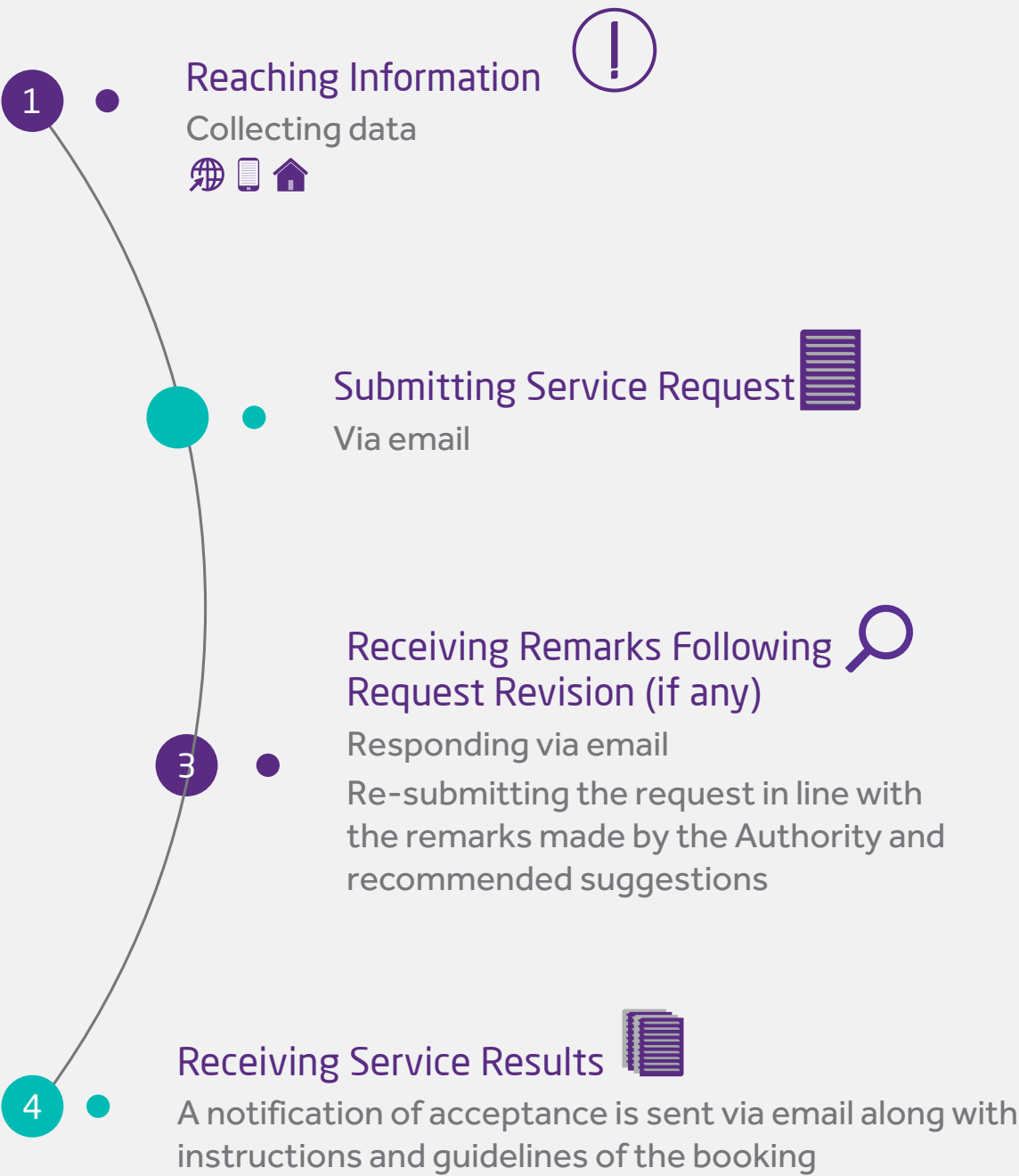
6.4. Venue Booking Service

Venue Booking Request in Museums

Description	This service revolves around submitting an application to book spaces and facilities in museums in order to use such for meetings, events and workshops
Service Type and Structure	Public
Target Customer Categories	Individuals: Citizen - Resident Institutions: Governmental Agencies - Non-Governmental Agencies
Documents Required	An official letter issued by the governmental agency to apply for a booking A valid commercial license for non-governmental agencies
Requirements for Service Delivery	A presentation of the event and the agenda
Procedures and Steps to Obtain Service	1. Sending an email to apply for a booking 2. The application is answered within 48 hours 3. The applicant fills in the booking form for spaces and facilities in museums 4. The booking is confirmed by the museum administration via e-mail
Times of Service Provision	24/7 through the museum's website During the office hours of the museum over the phone or by visiting the museum
Fees	The entry fees for groups are paid for the present number of visitors according to each museum Etihad Museum AED 20 / individual - groups 10 individuals or more) Al shindagha Museum AED 10/ individual - groups 5 individuals or more)
Service Delivery Channels	Etihad Museum Email for event booking at Etihad Museum Events.em@dubaiculture.ae Contact number for Etihad Museum: 045155771 Dubai Museum Email for event booking at Dubai Museum Dubai.Museum@dubaiculture.ae Contact number for Dubai Museum: 045155387 Al shindagha Museum Email for event booking at Al shindagha Museum Events.AIShindagha@dubaiculture.ae Contact number for Al shindagha Museum: 045155336
Forms Used to Provide Service	Museum spaces and facilities booking form
Remarks	Applying two weeks prior to the event date

Venue Booking Services

Venue Booking Request in Museums



Venue Booking Request in Public Libraries

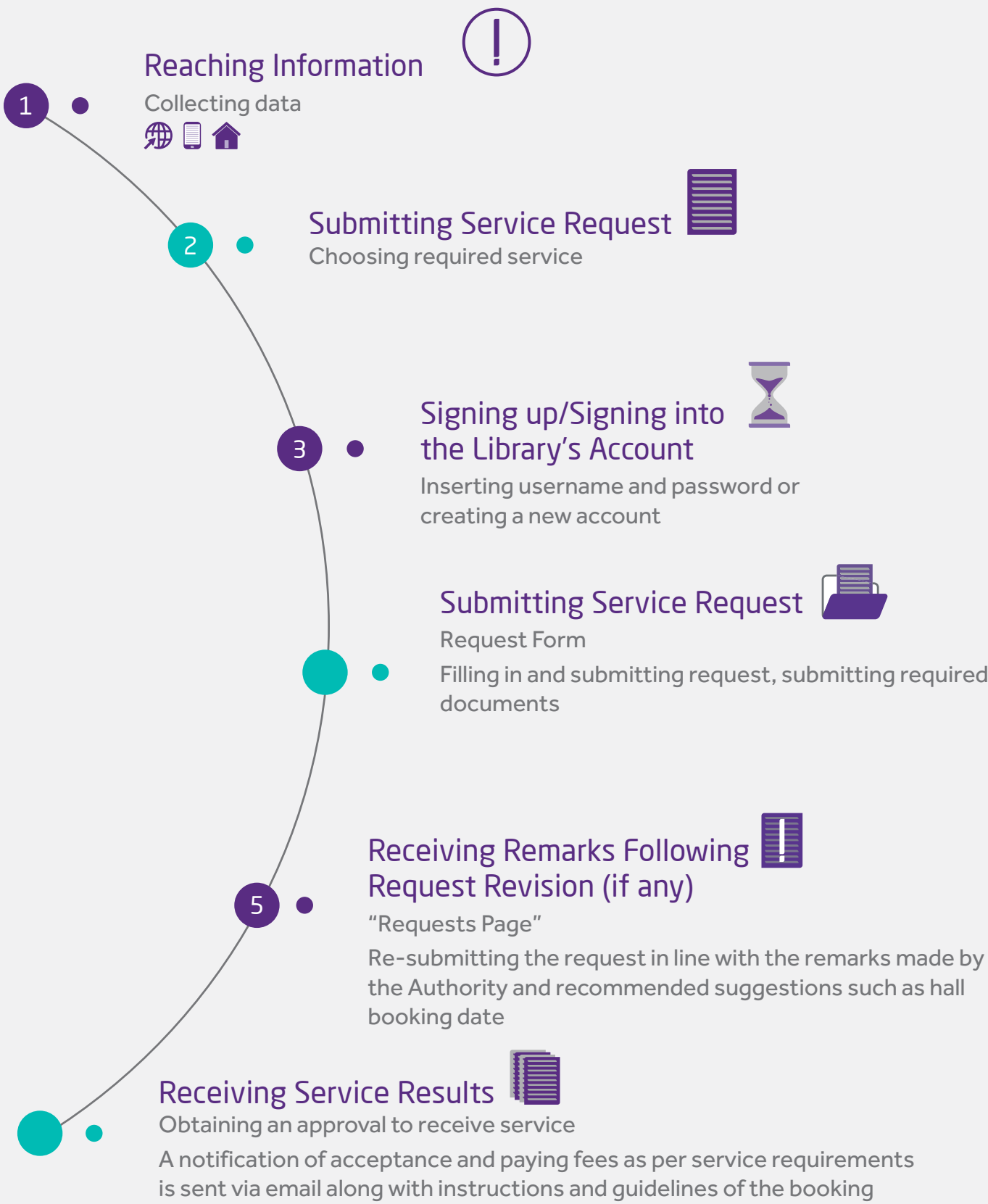
Description	This service revolves around providing multi-purpose halls and classrooms as available in libraries for members and non-members	
Service Type and Structure	Public	
Target Customer Categories	Individuals: Citizen - Resident - Tourist Companies: Governmental Agencies - Non-Governmental Agencies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

Venue Booking Request in Public Libraries

Times of Service Provision	Saturday to Thursday, from 8:00 AM to 8:00 PM	
Fees	Booking a classroom for two hours or less for members AED 5 / non-members AED 10	
	Booking a classroom for one working day for members AED 25 / non-members AED 50	
	Booking a classroom for one week for members AED 100 and non-members AED 200	
	Booking the multi-purpose hall for one working day for members of AED 200 and for non-members AED 500	
Service Linkage to Other Services	This service is linked to Dubai public libraries membership registration for members, non-members not applicable.	
Service Delivery Channels	Hor Al Anz Library	Umm Suqeim Library
	Al Ras Library	Hatta Public Library
	Al Twar Library	Al Safa Arts and Design Library
	Al Rashidiya Library	Dubai Culture and Arts Authority's website
	Al Mankhool Library	Dubai Public Library's smart App
Forms Used to Provide Service	Application via website or smart App.	
Remarks	The room is booked and referred 10 working days prior to the booking date/ The period of the hall and classroom bookings is taken into account on the basis of working days and office hours applicable in the library / the capacity of the classroom is 4 individuals max	

Venue Booking Services

Venue Booking Request in Public Libraries

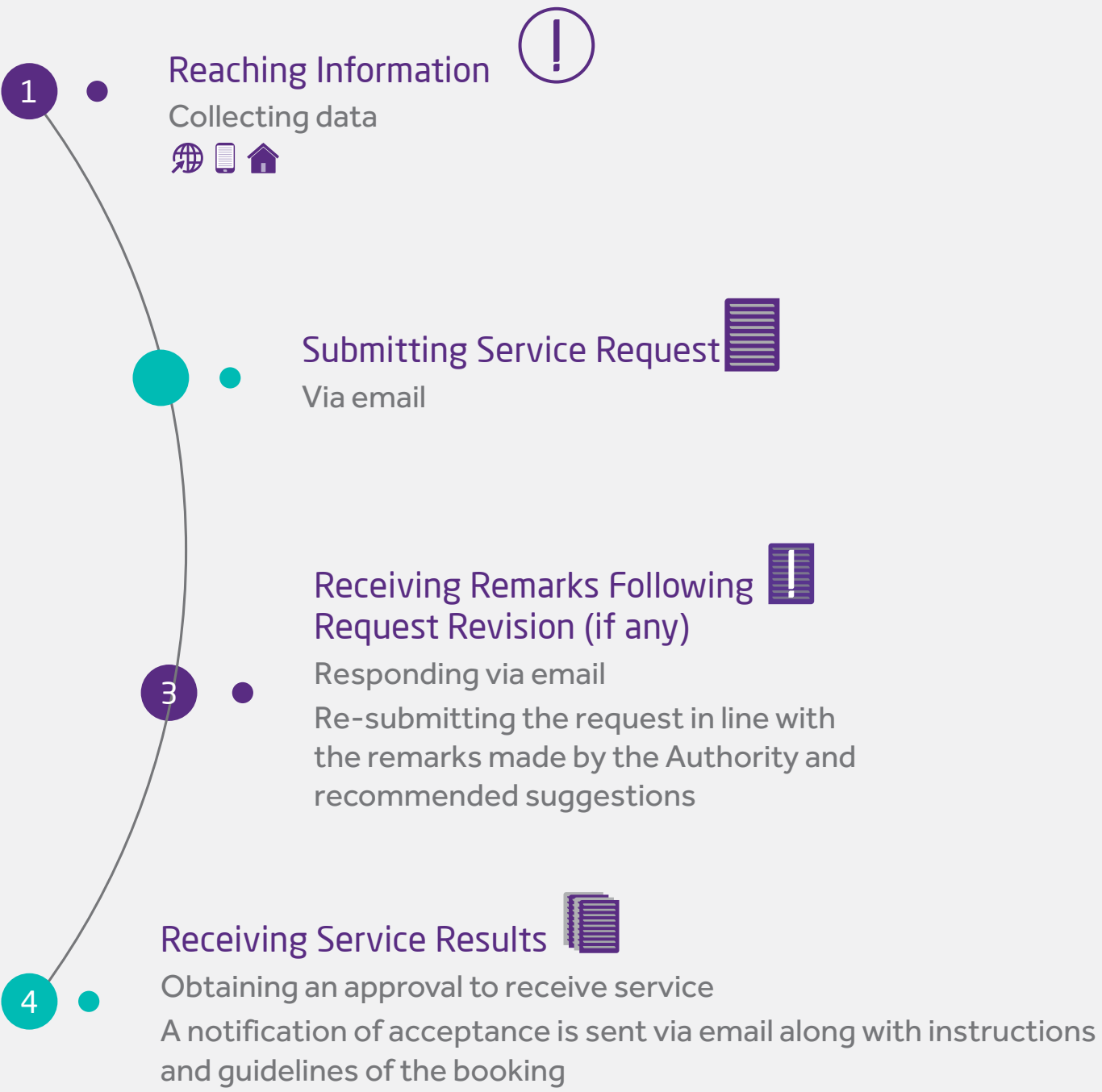


Venue Booking Request in Heritage Sites

Description	This service revolves around submitting an application to book spaces and facilities in heritage sites in order to use such for meetings, events and workshops	
Service Type and Structure	Public	
Target Customer Categories	Individuals: Citizen - Resident Companies: Governmental Agencies - Non-Governmental Agencies	
Documents Required	To book spaces and facilities for individuals: <ul style="list-style-type: none">• An application to book a space• Fill in an Event Report Form.• A passport copy + ID card copy	To book spaces and facilities for governmental and non-governmental agencies: <ul style="list-style-type: none">• An official letter issued by the governmental agency + filling in the Event Report Form• A valid commercial license + an official letter issued by the agency + filling in the Event Report Form + (a passport copy +an ID copy) of the company owner
Requirements for Service Delivery	A presentation of the event and the agenda	
Procedures and Steps to Obtain Service	<ol style="list-style-type: none">1. The reservation is made by visiting the headquarters of the administration or over the phone number shown below2. The application is answered within 48 hours3. The applicant fills in the event evaluation form4. The booking is confirmed by the heritage sites administration via e-mail	
Times of Service Provision	Sunday to Thursday, from 8:00 AM to 2:00 PM	
Fees	Free	
Service Delivery Channels	Al Fahidi Historical Neighborhood - House No. 20 Phone No.: 045155040	
Forms Used to Provide Service	Event Evaluation Form	
Remarks	Applying two weeks prior to the event date	

Venue Booking Services

Venue Booking Request in Heritage Sites





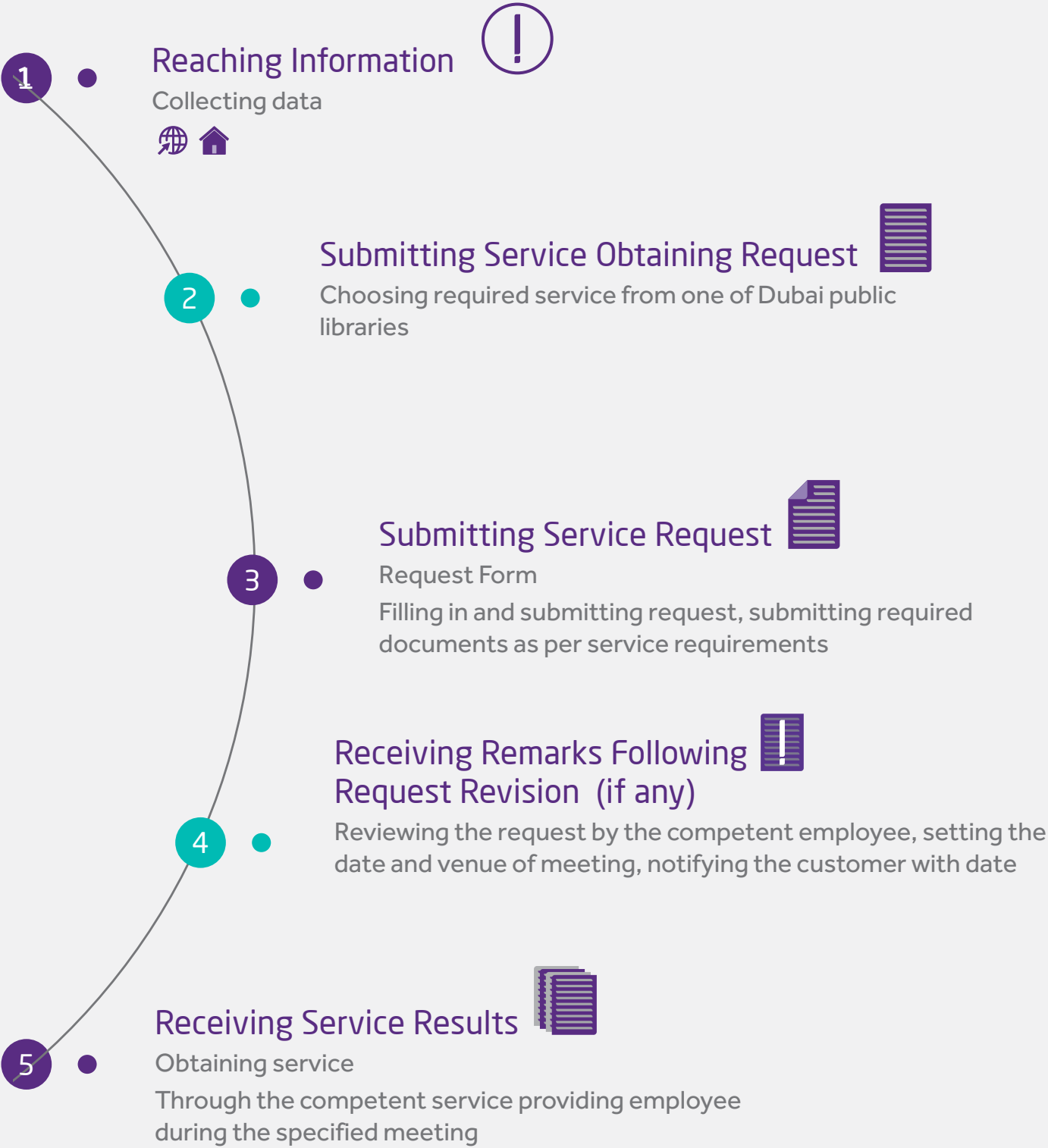
6.5. Consultation Services

Library Design Consultation Request

Description	This service revolves around providing suggestions, ideas and advice on various topics related to the design of the library building, including equipment, tools and holdings
Service Type and Structure	Public
Target Customer Categories	Companies: Governmental Agencies - Non-Governmental Agencies
Documents Required	An official application issued by the agency including contact data / building plan
Procedures and Steps to Obtain Service	<ol style="list-style-type: none">1. The agency submits an application for the service with the required documents attached thereto through electronic channels or in one of the library branches2. The administration employee verifies the application and its fulfillment of requirements. Then, the employee passes the application to the library management specialist3. The specialist reviews the application and sets a date and venue for a meeting4. The employee informs the applicant of the date and details of the meeting5. The specialist provides the required service during the specified meeting
Times of Service Provision	Sunday to Thursday, from 8:00 AM to 2:00 PM
Fees	Free
Service Delivery Channels	<ul style="list-style-type: none">• Hor Al Anz Library• Al Ras Library• Al Twar Library• Al Rashidiya Library• Al Mankhool Library• Umm Suqeim Library• Hatta Library• Al Safa Arts and Design Library• Dubai Culture and Arts Authority’s website• Dubai Public Library’s smart

Consultation Services

Library Design Consultation Request

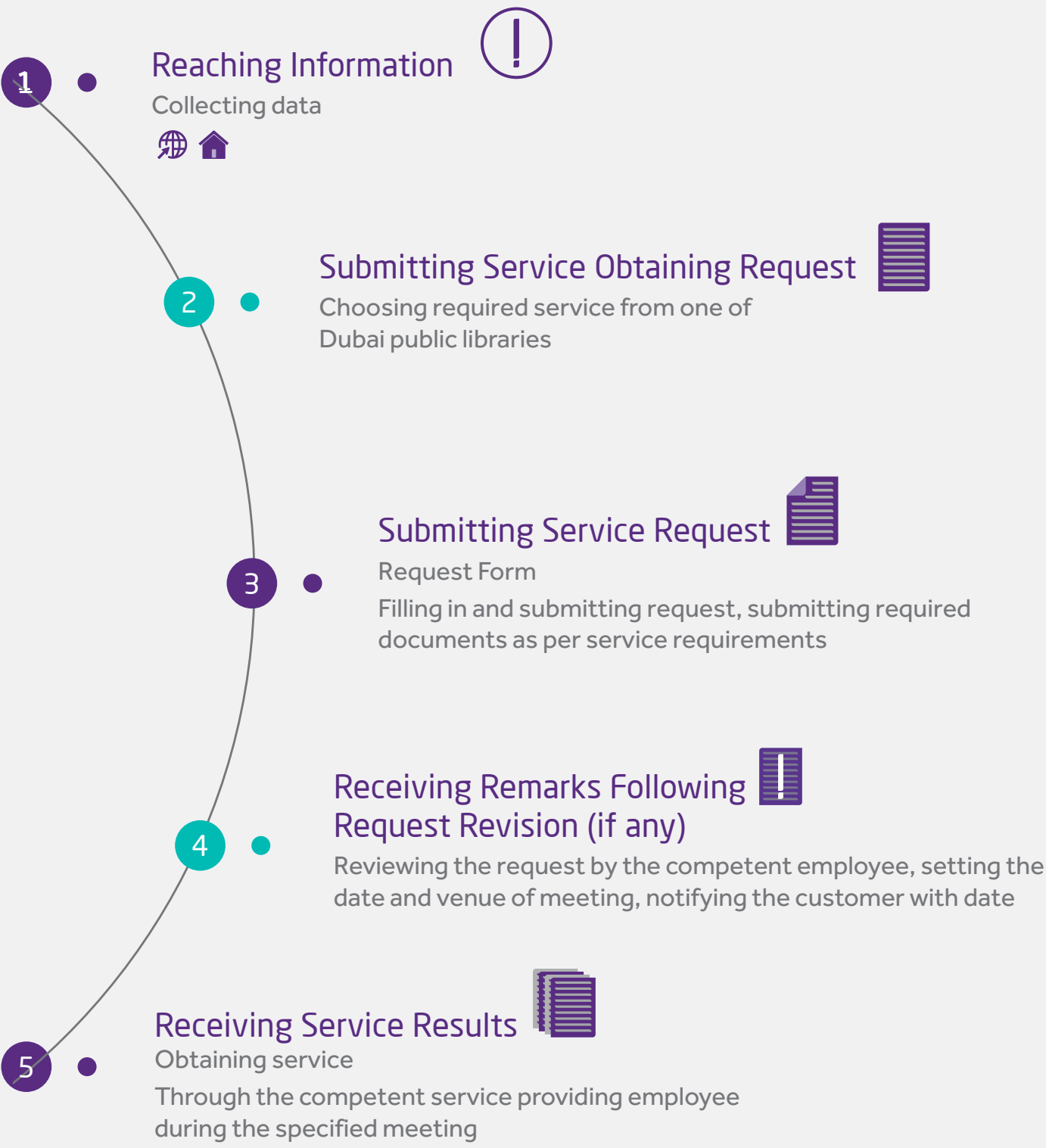


Books Classification Consultation Request

Description	This service revolves around offering free suggestions, ideas and advice on various topics related to book classification, indexing, processing, arrangement and related systems
Service Type and Structure	Public
Target Customer Categories	Individuals: Citizen - Resident Companies: Governmental Agencies - Non-Governmental Agencies
Documents Required	An official application submitted by the individual or the agency with contact details included / A list of fields or areas of knowledge of the materials to be classified
Procedures and Steps to Obtain Service	<ol style="list-style-type: none">1. The agency/customer submits an application for the service with the required documents attached thereto through electronic channels or in one of the library branches2. The administration employee verifies the application and its fulfillment of requirements. Then, the employee passes the application to the library management specialist3. The specialist reviews the application and sets a date and venue for a meeting4. The employee informs the applicant of the date and details of the meeting5. The specialist provides the required service during the specified meeting
Times of Service Provision	Sunday to Thursday, from 8:00 AM to 2:00 PM
Fees	Free
Service Delivery Channels	<ul style="list-style-type: none">• Hor Al Anz Library• Al Ras Library• Al Twar Library• Al Rashidiya Library• Al Mankhool Library• Umm Suqeim Library• Hatta Library• Al Safa Arts and Design Library• Dubai Culture and Arts Authority's website• Dubai Public Library's smart

Consultation Services

Books Classification Consultation Request





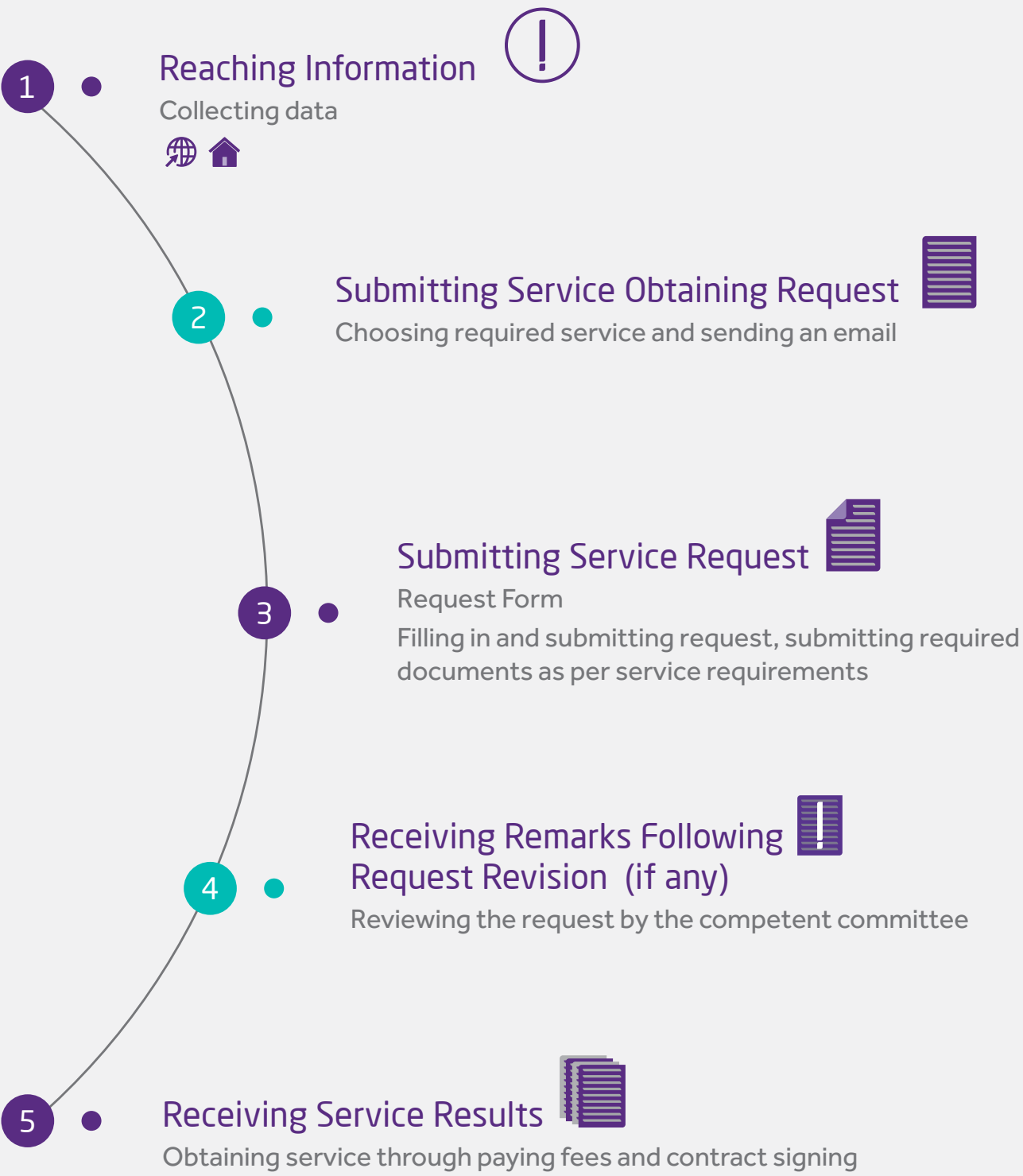
6.6. Renting Services

Rent Request

Description	This service revolves around applying to rent a house for commercial purposes
Service Type and Structure	Public
Target Customer Categories	Companies: Governmental Agencies - Non-Governmental Agencies
Documents Required	1. Copies of partners' passports (if any)- copies of residents' residencies - double-sided ID card copy 2. A copy of the commercial license 3. Copy of the owner's passport 4. In the event of partners, please provide us with the company's articles of association 5. Address 6. E-mail
Requirements for Service Delivery	Request to lease a property
Procedures and Steps to Obtain Service	1. Submitting an application by the customer 2. Granting an approval by the committee 3. Fees payment and contract signing
Times of Service Provision	Office hours from 7:30 AM to 2:30 PM
Fees	Free
Service Delivery Channels	Email: RentCommittee@dubaiculture.ae
Forms Used to Provide Service	Lease contract / schedule of payments due to Dubai Culture and Arts Authority

Renting Services

Rent Request

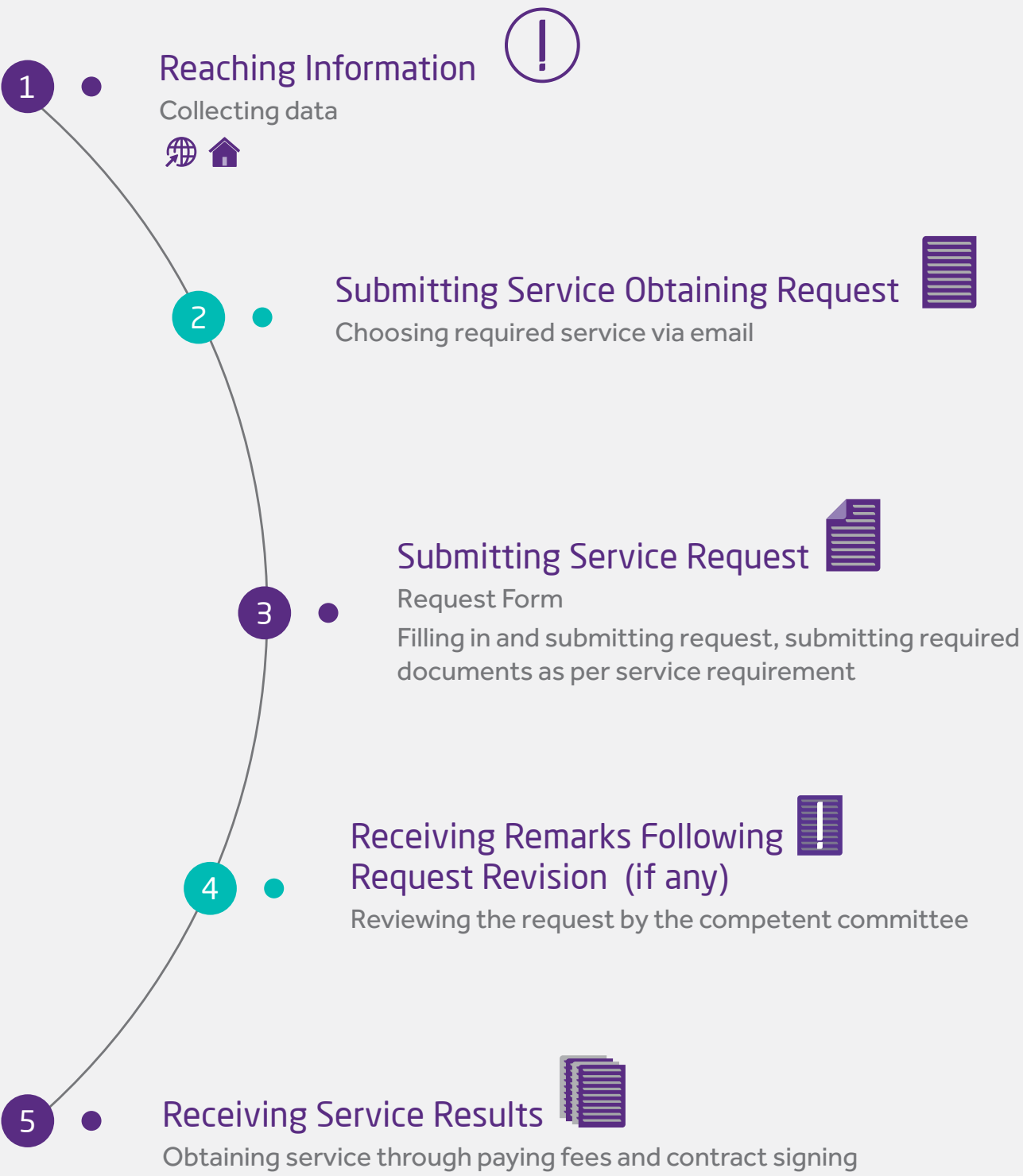


Rent Renewal Request

Description	This service revolves around applying to renew the lease contract of the leased houses
Service Type and Structure	Supplementary
Target Customer Categories	Companies: Governmental Agencies - Non-Governmental Agencies
Documents Required	1. Copies of partners' passports (if any)- copies of residents' residencies - double-sided ID card copy 2. A copy of the commercial license 3. Copy of the owner's passport 4. In the event of partners, please provide us with the company's articles of association 5. Address 6. E-mail
Requirements for Service Delivery	A copy of the previous contract
Procedures and Steps to Obtain Service	1. Submitting the application to the committee 2. Completing the remaining administrative procedures
Times of Service Provision	Office hours from 7:30 AM to 2:30 PM
Fees	Free
Service Delivery Channels	Email: RentCommittee@dubaiculture.ae
Forms Used to Provide Service	Lease contract / schedule of payments due to Dubai Culture and Arts Authority

Renting Services

Rent Renewal Request

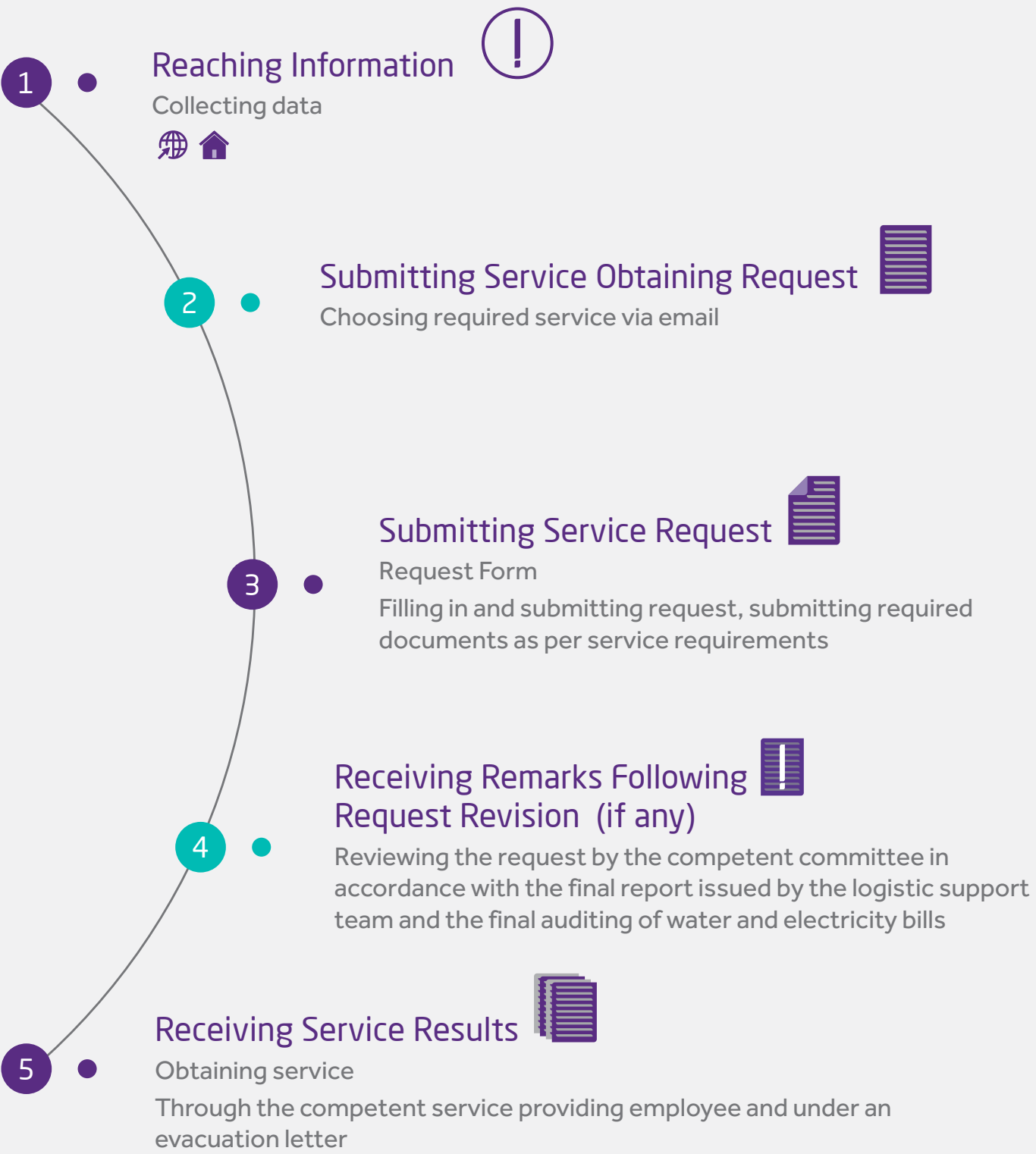


Vacate Rented Properties Request

Description	This service revolves around applying to evacuate the leased property by the lessor
Service Type and Structure	Supplementary
Target Customer Categories	Companies: Governmental Agencies - Non-Governmental Agencies
Documents Required	1. A copy of the owner’s valid passport - a double-sided ID card copy
Requirements for Service Delivery	Submitting an evacuation application letter three months prior to the evacuation date
Procedures and Steps to Obtain Service	1. Submitting the application 2. Recommendations of the committee 3. Final report from logistics support 4. Final invoice for water and electricity
Times of Service Provision	Office hours from 7:30 AM to 2:30 PM
Fees	Free
Service Delivery Channels	Email: RentCommittee@dubaiculture.ae
Forms Used to Provide Service	Evacuation letter

Renting Services

Vacate Rented Properties Request





6.7. Non Objection Letter Service

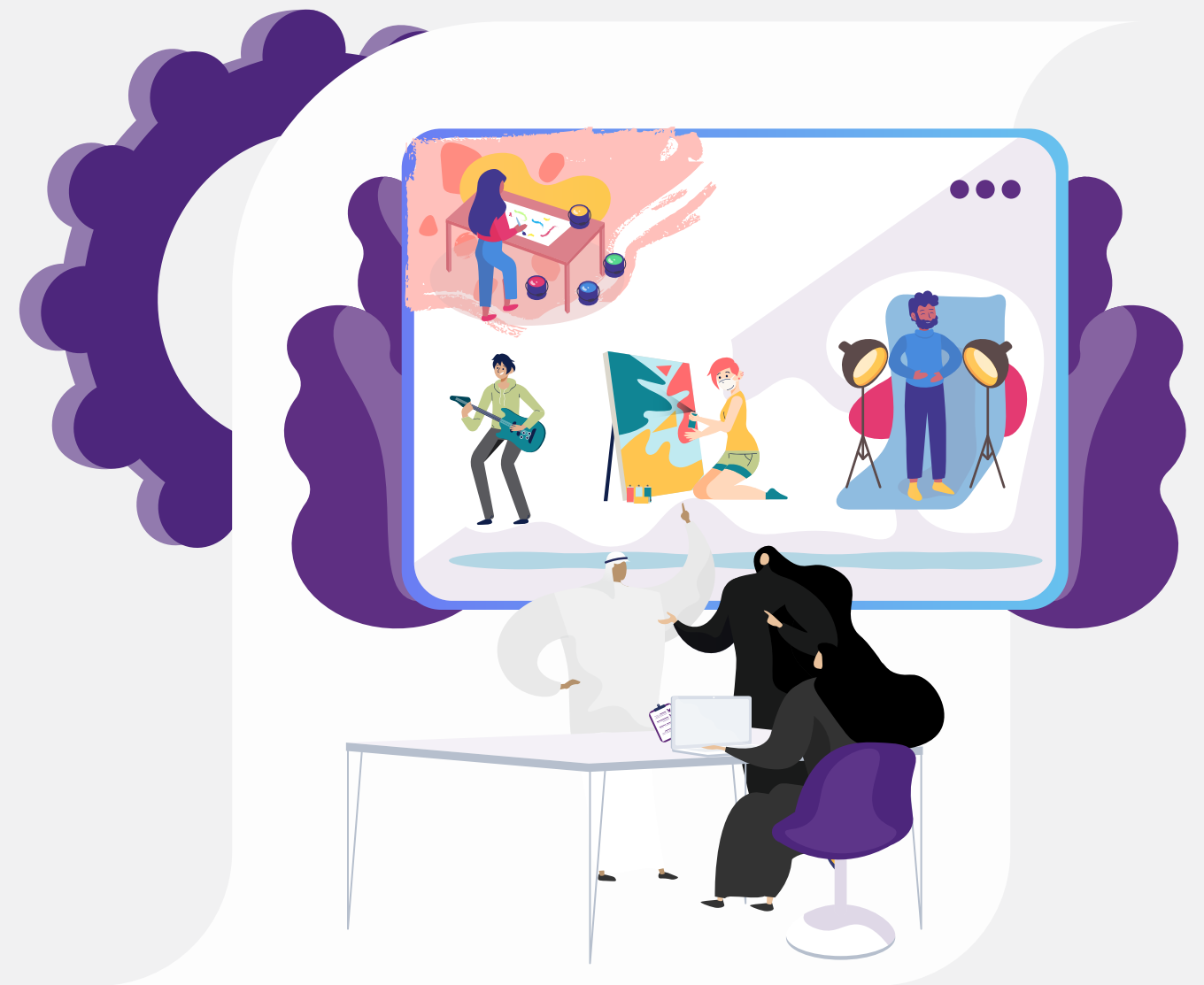
Non Objection Letter Request

Description	This service revolves around issuing a letter used for photography and film production on the sites of Dubai Culture and Arts Authority
Service Type and Structure	Public
Target Customer Categories	Individuals: Citizen - Resident - Tourist Companies: Governmental Agencies - Non-Governmental Agencies
Procedures and Steps to Obtain Service	For individuals and governmental agencies: 1. Filling in the no-objection form either in the shooting site or by e-mail to: info@dubaiculture.ae 2. Approving the form by the Corporate Marketing and Communications Department within two working days 3. Submitting the approved form to the site administration to start shooting 4. For non-governmental agencies: 5. The application is submitted through Dubai Film and TV Commission (DFTC) 6. http://www.filmdubai.gov.ae
Times of Service Provision	Sunday to Thursday during the office hours of Dubai Culture and Arts Authority
Fees	Free for governmental agencies
Partner Institutions	Dubai Television and Film Production Committee, Dubai Development Authority
Service Delivery Channels	Email: info@dubaiculture.ae
Forms Used to Provide Service	A shooting authorization letter at Dubai Culture and Arts website

Non Objection Letter Service

Non Objection Letter Request





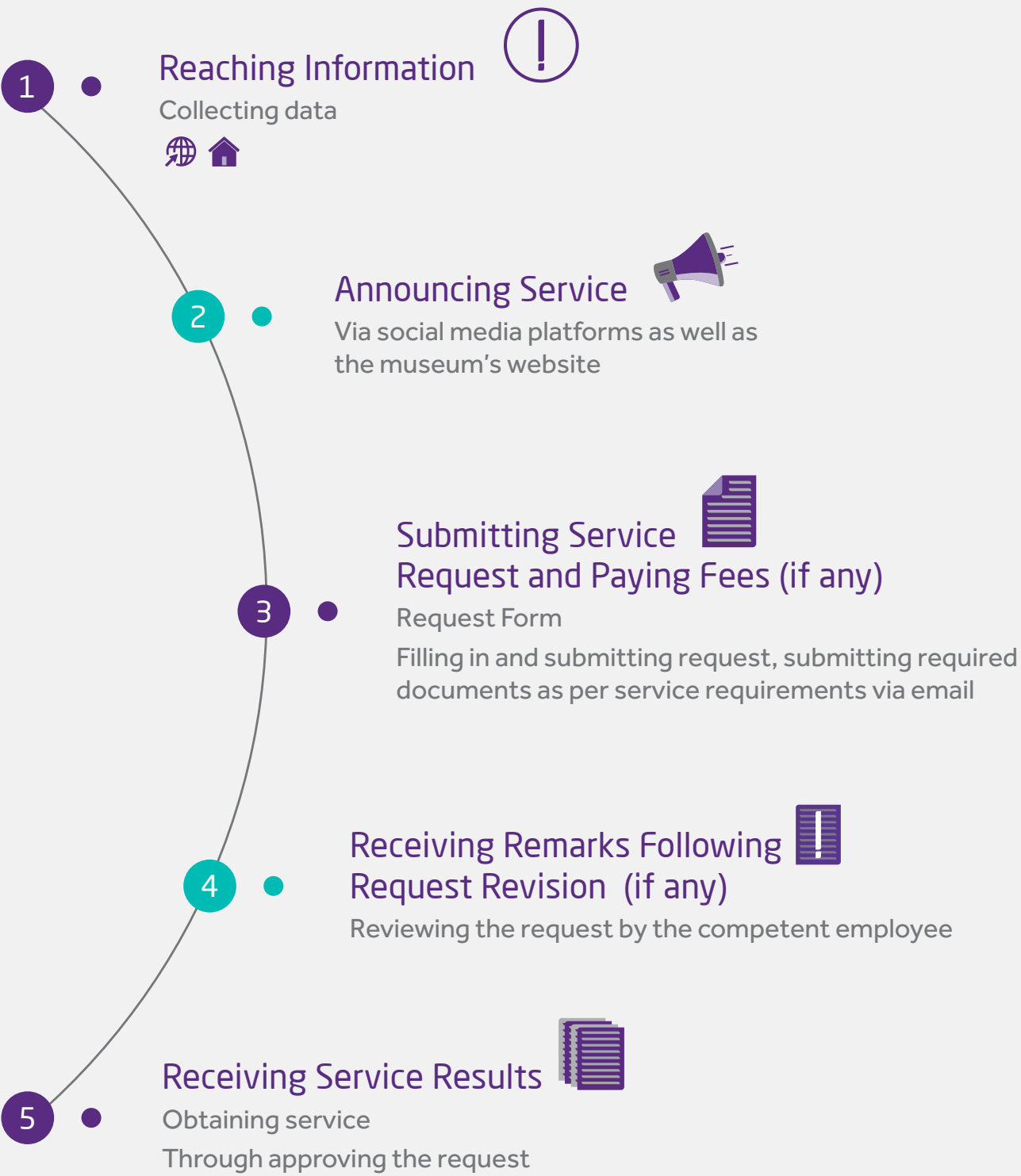
6.8. Cultural Activities, Programs and Events Registration Services

Museums Camps Registration Request

Description	This service revolves around registering participants in museums camps, programs and workshops
Service Type and Structure	Public
Target Customer Categories	Individuals: Citizen - Resident - Tourist
Documents Required	A copy of the ID card or the passport of the participating child
Procedures and Steps to Obtain Service	1. The Museums Department announces the camps, programs and workshops held according to each museum marking the opening of registration thereof 2. Registration takes place electronically via e-mail 3. The fees are paid by attending the museum 4. The employee providing service follows up the attendance and participation of the participants until the completion of the cultural program
Times of Service Provision	During the period of announcing the camp, program or workshops
Fees	To be determined as per the type and duration of the camp, program or workshop
Service Linkage to Other Services	This service is linked to the entry tickets service
Service Delivery Channels	Etihad Museum's account on Instagram @etihadmuseum Etihad Museum's E-mail: pvb@dubaiculture.ae Phone No.: 045155771 Al Shindagha Museum's account on Instagram @alshindaghamuseum Al Shindagha Museum's Email: Booking.alshindagha@dubaiculture.ae Phone No.: 045155336

Cultural Activities, Programs and Events Registration Services

Museums Camps Registration Request

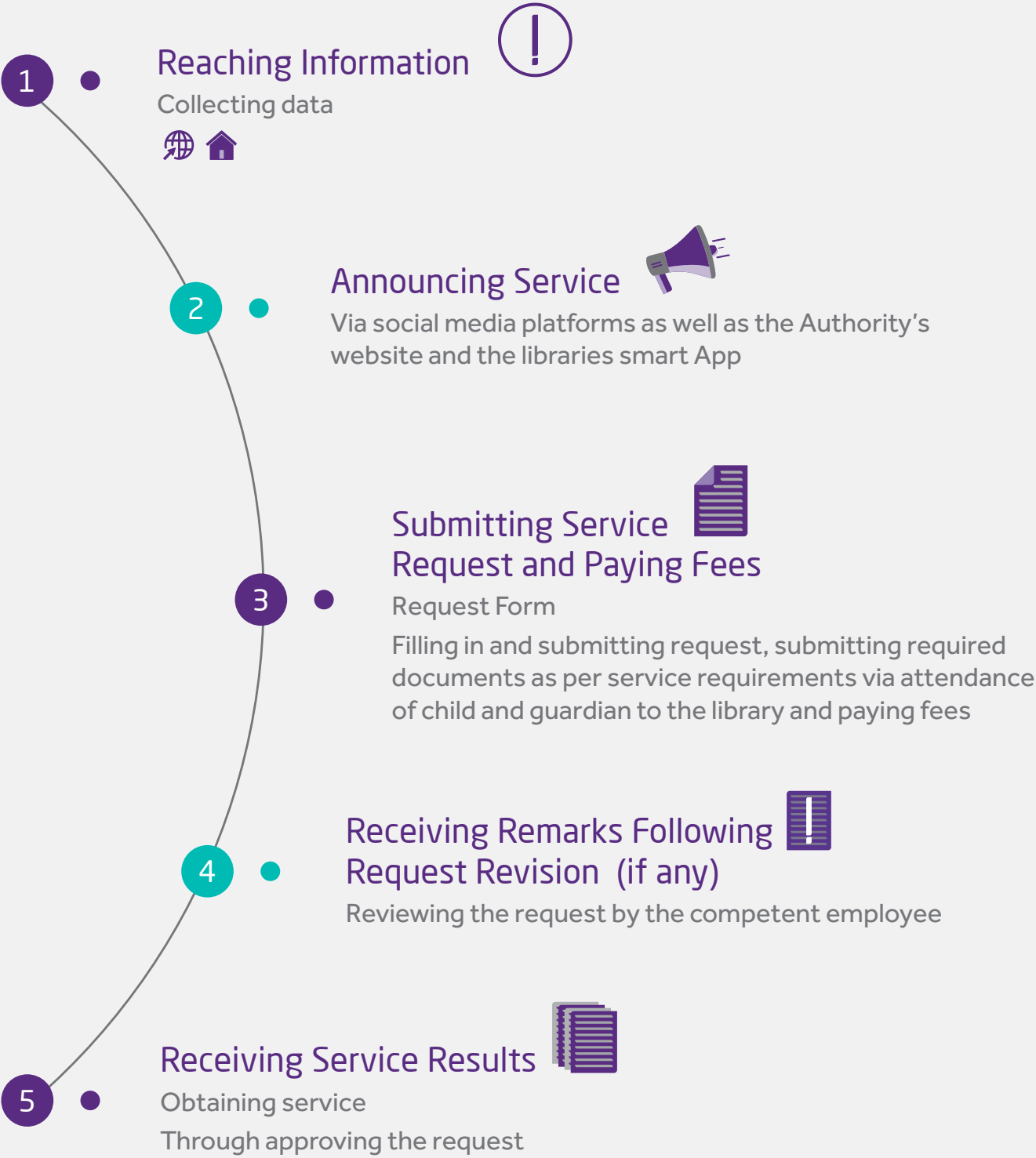


Public Libraries Camps Registration Request

Description	This service revolves around registering participants in library camps
Service Type and Structure	Public
Target Customer Categories	Individuals: Citizen - Resident - Tourist
Documents Required	Membership card to register members in camps set up in the libraries branches / ID cards for non-members
Procedures and Steps to Obtain Service	<div>1. The Public Libraries Department announces the camps and programs held according to each library, marking the opening of registration thereof</div> <div>2. In the presence of the guardian, the library registers the child, who wishes to participate.</div> <div>3. The child's guardian pays the set fees.</div> <div>4. The employee providing service follows up the attendance and participation of children until the completion of the cultural program</div>
Times of Service Provision	Events Period
Fees	To participate in children's camps in library branches: AED 200 for members / AED 400 for non-members
Service Linkage to Other Services	This service is linked to subscription service of Dubai Public Libraries membership
Service Delivery Channels	<div>Hor Al Anz Library</div> <div>Al Safa Arts and Design Library</div> <div>Al Twar Library</div> <div>Al Rashidiya Library</div> <div>Al Mankhool Library</div> <div>Umm Suqeim Library</div> <div>Hatta Library</div>

Cultural Activities, Programs and Events Registration Services

Public Libraries Camps Registration Request

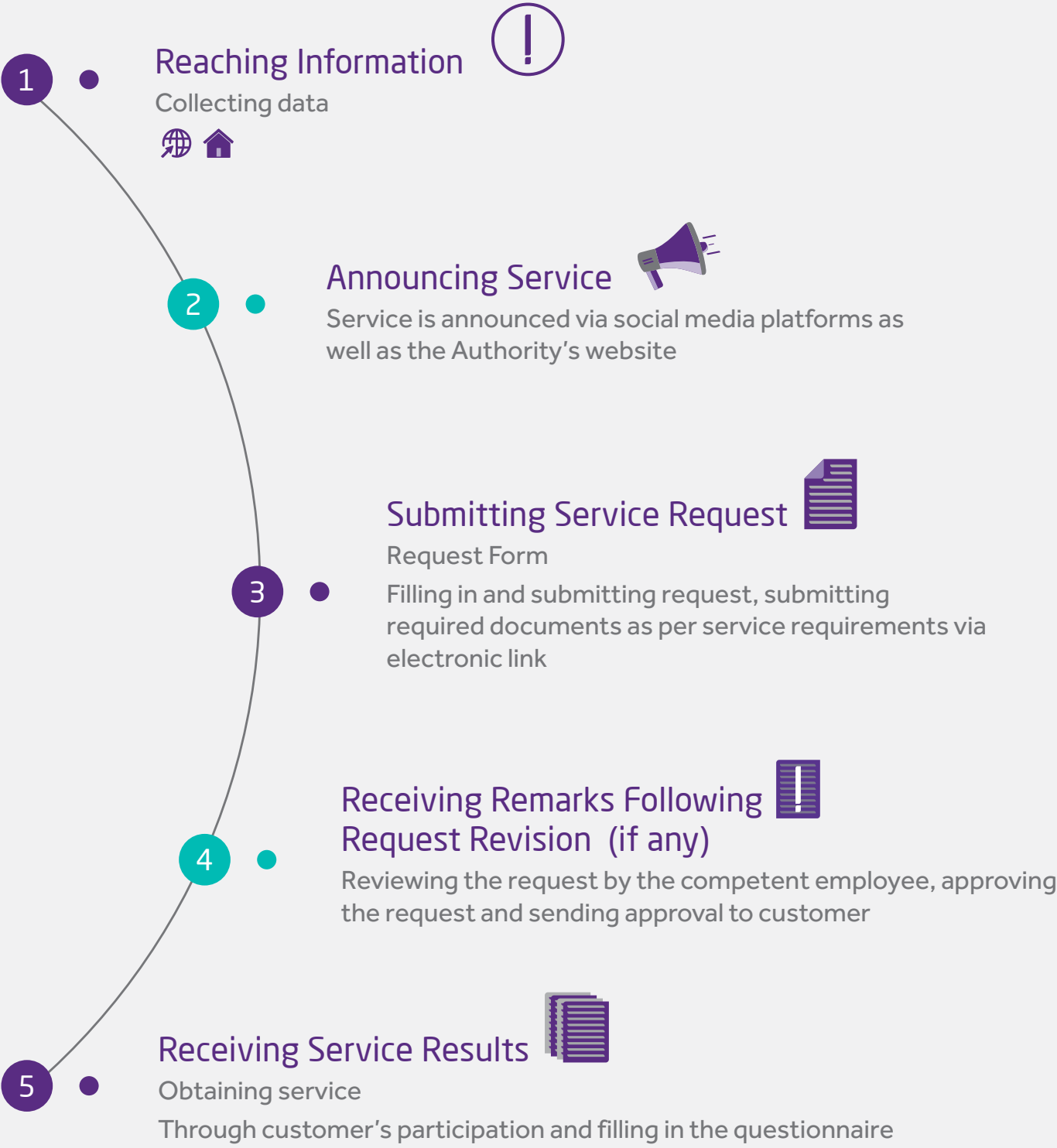


Literary events (Coaches and Lecturers) Presenting Registration request

Description	This service revolves around registering writers, trainers and lecturers for hosting literary events for the community and those interested in literary affairs; as the events consist of sessions, forums, seminars and conferences as well as literature-related programs.
Service Type and Structure	Public
Target Customer Categories	Individuals: Citizen - Resident - Tourist
Documents Required	For the participant: A copy of the passport / a copy of the ID card / a brief biography of the participant
Procedures and Steps to Obtain Service	Announcing the event via the Authority's social media channels / registering via the link indicated in the channels / filling in the satisfaction survey (optional).
Times of Service Provision	To be determined as per the type and duration of the event
Fees	Free
Service Delivery Channels	Channels are specified at time of event announcement
Forms Used to Provide Service	Administrative Control Approval Form / Contract Form / Marketing Form / Logistical Applications Form if required.

Cultural Activities, Programs and Events Registration Services

Literary events (Coaches and Lecturers) Presenting Registration request



Sikka Art Festival Artist Registration Request

Description	This service revolves around registering artists for Sikka Art Festival
Service Type and Structure	Public
Target Customer Categories	Individuals: Citizen - Resident - Gulf Citizen - Gulf Cooperation Council Countries Resident Companies: Governmental Agencies - Private Sector- Cultural Institutions
Documents Required	<ul style="list-style-type: none">• A passport• An Emirati ID card for citizens or an ID card for the Gulf Cooperation Council residents "residents- Gulf citizens• A valid residency for residents of the United Arab Emirates or the countries of the Gulf Cooperation Council
Procedures and Steps to Obtain Service	<ol style="list-style-type: none">1. Registering the e-application through the Authority's website2. Submitting the project proposal as well as the previous works data3. Uploading the identification documents4. Submitting the application to the Projects and Works Evaluation Committee5. Communicating with artists to notify them with the initial status of the application (rejection - acceptance - revision)6. Meeting with the owners of the to-be-reviewed applications to discuss and amend them and to make improvements and proposals7. Sending the final results to all applicants (acceptance - rejection)8. Meeting with all the artists nominated for participation (for evaluating works by the evaluator)9. Distribution of works and their spots in the event
Times of Service Provision	<p>The service is available around the clock from August to November on the website and through the e-mail</p> <p>During the office hours of the main office in case you want to meet with someone in charge or if you want to talk to them over the phone</p>
Fees	Free
Service Delivery Channels	Dubai Culture and Arts Authority's website www.dubaiculture.ae Authority's phone No.: 055155000 Email: Info@dubaiculture.ae Visit the main office of the Authority
Forms Used to Provide Service	An electronic form on the Authority's website

Cultural Activities, Programs and Events Registration Services

Sikka Art Festival Artist Registration Request



Dubai International Arabic Calligraphy Exhibition Artist Registration Request

Description	This service revolves around registering artists for the Dubai International Calligraphy Exhibition
Service Type and Structure	Public
Target Customer Categories	Individuals: Citizen - Resident - Tourist
Documents Required	Passport copies - a personal photo - a CV
Requirements for Service Delivery	Demonstrate previous demos of previous works + photos of the works in which he participates
Procedures and Steps to Obtain Service	1. Sending an email declaring your interest in participating along with previous works samples and documents 2. Submitting the previous works sample to the organizing committee for evaluation 3. The organizing committee answers by sending conditions 4. Conditions are approved by the artist
Times of Service Provision	Nine months prior to the exhibition
Fees	Free
Service Delivery Channels	Email: Diace@dubaiculture.ae

Cultural Activities, Programs and Events Registration Services

Dubai International Arabic Calligraphy Exhibition Artist Registration Request



Dubai Performing Arts Program Workshops Trainers Registration Request

Description	This service revolves around registering trainers for workshops specialized in the field of performing arts (theater - music - cinema) organized by Dubai Culture and Arts Authority
ServiceType and Structure	Public
Target Customer Categories	All trainers specialized in the performing arts in theater, cinema and music as per the standards applied by the Authority
Documents Required	A copy of the passport + a residency for non-citizens + a CV
Procedures and Steps to Obtain Service	Registration via e-mail
Times of Service Provision	This service is offered from June to November
Fees	Free
Service Delivery Channels	The e-mail of the program: dfytworkshops@dubaiculture.ae

Cultural Activities, Programs and Events Registration Services

Dubai Performing Arts Program Workshops Trainers Registration Request

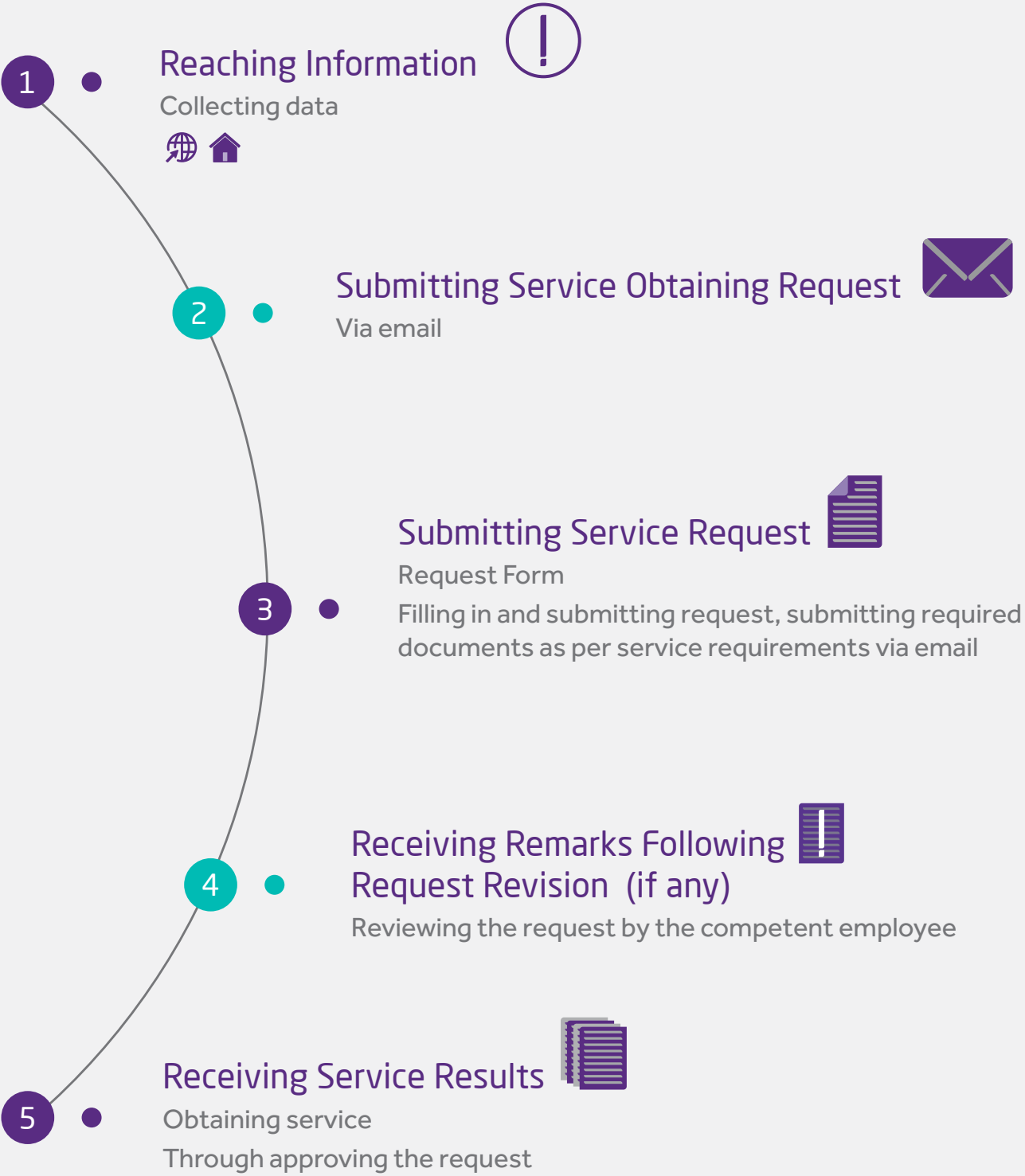


Dubai Festival for Youth Theatre Performing Groups Registration Request

Description	This service revolves around registering the local theatrical teams participating in Dubai Festival for Youth Theater.
Service Type and Structure	Public
Target Customer Categories	Theatrical teams of public benefit
Documents Required	A script + a script approval + copies of artists 'passports + residencies for non-citizens ..etc).
Procedures and Steps to Obtain Service	Announcing opening of registration by the concerned department at Dubai Culture and Arts Authority
Times of Service Provision	Annual registration from February to June
Fees	Free
Service Delivery Channels	Dubai Culture and Arts Authority's website www.dubaiculture.ae Authority's phone No.: 055155000 Email: Info@dubaiculture.ae Visit the main office of the Authority

Cultural Activities, Programs and Events Registration Services

Dubai Festival for Youth Theatre Performing Groups
Registration Request

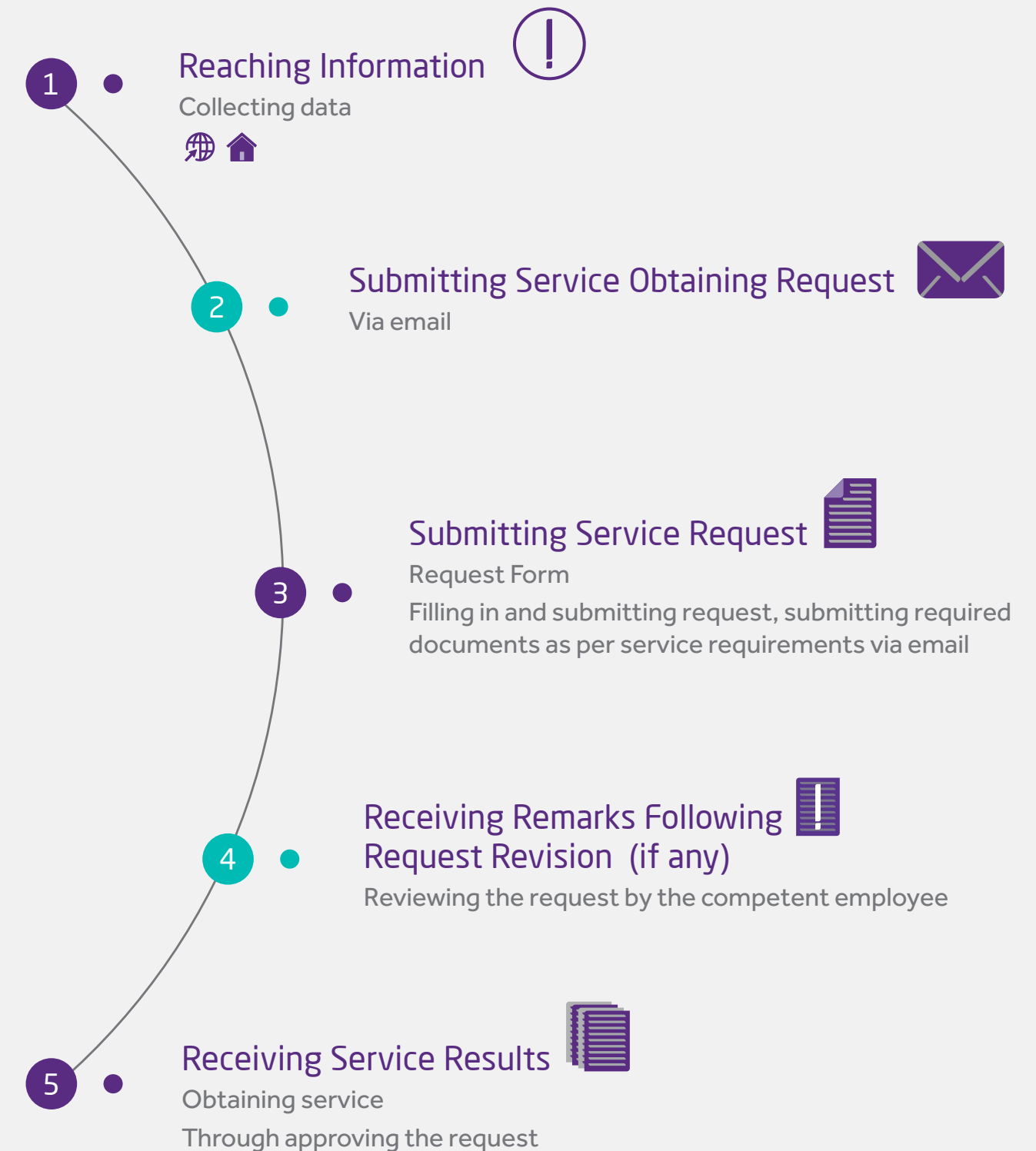


Museums Workshops Registration Request

Description	This service revolves around the registration of the public in museums workshops accompanying the activities of the Authority
Service Type and Structure e	Public
Target Customer Categories	Individuals: Citizen - Resident- Tourist Companies: Governmental Agencies - Non-Governmental Agencies
Procedures and Steps to Obtain Service	Registration by e-mail Choosing the type of workshop
Times of Service Provision	This service is provided around the clock during the event period
Fees	Free - for workshops supported by Dubai Culture and Arts Authority Nominal fees - For workshops held by participating cultural institutions
Service Delivery Channels	Etihad Museum's account on Instagram @etihadmuseum Etihad Museum's E-mail: pvb@dubaiculture.ae Phone No.: 045155771 Al Shindagha Museum's account on Instagram @alshindaghamuseum Al Shindagha Museum's Email: Booking.alshindagha@dubaiculture.ae Phone No.: 045155336

Cultural Activities, Programs and Events Registration Services

Museums Workshops Registration Request

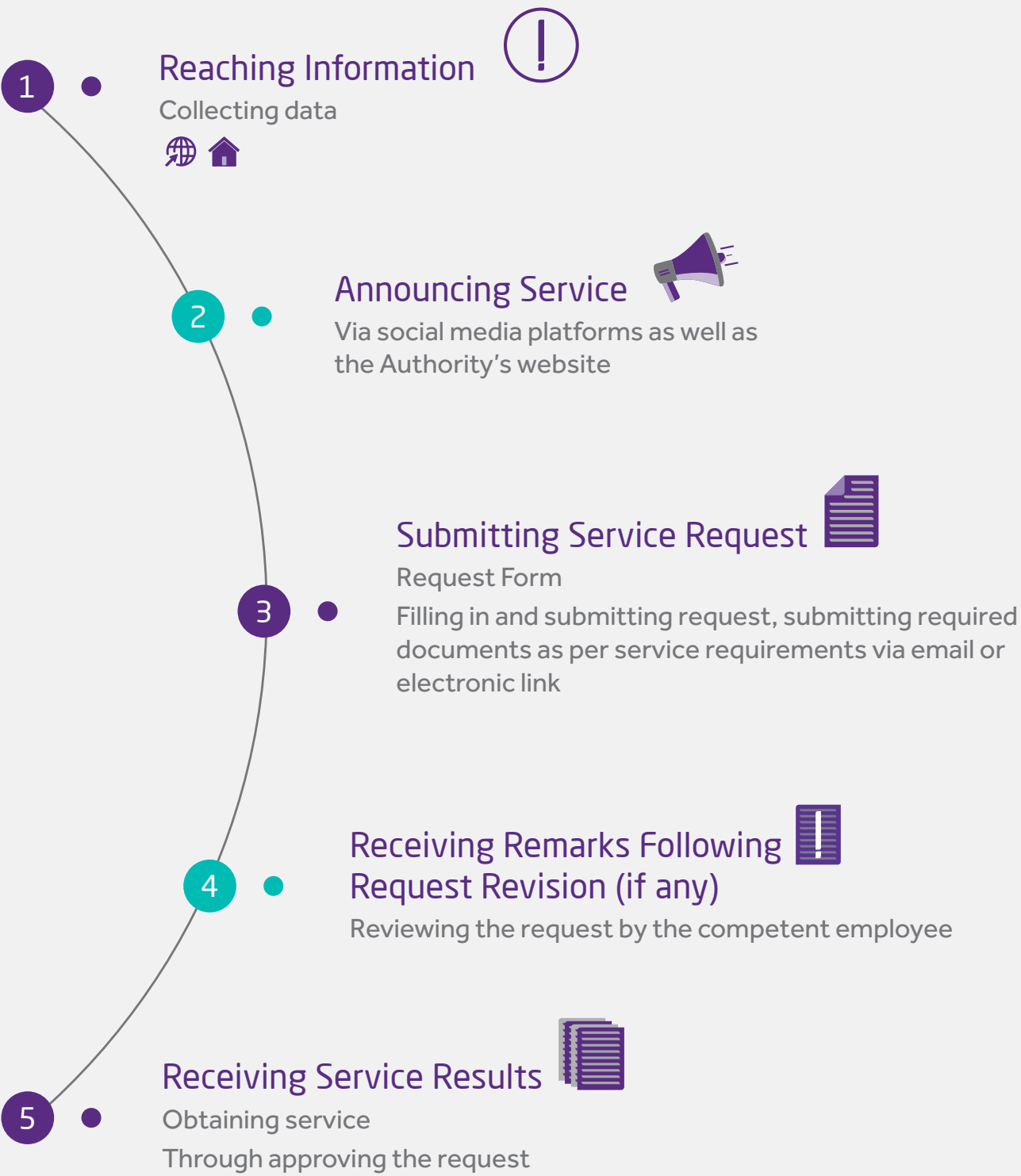


Literature Department Workshops Registration Request

Description	This service revolves around registering participants in Arts management courses and literary workshops (writing) for the community and those interested in literary affairs
Service Type and Structure	Public
Target Customer Categories	Individuals: Citizen - Resident - Tourist
Documents Required	For the public: no documents are required
Procedures and Steps to Obtain Service	1. Announcing the event via the Authority’s social media channels 2. Registering via the link indicated in the channels / filling in the satisfaction survey (optional)
Times of Service Provision	To be determined as per the type and duration of the event
Fees	Free
Forms Used to Provide Service	Registration via the link indicated within the channels

Cultural Activities, Programs and Events Registration Services

Literature Department Workshops Registration Request



Sikka Art Festival Workshops Registration Request

Description	This service revolves around registering participants in the workshops supported by the Authority as part of Sikka Art Festival event
Service Type and Structure	Public
Target Customer Categories	Individuals: Citizen - Resident- Gulf Citizen - Resident Of The Gulf Cooperation Council Countries Companies: Governmental Agencies -Private Sector - Cultural Institutions
Procedures and Steps to Obtain Service	Registration through Dubai Culture and Arts Authority's website Choosing the type of workshop
Times of Service Provision	This service is provided around the clock during the festival period
Fees	Free - for workshops supported by Dubai Culture and Arts Authority Nominal fees - for workshops held by participating cultural institutions
Service Delivery Channels	Dubai Culture and Arts Authority's website

Cultural Activities, Programs and Events Registration Services

Sikka Art Festival Workshops Registration Request

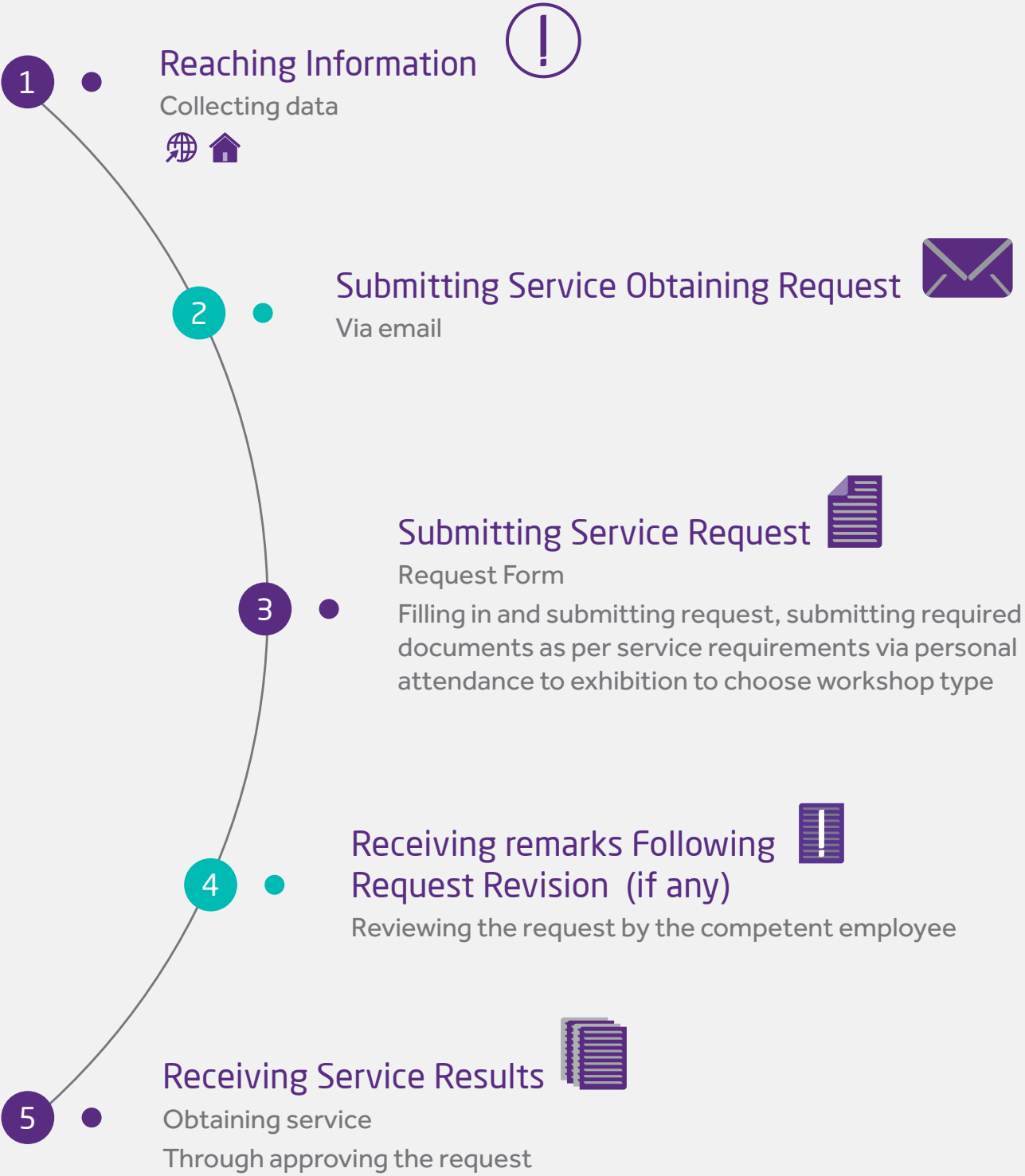


Dubai International Arabic Calligraphy Exhibition Workshops Registration Request

Description	This service revolves around registering participants in the workshops accompanying the Dubai International Calligraphy Exhibition
Service Type and Structure	Public
Target Customer Categories	Individuals: Citizen - Resident - Tourist
Procedures and Steps to Obtain Service	An email is sent to register for the exhibition accompanying workshops Registration takes place by visiting the exhibition in the event site
Times of Service Provision	During the event
Fees	Free
Service Delivery Channels	Email: Diace@dubaiculture.ae

Cultural Activities, Programs and Events Registration Services

Dubai International Arabic Calligraphy Exhibition Workshops Registration Request

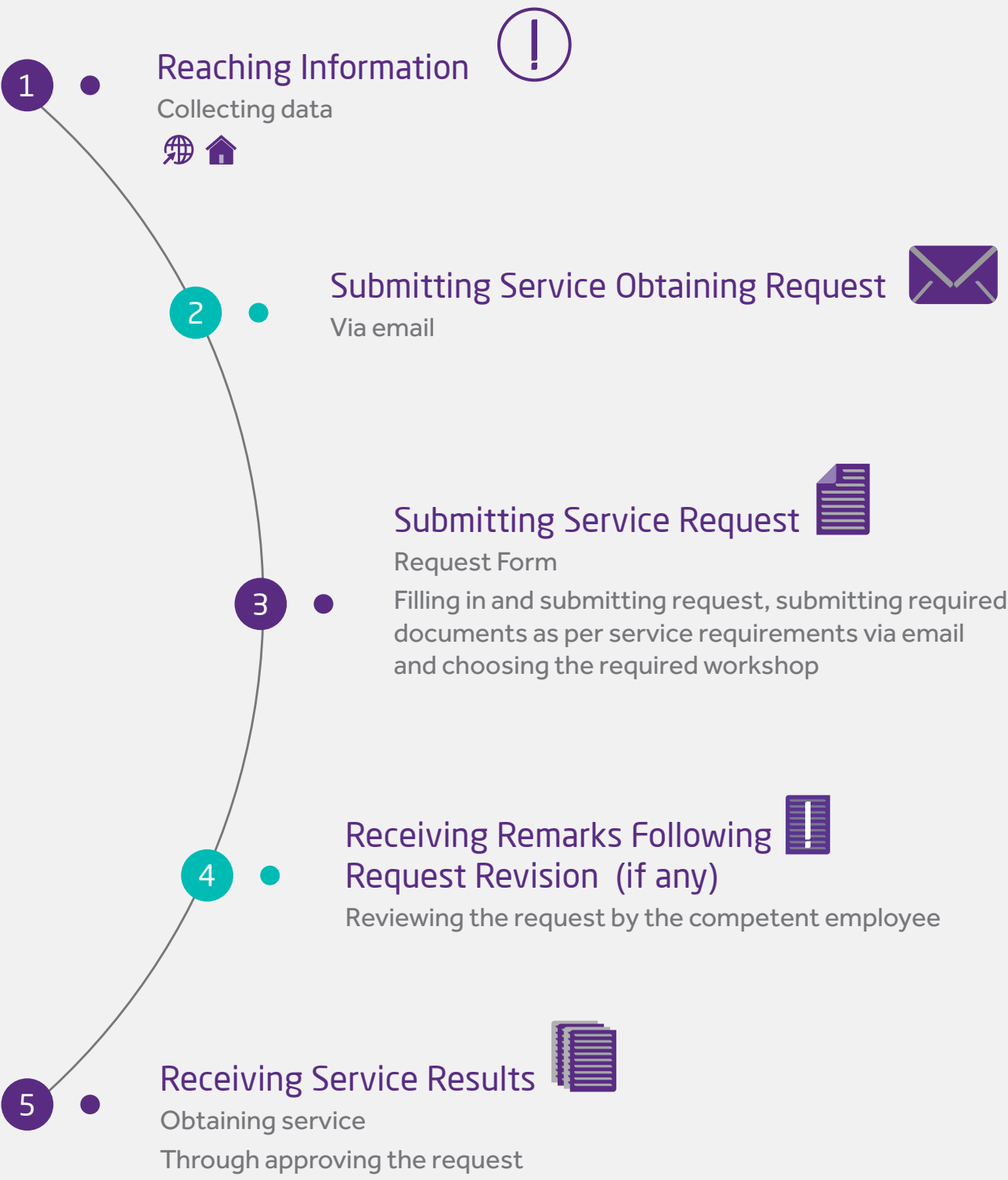


Dubai Performing Arts Program Workshops Registration Request

Description	This service revolves around registering trainers for workshops specialized in the field of performing arts (theater - music - cinema) organized by Dubai Culture and Arts Authority
Service Type and Structure	Public
Target Customer Categories	Individuals: Ages +7 years old
Procedures and Steps to Obtain Service	Registration through Dubai Culture and Arts Authority's website Choosing the type of workshop
Times of Service Provision	This service is offered from June to November
Fees	Free
Service Delivery Channels	Email: dfytworkshops@dubaiculture.ae

Cultural Activities, Programs and Events Registration Services

Dubai Performing Arts Program Workshops Registration Request





6.9. Creative and Talented Accreditation Services

6.9.1 Creative and Talented Accreditation

Description	This service revolves around granting the creative and the talented a certificate of accreditation to issue a long-term cultural visa in order to attract talented people, artists and creators
Service Type and Structure	Public
Target Customer Categories	Individuals: Resident <ul style="list-style-type: none">• People of talent and creators in fields of culture and art• Authors/ poets / writers / painters / artists / calligraphers / actors ... etc.
Documents Required	A copy of the passport attached to the residence page <ul style="list-style-type: none">• A copy of the Emirates ID• The cultural CV of the candidate• Contact numbers
Requirements for Service Delivery	Age: over 18 years old
Procedures and Steps to Obtain Service	<ol style="list-style-type: none">1. Submitting the service application via info@dubaiculture.ae with the required documents attached2. Notifying the customer, by email or phone, of approval3. Issuing a permit (The Creative and Talented Accreditation)4. Consulting the office approved for issuing the long-term residency
Times of Service Provision	24/7 via the website and the smart App of the Dubai Culture and Arts Authority
Fees	Dubai Culture and Arts Authority covers the Issuance of cultural visa and ID renewal fees
Partner Institutions	General Directorate of Residency and Foreigners Affairs
Service Delivery Channels	<ul style="list-style-type: none">• Dubai Culture and Arts Authority’s website• The smart App of Dubai Culture and Arts Authority

Creative and Talented Accreditation Service





















Creative and Talented Accreditation



8.0. Services and Communication Channels

Services and Communication Channels

Service Delivery Channels

Service Delivery Channels	contacts of service delivery channels
Etihad Museum Website of the museum www.etihadmuseum.dubaiculture.gov.ae	 @etihadmuseum  04 - 515 5771
Al Shindagha Museum Website of the museum www.alshindagha.dubaiculture.gov.ae Smart App: alshindaghamuseum	 @alshindaghamuseum  04 - 515 5336
Dubai Museum	Museum email: Dubai.Museum@dubaiculture.ae  04 - 515 5387
Naif Museum	 04 - 227 6484
Museum of the Poet Al Oqaili	 04 - 234 2385
Coin Museum	 04 - 515 5000
Hor Al Anz Library	 04 - 515 5271
Al Ras Library	 04 - 515 5301
Al Twar Library	 04 - 515 5221
Al Rashidiya Library	 04 - 515 5281
Al Mankhool Library	 04 - 515 5200
Umm Suqeim Library	 04 - 515 5251
Hatta Library	 04 - 515 5291
Al Safa Arts and Design Library	 04 - 515 5241
Dubai Library smart App.	 @dubaipubliclibraries
Al Fahidi Historical Neighborhood	 04 - 515 5040
Al Ras Historic Neighborhood	 04 - 515 5040
Majlis Ghorfat Umm Al Sheif	 04 - 515 5207

Submit a Complaint


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

Submit Suggestions

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

Contact Us

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

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

