حكومة دبي
GOVERNMENT OF DUBAI

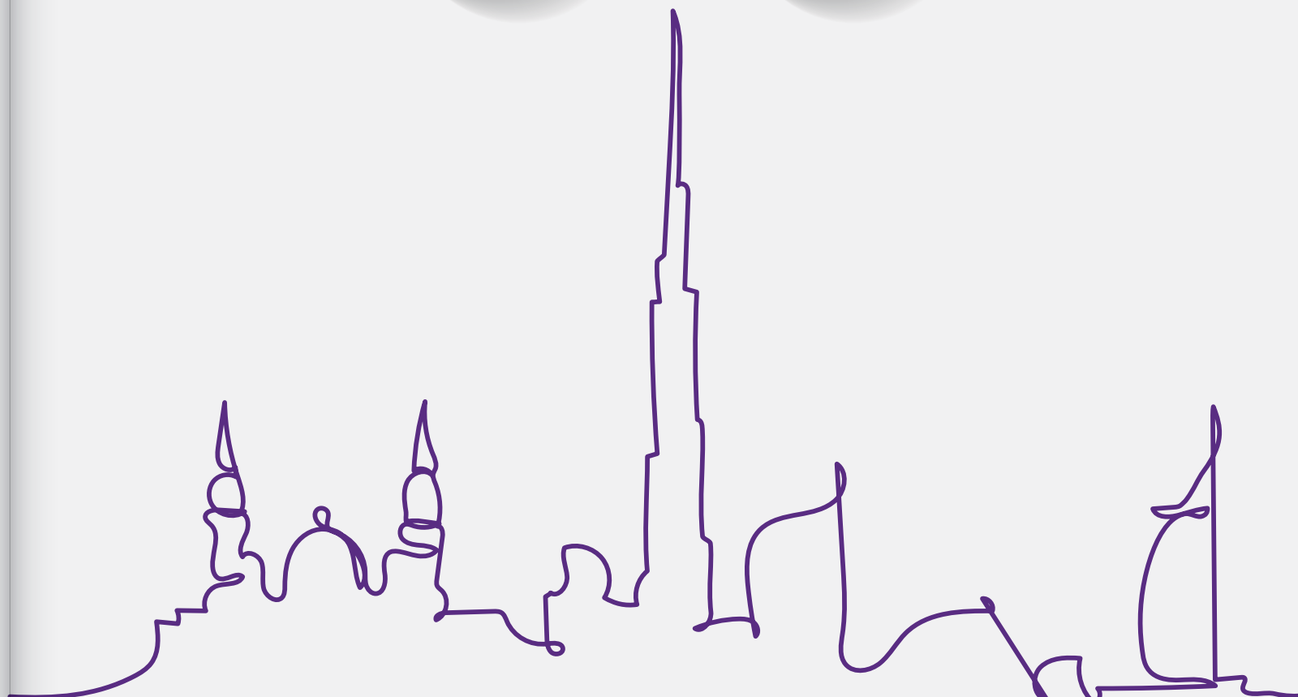
DUBAI
Culture للثقافة

# Directory of services

## Dubai Culture and Arts Authority

Second release 2021/2022

@DubaiCulture
dubaiculture.gov.ae



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

# 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

# Dubai Culture's Strategic Map

**OUR VISION:** ▶ **Dubai:** A global center for culture. A thriving hub for talent. An incubator for creativity

**WE ARE:**
- ▶ GUARDIANS
- ▶ EXPLORERS
- ▶ CONNECTORS
- ▶ ACHIEVERS

**OUR MISSION:**
- ▶ To enable the next generation of talent to be inspired to connect and create
- ▶ To make culture everywhere and for everyone
- ▶ To enable culture and arts to positively contribute to the economy
- ▶ To position Dubai on the Global cultural map
- ▶ To ensure National heritage is preserved, celebrated, and globally recognized

## SECTORAL PRIORITIES

### TALENT & EDUCATION
1. Foster an ecosystem for young talent to thrive (in and outside the education system)
2. Attract & retain diverse global talent

### ACCESSIBILITY & ENGAGEMENT
3. Integrate arts & creativity in the city's urban spaces
4. Strengthen and increase engagement of the diverse community

### CREATIVE ECONOMY
5. Cultivate a nurturing business environment

### GLOBAL FOOTPRINT
6. Boost Dubai's status as a cultural destination
7. Export Dubai's homegrown cultural offerings

### CULTURAL RESPONSIBILIT
8. Safeguard intangible tangible cultural herit

## INSTITUTIONAL PRIORITIES

### DIGITAL TRANSFORMATION
Perform according to digital government standards

1. Data & information
2. Automation
3. Technology

### OPERATIONAL EXCELLENCE
Follow best practice in developing the institutional system

4. Revenue generation & growth
5. Optimized spend & operational excellence
6. Organizational agility

### HAPPINESS
Excellence in corporate culture and standard of services

7. Employee happiness
8. Customer happiness

## STRATEGIC ENABLERS

1. INNOVATION & FUTURE SHAPING
2. PARTNERSHIPS
3. GOVERNANCE

## AREAS

- LITERATURE
- ART & DESIGN
- CULTURAL HERITAGE

# 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 though 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

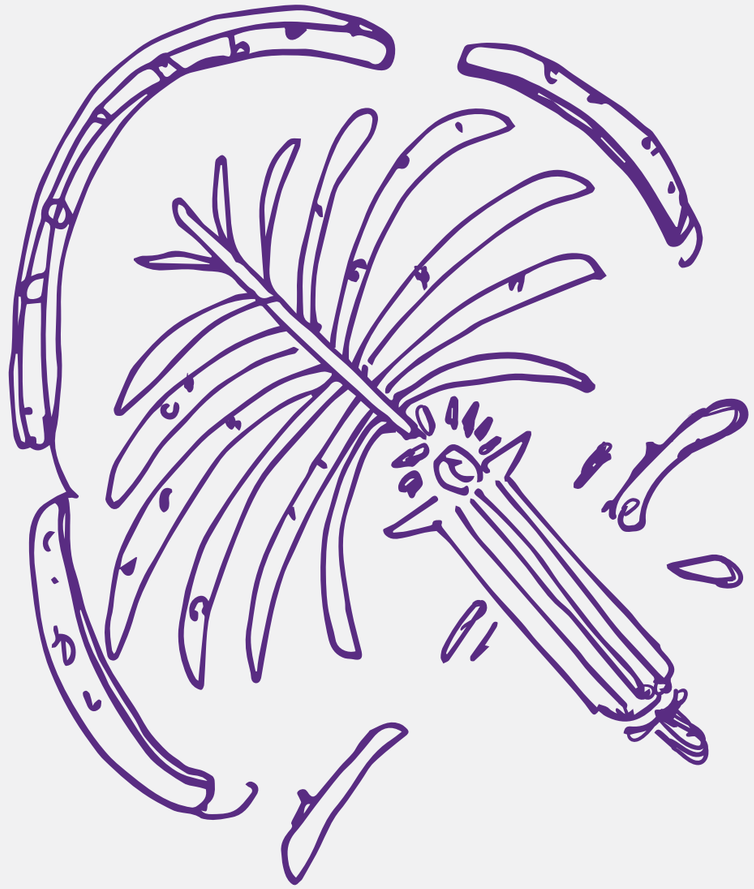
| | |
|---|---|
| **Customers** | They are the beneficiaries of the services of Dubai Culture and Arts Authority (individuals or institutions) communicating with the Authority with an aim of obtaining information or applying to receive such services |
| **G2G Institutions** | Governmental and federal 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<br>Under the age of 5 - Museum services |



Customers Definitions

## 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 |



Customers Definitions

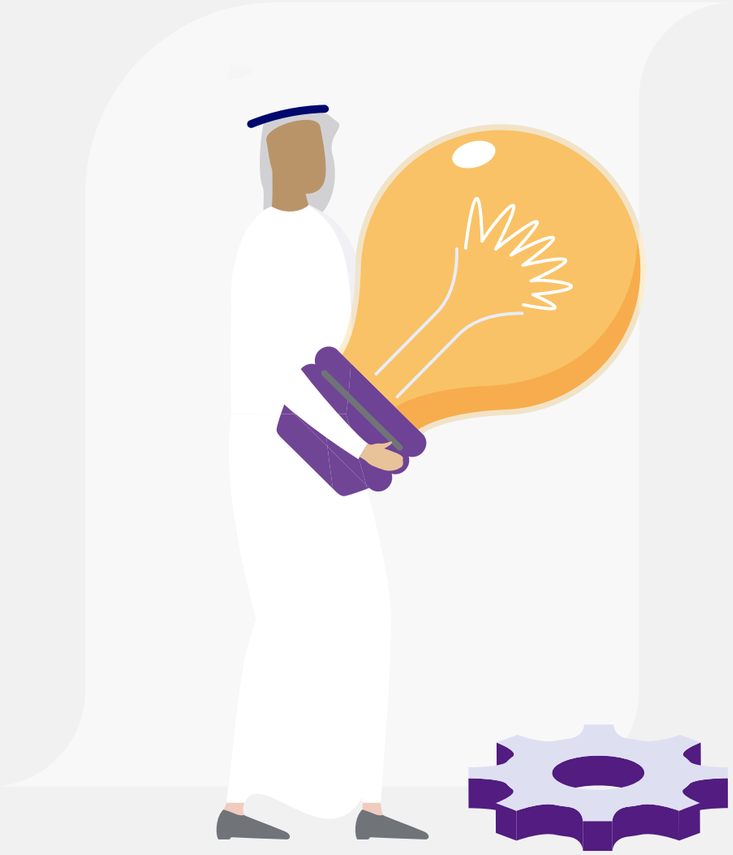
**Dubai Culture & Arts Authority - Customers Categories**

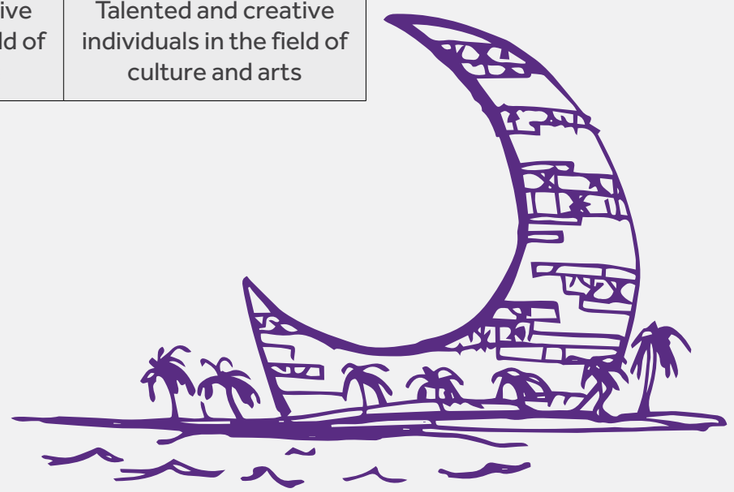
# Groups

## 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

# Documentation of Customer's Journey to Obtain a Dubai Culture and Arts Authority Service

## What is the Customer Journey?

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

## Importance of Customer Journey Documentation:

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

# Dubai Culture and Arts Authority Services

**Museums Services**

- Request to purchase entry tickets to museums

**Cultural Guidance Services**

- Request to book a guided tour in museums
- Request to book a guided tour in heritage sites

**Libraries Services**

- Subscribing to Dubai public libraries membership
- Renewing subscription of Dubai public libraries membership
- Unsubscribing from Dubai public libraries membership
- Receiving benefits of library services

**Space Booking Services**

- Request to book spaces in museums
- Request to book spaces in public libraries
- Request to book spaces in heritage sites

**Leasing Services**

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

**No Objection Permit Service**

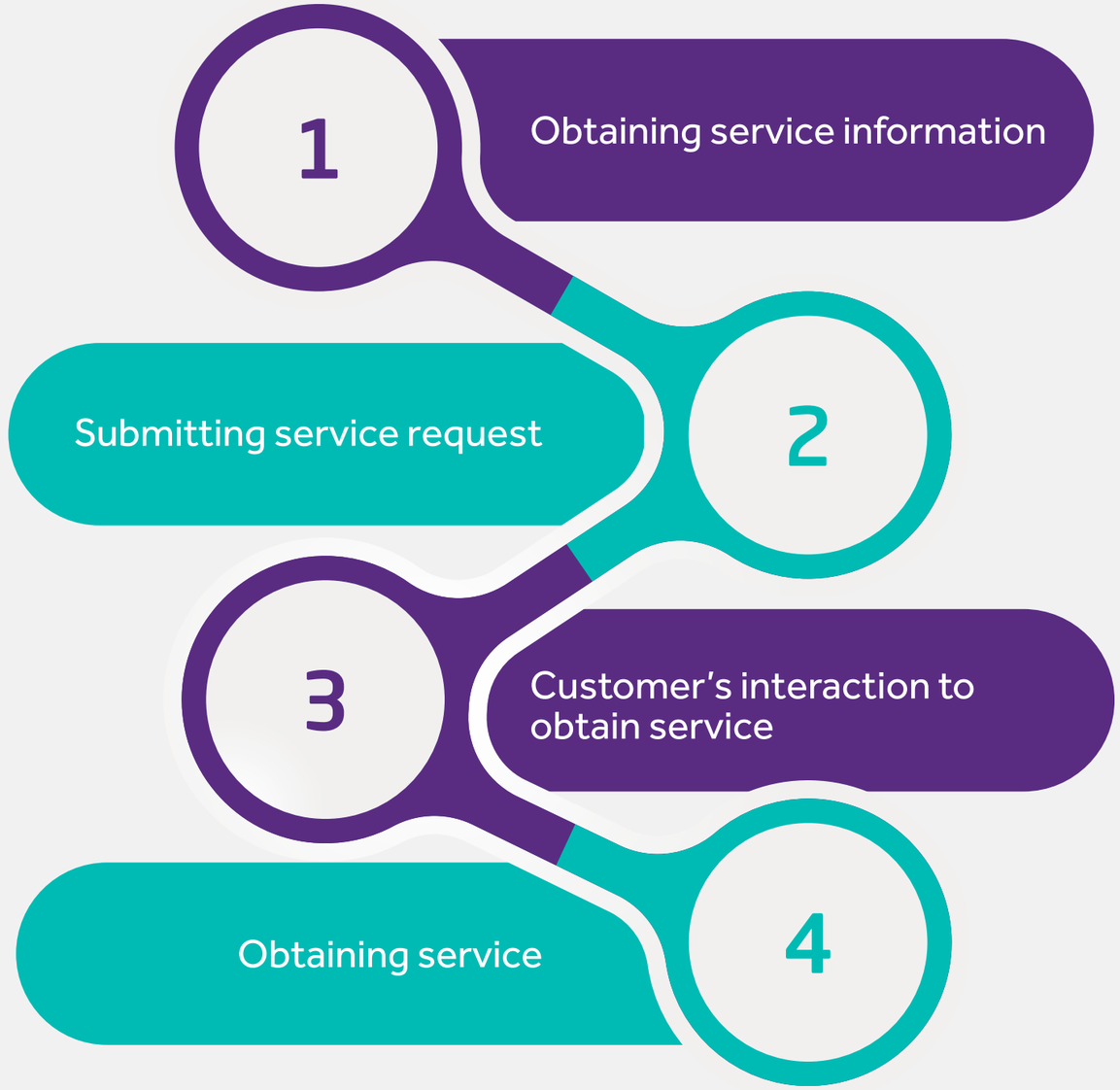
- Request to obtain a no-objection permit to shoot at the sites of Dubai Culture & Arts Authority

**Creative and Talented Accreditation Service**

- Accreditation of the creative and talented members

## Customer Journey:

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



# 6.1.
# Museums Services

## Museums Entry Ticket Request

| | | |
|---|---|---|
| **Description** | This service involves issuance of museum entry tickets to learn about their holdings | |
| **Service Type and Structure** | Public | |
| **Target Customer Categories** | **Individuals:**<br>Citizen - Resident - Tourist<br>**Institutions:**<br>Governmental Agencies - Non-Governmental Agencies | |
| **Documents Required** | **For categories excluded from fees payment only, it is necessary for them to show:**<br>A business card for media professionals and journalists for pre booking<br>• A Card for People of Determination<br>• A Thukher card for the elderly<br>• A tourist guide card<br>• Valid ICOM card<br>• ID or Passport copy of the elderly | |
| **Procedures and Steps to Obtain Service** | 1. Buy a ticket through the museum's website, or<br>2. Buy a ticket at the museum | |
| **Times of Service Provision** | 24/7 through Dubai Culture or museum website, or<br>During office hours at the museum | |
| **Fees** | **AlShindagha Museum**<br>AED 50- Individuals<br>AED 40- Groups (5 individuals or more)<br>AED 20- Students<br>Free - Children under 5 years old, media professionals & journalists for pre booking, people of determination, tour guides, the senior citizens, and holders of valid ICOM card | **Etihad Museum**<br>AED 25 - Individuals<br>AED 20 - Groups (5 individuals or more)<br>AED 10 - Students<br>Free - Children under 5 years old, media professionals & journalists for pre booking, people of determination, tour guides, the elderly, and holders of valid ICOM card |
| | **Coin Museum**<br>**Museum of the Poet Al Oqaili**<br>Free for all categories | **Dubai Museum**<br>Closed for maintenance.<br>Entrance fees may changed |





## Museums Entry Ticket Request

| | |
|---|---|
| **Service Delivery Channels** | • **Dubai Culture website**<br>website: *https://dubaiculture.gov.ae*<br>• **Etihad Museum**<br>website: *www.etihadmuseum.dubaiculture.gov.ae*<br>• **AlShindagha Museum:**<br>website: *www.alshindagha.dubaiculture.gov.ae*<br>• **Dubai Museum**<br>• **Coins Museum**<br>• **Museum of the Poet Al Oqaili** |
| **Remarks** | Combo ticket is available for Etihad Museum and At The Top of Burj Khalifa through Burj Khalifa App or website<br>www.tickets.atthetop.ae |

## Museums Services

### Museums Entry Ticket Request – In-House Service

1 **Information access**
Information collection

2 **Head to the Museum Ticket**
Choose an entry ticket and
pay the ticket fees

3 **Receive the ticket**
Obtain the service and
assess Happiness  Meter (optional)





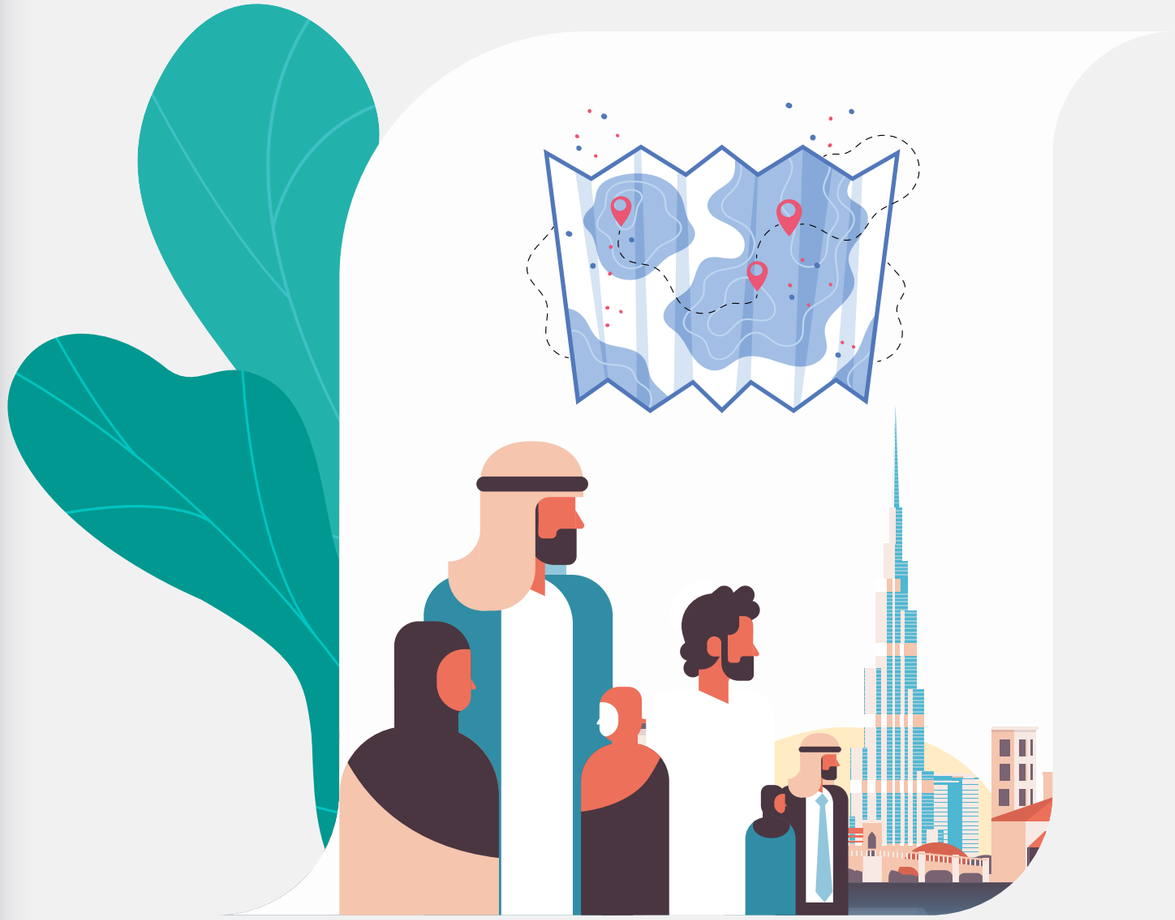
## Museums Services

### Museums Entry Ticket Request – Online Service

1 **Information access**
Information collection

2 **Visit the website**
Choose an entry ticket and
pay the ticket fees

3 **Receive the ticket**
Obtain the service and
assess Happiness  Meter (optional)



# 6.2.
# Guided Tour Service

## Museums Guided Tour Booking Request

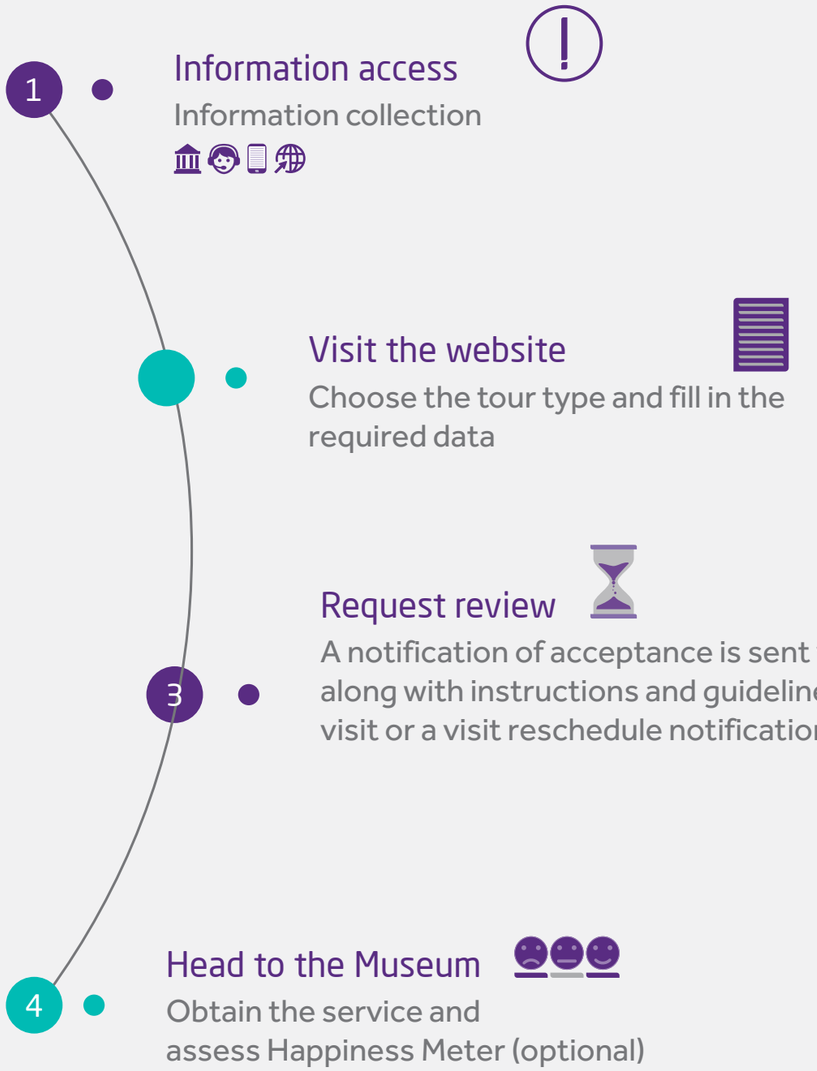
| | | |
|---|---|---|
| **Description** | This service involved guidance of individuals, groups and institutions in museums via the visitor's physical attendance inside the museum or via virtual tours | |
| **Service type and structure** | Public | |
| **Target Customer Categories** | Tours in museums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





## Guided Tour Service

### Museums Guided Tour Booking Request



# Guided Tour Service

## Guided Tour Booking Request in Heritage Sites

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



# Customer Journey

## Guided Tour Service

### Heritage Site Guided Tour Booking Request

1

**Information access**

Information collection

2

**Visit the website**

Choose the tour type and fill in the required data

3

**Request review**

A notification of acceptance is sent via email along with instructions and guidelines of the visit or a visit reschedule notification is sent

4

**Head to the Heritage Site**

Obtain the service and

assess Happiness Meter (optional)

# 6.3.
# Public Libraries Services

## Public Libraries Membership Registration

| | | |
|---|---|---|
| **Description** | This service involves benefiting from the library membership by borrowing materials from all dubai public libraries and Digital Library, using the Internet for free and getting library services with lower fees for a period of five years | |
| **Service type and structure** | Public | |
| **Target Customer Categories** | **Individuals:**<br>Citizen - Resident<br><br>**Companies:**<br>Governmental Agencies - Non-Governmental Agencies | |
| **Documents Required** | **For individual members (adults / children) and families:-**<br>• Emirates ID card for the applicant | **For membership of institutions and companies:**<br>• An official letter issued by the company to apply for a library membership<br>• A copy of the commercial license of the company and the institution (not applicable to governmental institutions)<br>• A copy of the business cards of those authorized to borrow (Qty. 2)<br>• A copy of the identity cards of those authorized to borrow (Qty: 2) |
| **Procedures and steps to obtain service** | 1. Sign up through Dubai Public Libraries App or Dubai Culture and Arts Authority's libraries page<br><br>2. Upgrade the account through the customer page, by filling in the required fields, and attaching the required documents.<br><br>3. An approval notification is sent to the customer by email to complete the payment process<br><br>4. A digital membership card is issued, and can be presented through Dubai Public Libraries App | |
| **Times of Service Provision** | **From Sunday to Thursday 8:00 AM to 8:00 PM**<br><br>**Friday : 8:00 AM to 12:00 PM"** | |



Public Libraries Services

## Public Libraries Membership Registration

| | | |
|---|---|---|
| **Fees** | There are no subscription fees for children membership / Insurance amount AED 75<br><br>Subscription fees for adult membership AED 50 / Insurance amount AED 150<br><br>Subscription fees for family membership AED 50 / Insurance amount AED 200<br><br>Subscription fees for institutions membership AED 100 / Insurance amount AED 200<br><br>There are no subscription fees for children golden membership / Insurance amount AED 75<br><br>Subscription fees for adult golden membership AED 50 / Insurance amount AED 150<br><br>Subscription fees for family golden membership AED 50 / Insurance amount AED 200<br><br>Subscription fees for institutions golden membership AED 100 / Insurance amount AED 200 | |
| **Service Delivery Channels** | Hor Al Anz Library<br><br>Al-Ras Library (closed)<br><br>Al Twar Library<br><br>Al Rashidiya Library<br><br>Al-Mankhool Library | Umm Suqeim Library<br><br>Hatta Public Library<br><br>Al Safa Arts and Design Library<br><br>Dubai Culture and Arts Authority's website https://dubaiculture.gov.ae<br><br>Dubai Public Library's smart App |
| **Forms Used to Provide Service** | Application via website or smart App only | |
| **Remarks** | **The library membership subscription period is 5 years, renewable for a similar period**<br><br>**External borrowing service:**<br><br>• For children membership, it is allowed to borrow 10 library items at a time for a period of 28 days<br>• For individual members (adults), it is allowed to borrow 15 library items at a time for a period of 28 days<br>• For family membership, it is allowed to borrow 25 library items at a time for a period of 28 days<br>• For companies and institutions membership, it is allowed to borrow 100 library items at a time for a period of 28 days<br>• The insurance amount is refunded upon request to cancel the membership one year following the date of membership | |
| **Terms & conditions** | | |

## Library Services

### Public Libraries Membership Registration

1 **Information access**
Information collection

2 **Apply for the service**
Choose the desired service

3 **Sign up / Sign into the Library's Account**
Sign into account or sign up for a new one

**Submit the Service Request**
Request Form
Fill in and submit request and submit the required documents as per service requirements

5 **Receive Service Results**
A notification of acceptance is sent via email to complete fee payment

**Obtain the service**
An electronic card is issued via smart App

## Public Libraries Membership Renewal

| | | |
|---|---|---|
| **Description** | This service involves the extended use of membership benefits for another five years | |
| **Service structure and type** | supplementary | |
| **Categories of target customers** | **Individuals:**<br>Citizen - Resident<br><br>**Companies:**<br>Governmental Agencies - Non-Governmental Agencies | |
| **Documents Required** | **For individual members (adults / children) and families:**<br>• Emirates ID | **For institutions and companies membership:**<br>• Emirates ID of those authorized to borrow (Qty: 2) |
| **Procedures and steps to obtain service** | 1. Sign in though Dubai Public Libraries App or Dubai Culture and Arts Authority's libraries page using the customer's membership number or email<br><br>2. Request to renew the membership account, by filling in the required fields, and attaching the required documents.<br><br>3. An approval notification is sent to the customer by email to complete the payment process<br><br>4. The digital membership card is renewed, can be presented through Dubai Public Libraries App | |
| **Times of Service Provision** | **From Sunday to Thursday 8:00 AM to 8:00 PM**<br><br>**Friday : 8:00 AM to 12:00 PM** | |
| **Fees** | Renewal fees for children membership AED 50<br><br>Renewal fees for adult membership AED 50<br><br>Renewal fees for family membership AED 50<br><br>Renewal fees for institutions membership AED 100 | |
| **Service Linkage to Other Services** | this service is linked to subscription service of Dubai Public Libraries membership | |



Public Libraries Services

## Public Libraries Membership Renewal

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

## Library Services

### Public Libraries Membership Renewal

1 ● **Information access**
Information collection

2 ● **Apply for the service**
Choose the
desired service

3 ● **Signing into the Library's Account**
Enter username
and password

4 ● **Submit the Service Request**
Request Form
Fill in and submit request and submit the required documents as per service requirements

5 ● **Receive Service Results**
A notification of
acceptance is sent via email to complete fee payment

6 ● **Obtain the service**
An electronic card is
issued via smart App

## Public Libraries Membership Cancellation

| | |
|---|---|
| **Description** | This service revolves around the member's request to cancel the subscription and the recovery of insurance |
| **Service Type and Structure** | supplementary |
| **Categories of target customers** | **Individuals:**<br>Citizen - Resident<br><br>**Companies:**<br>Governmental Agencies - Non-Governmental Agencies |
| **Documents Required** | • Receipt of insurance (for membership solid cards)<br>• Emirates ID |
| **Requirements for Service Delivery** | None |
| **Procedures and steps to obtain service** | 1. Sign in though Dubai Public Libraries App or Dubai Culture and Arts Authority's libraries page using the customer's membership number or email<br>2. Request to cancel the membership and mention the reason for the cancellation<br>3. If the conditions are met, the library will contact the Costumer to recover the security deposit and stop membership in the system |
| **Times of Service Provision** | **From Sunday to Thursday 8:00 AM to 8:00 PM**<br><br>**Friday : 8:00 AM to 12:00 PM** |
| **Fees** | There is no fee to cancel the library membership |



Public Libraries Services

## Public Libraries Membership Cancellation

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

## Library Services

### Public Libraries Membership Cancellation

1 ● **Information access**
Information collection

2 ● **Apply for the service**
Choose the desired service

3 ● **Sign into the Library's Account**
Enter username
and password

4 ● **Submit the Service Request**
Fill out the Request Form and identify the reasons for cancellation

5 ● **Obtain the service**
Communicate with the customer, refund the insurance amount, and cancel membership on the system

## Utilizations of Public Libraries Services

| | |
|---|---|
| **Procedures and steps to obtain service** | This service revolves around providing services in library branches at reduced fees or for free for members or for regular fees for non-members, for example: Internet services, photocopying and printing services, fax services, scanning services, binding services of various kinds |
| **Service type and structure** | Public |
| **Target Customer Categories** | **Individuals:**<br>Citizen - Resident- Tourist<br><br>**Companies:**<br>Governmental Agencies - Non-Governmental Agencies |
| **Documents Required** | Membership card for reduced fees |
| **Procedures and steps to obtain service** | 1. The member applies for library service<br>2. The employee providing service provides it<br>3. The reduced fees are applied for members by showing the membership card " |
| **Times of Service Provision** | **Saturday to Thursday,**<br>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<br>Al-Ras Library (closed)<br>Al Twar Library<br>Al Rashidiya Library<br>Al-Mankhool Library<br>Umm Suqeim Library<br>Hatta Library<br>Al-Safa Arts and Design Library |



Public Libraries Services

## Dubai Public Libraries services price list

| Serial No. | Service Type | Financial Allowance | |
|---|---|---|---|
| | | For members | For non-members |
| 1 | Internet / one hour | Free | AED 3 / hour |
| 2 | Internet / 2 hours | Free | AED 5/ 2 hours |
| 3 | Internet/WiFi | Free | Free |
| 4 | Photocopying / black and white for books, documents and other forms of informational materials / five pages or less | 50 Fils | 50 Fils |
| 5 | • Colored photocopying of books, documents and other informational materials:<br>• Each A4 page<br>• Each A3 page | AED 1<br>AED 2 | AED 1<br>AED 2 |
| 6 | Regular printing out of library computers / page | 50 Fils | AED 1 |
| 7 | Colored printing out of library computers / page | AED 1 | AED 2 |
| 8 | Booking of the multi-purpose hall for one working day (calculated based on the office hours applicable in the library) | AED 200 | AED 500 |
| 9 | Booking classrooms for two hours or less | AED 5 | AED 10 |
| 10 | Booking classrooms for one working day (calculated on the basis of office hours applicable in the library) | AED 25 | AED 50 |
| 11 | Booking classrooms for one week (calculated on the basis of office hours applicable in the library) | AED 100 | AED 200 |
| 12 | Scanner / page | 50 Fils | AED 1 |
| 13 | Thermal Book Cover A4: Packaging less than 100 pages | AED 2 | AED 3 |
| 14 | Thermal Book Cover A4: Packaging 100 - 190 pages | AED 3 | AED 4 |
| 15 | Spiral Cover A4: Packaging less than 60 pages | AED 1 | AED 2 |
| 16 | Spiral Cover A4: Packaging more than 60 pages -400 | AED 2 | AED 3 |
| 17 | Lamination: for each A4 page | AED 1 | AED 2 |
| 18 | Lamination: for each A3 page | AED 2 | AED 3 |

## Library Services

### Utilization of Public Library Services

1

**Information access**

Information collection

2

**Apply for the service**

Choose the desired service

3

**Obtain the service**

As per fees applicable
at the library

# 6.4.
# Venue Booking Service

# 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:**<br>Citizen - Resident<br><br>**Institutions:**<br>Governmental Agencies - Non-Governmental Agencies |
| **Documents Required** | ID & Passport copy<br><br>A valid commercial license for non-governmental agencies |
| **Requirements for Service Delivery** | A presentation of the event and the agenda |
| **Procedures and steps to obtain service** | 1. Apply for a booking online<br>2. The application is answered within 48 hours<br>3. The applicant fills in the booking form for spaces and facilities in museums<br>4. The booking is confirmed by the museum administration via e-mail |
| **Times of Service Provision** | 24/7 through the museum's website.<br><br>During the office hours of the museum by visiting the museum |
| **Fees** | The entry fees for groups are paid for the present number of visitors according to each museum<br><br>**Etihad Museum**<br>Class room 1 or 2 = 2000 AED<br>Class room 1 & 2 = 3000 AED<br>Upper Pavilion/ Amphitheater/ Main Reception Area = 12000 AED<br>Auditorium = 15000 AED<br>Multipurpose Hall = 6000 AED<br>Outside Area = 20000 AED<br><br>**Al shindagha Museum**<br>Community Hall = 10000 AED<br>Emerging City = 8000 AED<br>Visitor Center = 12000 AED<br>Life on land = 3000 AED<br>Dar Al Maktoum = 25000 AED<br>Dubai Creek (Cinema) = 2000 AED<br>Perfume House (Perfume Workshop) = 700 AED<br><br>**Note: (All prices above excluded 5% Vat)** |



## Venue Booking Request in Museums

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

## Venue Booking Services

### Museum Venue Booking Request

1

**Information access**

Information collection

2

**Apply for the service**

Fill out the Venue

Booking Form through the website

3

**Obtain the service**

A notification of acceptance is sent via email along with instructions and guidelines of the booking

## 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:**<br>Citizen - Resident - Tourist<br><br>**Companies:**<br>Governmental Agencies - Non-Governmental Agencies | |
| **Documents Required** | To book classrooms:<br>• The membership card for members<br>• The ID card for members and non-member | To book the multi-purpose hall:<br>• The membership card for members<br>• ID cards or passports of the booking applicants (and the lecturer)<br>• 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<br>1. The customer signs into to the libraries page over Dubai Culture and Arts Authority's website or via the smart App by e-mail<br>2. Through the E-services page, the customer applies to book the multi-purpose hall and agrees to booking terms to proceed with the booking procedures<br>3. The customer fills in the tabs required and attaches the documents required<br>4. A notification is sent to the employee's email<br>5. Following 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<br>1. The customer signs into the libraries page over Dubai Culture and Arts Authority's website or via the smart App by e-mail<br>2. Through the E-services page, the customer applies to book the multi-purpose hall and agrees to booking terms to proceed with the booking procedures<br>3. The customer fills in the tabs required and attaches the documents required<br>4. A notification is sent to the employee's email<br>5. Following 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<br>1. The customer signs into the libraries page over Dubai Culture and Arts Authority's website or via the smart App by e-mail<br>2. Through the E-services page, the customer applies to book the classroom and agrees to booking terms to proceed with the booking procedures<br>3. The customer fills in the tabs required and attaches the documents required<br>4. Following 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<br>1. The customer signs into the libraries page over Dubai Culture and Arts Authority's website or via the smart App by e-mail<br>2. Through the E-services page, the customer applies to book the classroom and agrees to booking terms to proceed with the booking procedures<br>3. The customer fills in the tabs required and attaches the documents required<br>4. Following approval, the customer receives a notification to proceed the payment process via "My Account" page |



Venue Booking Service

## Venue Booking Request in Public Libraries

| | | |
|---|---|---|
| **Times of Service Provision** | **from Saturday to Thursday from 08:00 am to 08:00 pm** | |
| **Fees** | Booking a classroom for two hours or less for members AED 5 / non-members AED 10<br><br>Booking a classroom for one working day for members AED 25 / non-members AED 50<br><br>Booking a classroom for one week for members AED 100 and non-members AED 200<br><br>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<br><br>Al-Ras Library (closed)<br><br>Al Twar Library<br><br>Al Rashidiya Library<br><br>Al-Mankhool Library | Umm Suqeim Library<br><br>Hatta Public Library<br><br>Al-Safa Arts and Design Library<br><br>Dubai Culture and Arts Authority's website<br><br>Dubai Public Library's smart App |
| **Forms used to provide service** | Application via website or smart App. | |
| **Remarks** | The room is booked and referred 10 working days prior to the booking date/ The period of the hall and classroom bookings is taken into account on the basis of working days and office hours applicable in the library / the capacity of the classroom is 4 individuals max | |

## Venue Booking Service

### Libraries Venue Booking Request - Multi-Purpose Hall

**Information access**
Information collection

2 **Apply for the service electronically**
Choose the desired service

3 **Sign up / Sign into the Library's Account**
Sign into account or sign up for a new one

4 **Submit the Service Request**
Fill in the request form and submit the required documents

5 **Obtain the service**
A notification of acceptance is sent via email along with instructions and guidelines of the booking complete the fee payment to accomplish the service





## Venue Booking Service

### Libraries Venue Booking Request – Classrooms

**Information access**
Information collection

2 **Apply for the service electronically**
Choose the desired service

3 **Sign up / Sign into the Library's Account**
Sign into account or sign up for a new one

4 **Submit the Service Request**
Fill in the request form and submit the required documents

**Obtain the service**
Complete the fee payment and obtain the service

## Venue Booking Request in Heritage Sites

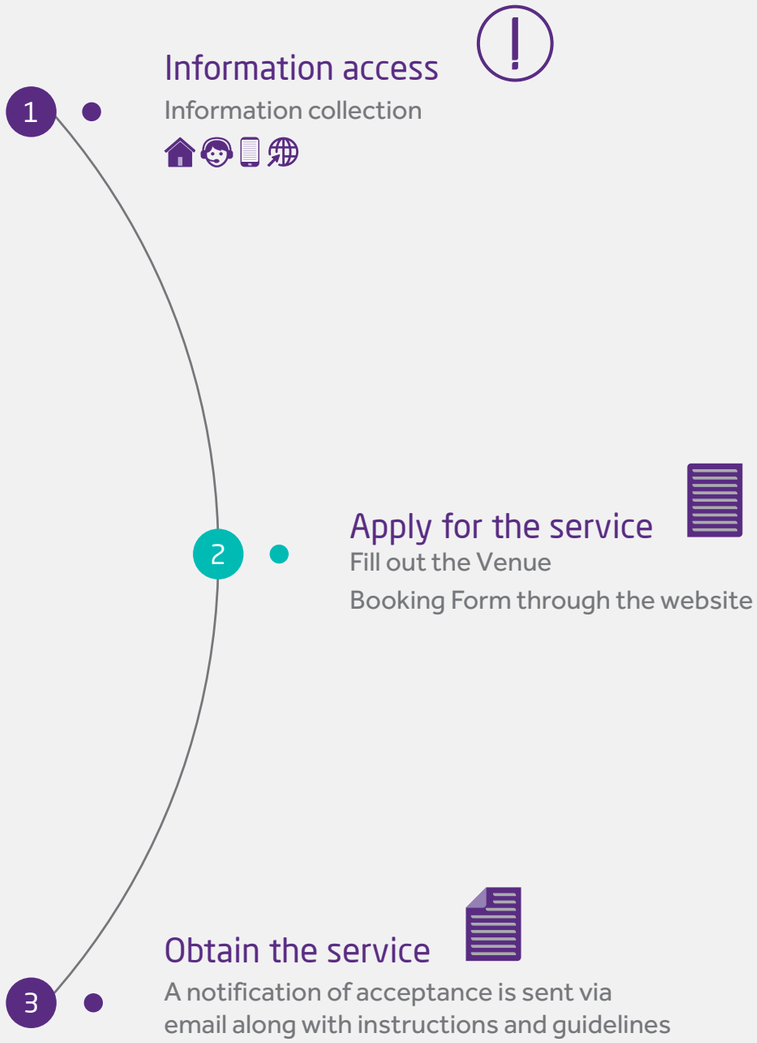
| | |
|---|---|
| **Description** | This service revolves around providing multi-purpose halls and classrooms as available in Heritage Sites |
| **Service type and structure** | Public |
| **Target Customer Categories** | **Individuals:**<br>citizen - resident - tourist<br><br>**Companies:**<br>Governmental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





## Venue Booking Services

### Heritage Site Venue Booking Request



# 6.5.
# Renting Services

## Rent Request

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





## Renting Services

### Rent Request

1
### Information access
Information collection

2
### Submit the Service Request
Fill in and submit request and submit the required documents as per service requirements

3
### Receive Service Results
Review the request by the competent committee, provide the applicant with approval, pay the fees and sign on the contract

## Rent Renewal Request

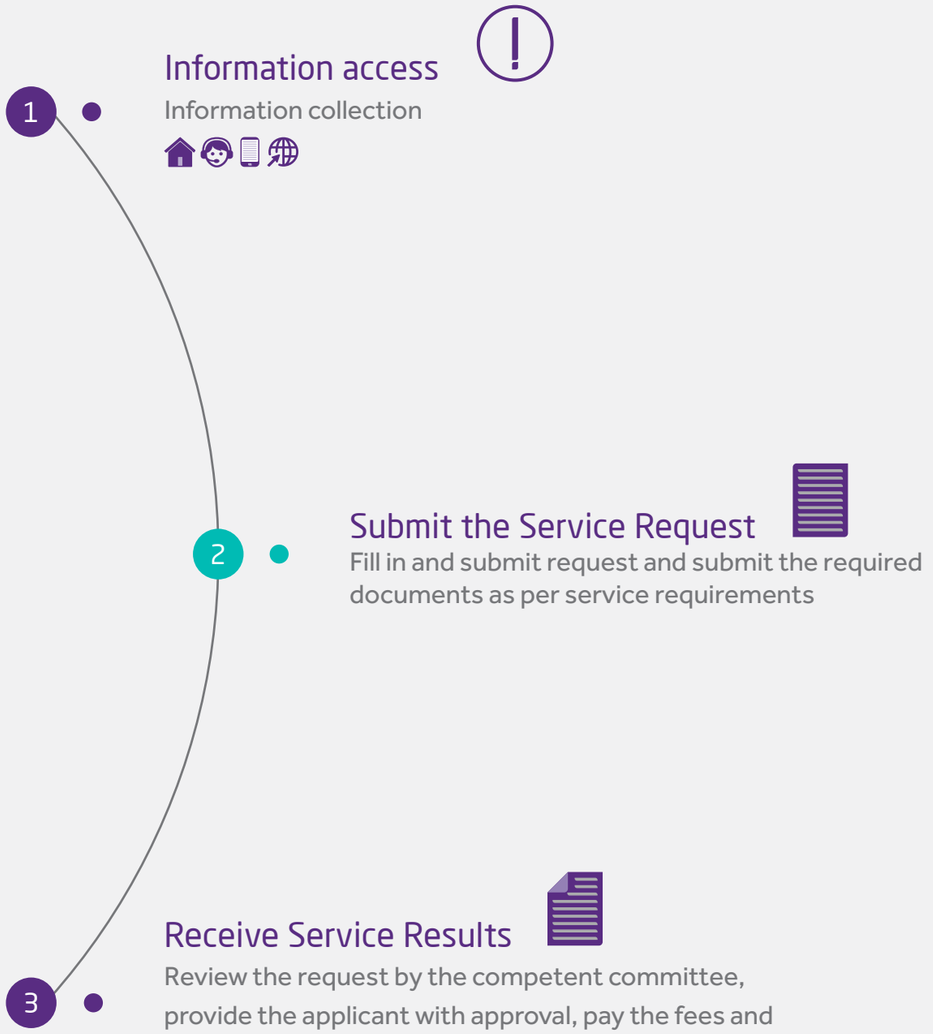
| | |
|---|---|
| **Description** | This service revolves around applying to renew the lease contract of the leased houses |
| **Service type and structure** | Supplementary |
| **Target Customer Categories** | **Companies:**<br>Governmental Agencies - Non-Governmental Agencies |
| **Documents Required**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





## Renting Services

### Rent Renewal Request



## Vacate Rented Properties Request

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





## Renting Services

### Vacate Rented Properties Request

1

### Information access

Information collection

2

### Submit the Service Request

Fill in and submit request and submit the required documents as per service requirements

3

### Receive Service Results

Review the request by the competent committee, and in case of approval, the supplies are paid and the evacuation letter is approved

# 6.6.
# No Objection Permit Service

# No Objection Permit Service

**Application to obtain a no-objection permit to photograph at the sites of Dubai Culture & Arts Authority**

| | |
|---|---|
| **Description** | This service revolves around issuing a letter used for photography and film production on the sites of Dubai Culture and Arts Authority |
| **Service type and structure** | General |
| **Target Customer Categories** | **Individuals:**<br>Citizen - Resident - Tourist<br><br>**Companies:**<br>Governmental Agencies - Non-Governmental Agencies |
| **Procedures and steps to obtain service** | **For individuals and government agencies:**<br><br>1. Filling in the No-Objection Application through the website of Dubai Culture.<br>2. Reviewing and approving the application<br>3. Sending the application confirmation notice within two working days by e-mail<br><br>**For non-governmental entities:**<br><br>1. Filling in the No-Objection Application through the website of Dubai Culture.<br>2. Reviewing and approving the application<br>3. Sending the application confirmation notice within two working days by e-mail. |
| **Times of Service Provision** | **Office hours from Monday to Thursday, 7:30 AM to 3:30 PM, Friday: 7:30 AM to 12:00 PM** |
| **Fees** | Free for governmental agencies |
| **Partner Institutions** | Dubai Television and Film Production Committee, Dubai Development Authority |
| **Service Delivery Channels** | Website of Dubai Culture:<br><br>https://dubaiculture.gov.ae |
| **Forms used to provide service** | A shooting authorization letter at Dubai Culture and Arts website |
| **Notes** | For companies and non-government agencies: The application is submitted through Dubai Film and TV Commission (DFTC)http://www.filmdubai.gov.ae |



# Customer Journey

## Non Objection Certificate Request

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

1

### Information access

Information collection

2

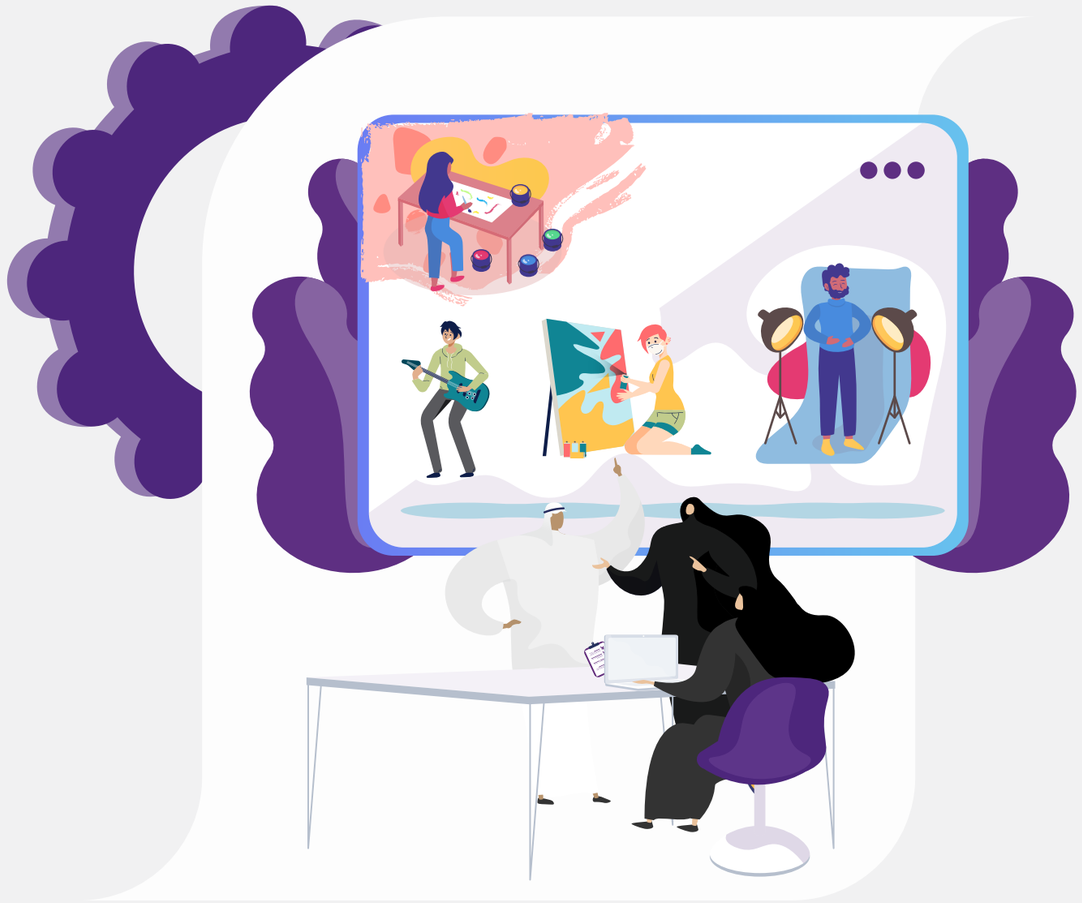
### Apply for the service

Fill out and submit the request electronically

3

### Receive Service Results

Review the request and notify the customer of the confirmation of the request via e-mail and on the shooting website



# 6.7.
# Cultural Events, Programs and Activities Registration Services

## Museums Camps Registration Request

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





## Cultural Events, Programs and Activities Registration Services

### Museums Camps Registration Request

## Public Libraries Camps Registration Request

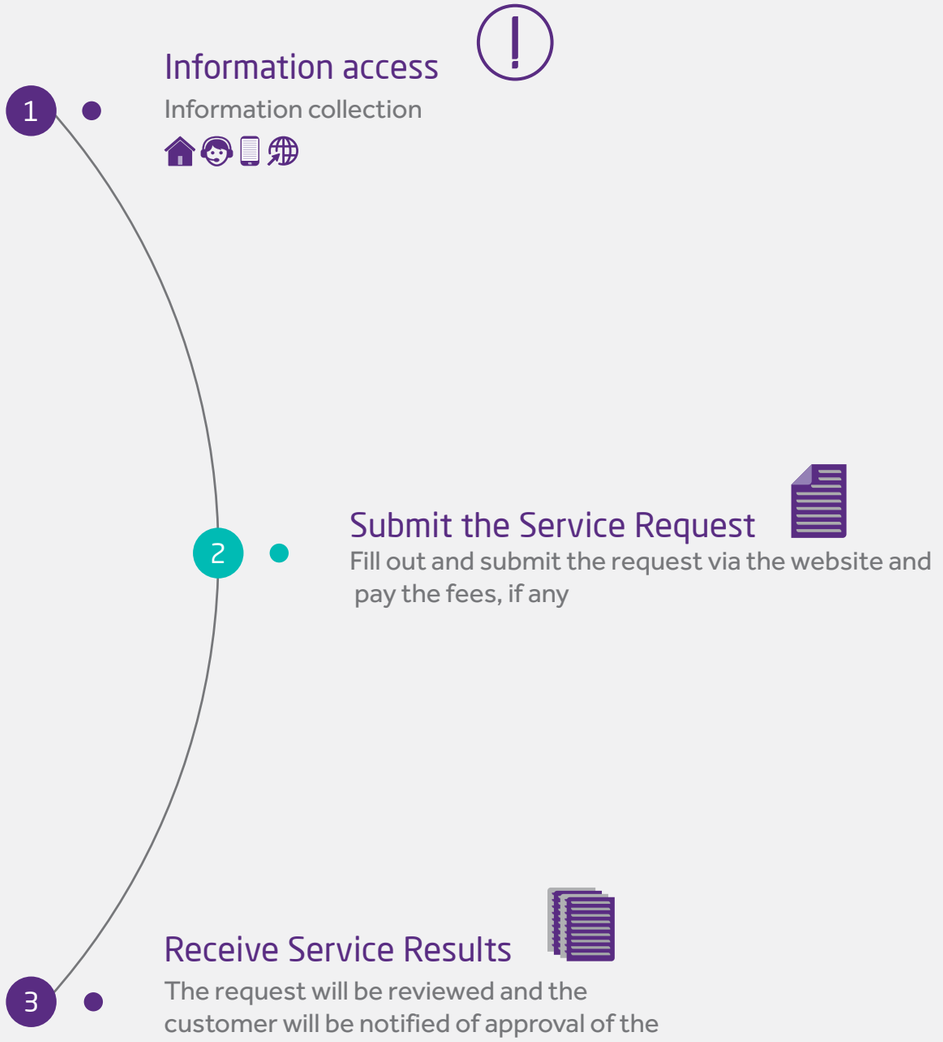
| | |
|---|---|
| **Description** | This service revolves around registering participants in Libraries Camps. |
| **Service type and structure** | General |
| **Target Customer Categories** | **Individuals:**<br>Citizen - Resident - Tourist |
| **Documents Required** | None |
| **Procedures and steps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





## Cultural Events, Programs and Activities Registration Services

### Public Libraries Camps Registration Request



## Sikka Art Festival Artist Registration Request

| | |
|---|---|
| **Description** | This service revolves around registering artists for Sikka Art Festival |
| **Service type and structure** | General |
| **Target Customer Categories** | **Individuals:**<br>Citizen, resident, Gulf resident, Gulf Cooperation Council countries resident<br><br>**Companies:**<br>Governmental agencies and non-governmental agencies |
| **Documents Required** | • A passport<br>• An Emirati ID card for citizens or an ID card for the Gulf Cooperation Council residents<br>• A valid residency for residents of the United Arab Emirates or the countries of the Gulf Cooperation Council |
| **Procedures and steps to obtain service** | 1. Registering the e-application through the website of Dubai Culture.<br>2. Submitting the project proposal as well as previous works data<br>3. Uploading the identification documents<br>4. Submitting the application to the Projects and Works Evaluation Committee.<br>5. Communicating with artists to notify them of the initial status of the application (rejection, acceptance, or revision)<br>6. Meeting with the owners of the to-be-reviewed applications to discuss and amend them and to make improvements and proposals<br>7. Sending the final results to all applicants (acceptance or rejection)<br>8. Meeting with all the artists nominated for participation (for the evaluator to evaluate their works)<br>9. Distribution of works and their spots in the event. |
| **Times of Service Provision** | The service is available around the clock from August to November on the website and through the e-mail<br><br>During the office hours of the main office in case you want to meet with a concerned person or if you want to talk to him/ her over the phone. |
| **Fees** | Free of charge |
| **Service Delivery Channels** | Dubai Culture and Arts Authority's website<br>www.dubaiculture.ae<br>Authority's phone No.: 055155000<br>**Email: Info@dubaiculture.ae**<br>Visit the main office of the Authority |
| **Forms used to provide service** | An electronic form on the Authority's website |





## Cultural Events, Programs and Activities Registration Services

### Sikka Art Festival Artist Registration Request

## Dubai International Arabic Calligraphy Exhibition Artist Registration Request

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





## Cultural Events, Programs and Activities Registration Services

### Dubai International Arabic Calligraphy Exhibition Artist Registration Request

1

**Information access**

Information collection

2

**Submit the Service Request**

Fill in and submit request and submit the required documents as per service requirements عن طريق الموقع الإلكتروني

3

**Receive Service Results**

The competent committee reviews the request and a notification will be sent to the customer of the requests approval

## Dubai Performing Arts Program Workshops Trainers Registration Request

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





## Cultural Events, Programs and Activities Registration Services

### Dubai Performing Arts Program Workshops Trainers Registration Request

1

**Information access**

Information collection

2

**Submit the Service Request**

Fill in and submit request and submit the required documents as per service requirements عن طريق الموقع الإلكتروني

3

**Receive Service Results**

The request will be reviewed and the customer will be notified of approval of the request

## Dubai Festival for Youth Theatre Performing Groups Registration Request

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





## Cultural Events, Programs and Activities Registration Services

### Dubai Festival for Youth Theatre Performing Groups Registration Request

1
### Information access
Information collection

2
### Submit the Service Request
Fill in and submit request and submit the required documents as per service requirements عن طريق الموقع الإلكتروني

3
### Receive Service Results
The request will be reviewed and the customer will be notified of approval of the request

## Museums Workshops Registration Request

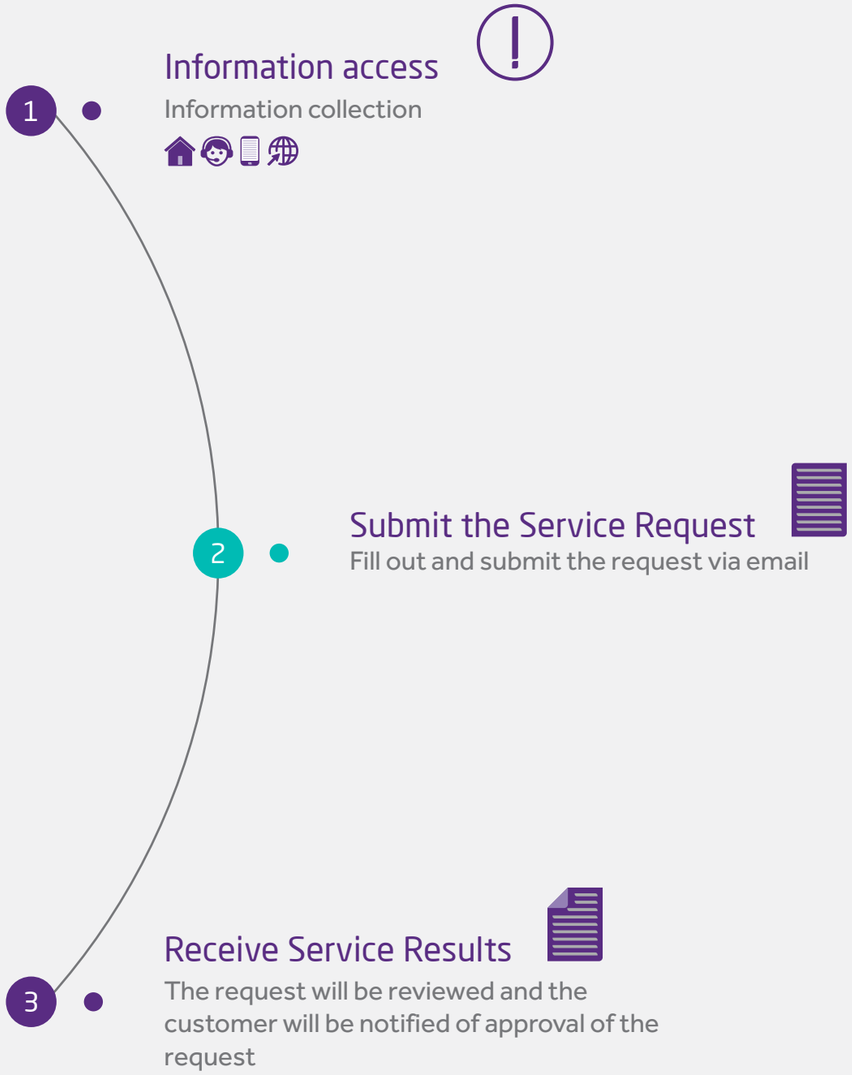
| | |
|---|---|
| **Description** | This service revolves around registering the public for Museums Workshops accompanying the Authority's events. |
| **Service type and structure** | General |
| **Target Customer Categories** | **Individuals:**<br>Citizen - Resident- Tourist<br><br>**Companies:**<br>Governmental Agencies - Non-Governmental Agencies |
| **Documents Required** | None |
| **Procedures and steps to obtain service** | Registration by e-mail<br><br>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<br><br>Nominal fees - for workshops held by participating cultural institutions |
| **Service Delivery Channels** | Etihad Museum's account<br>on Instagram @etihadmuseum<br><br>Etihad Museum's<br>**E-mail: pvb@dubaiculture.ae**<br><br>Al Shindagha Museum's account<br>on Instagram @alshindaghamuseum<br><br>Al Shindagha Museum's<br>**Email: Booking.alshindagha@dubaiculture.ae** |





## Cultural Events, Programs and Activities Registration Services

### Museums Workshops Registration Request



## Literature Department Workshops Registration Request

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





## Cultural Events, Programs and Activities Registration Services

### Literature Department Workshops Registration Request

1
### Information access
Information collection

2
### Submit the Service Request
Fill out and submit the request via the website

3
### Receive Service Results
The request will be reviewed and the customer will be notified of approval of the request

## Sikka Art Festival Workshops Registration Request

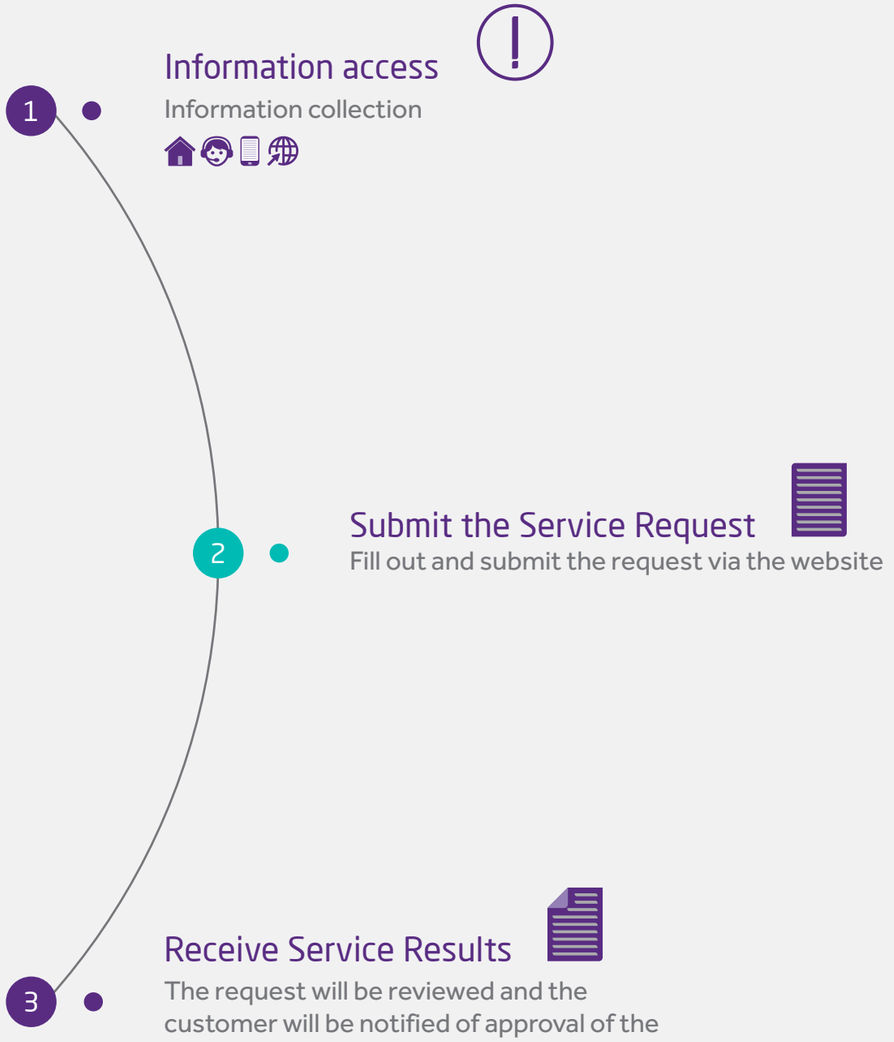
| | |
|---|---|
| **Description** | This service revolves around registering participants in the Authority-supported workshops within Sikka Art Festival. |
| **Service Type and Structure** | General |
| **Target Customer Categories** | **Individuals:**<br>Citizen, resident, tourist<br><br>**Companies:**<br>Governmental agencies and non-governmental agencies |
| **Documents Required** | None |
| **Procedures and steps to obtain service** | Registration through the Authority's website<br><br>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<br><br>Nominal fees - for workshops held by participating cultural institutions |
| **Service Delivery Channels** | Dubai Culture and Arts Authority's Website |





## Cultural Events, Programs and Activities Registration Services

### Sikka Art Festival Workshops Registration Request



## Dubai International Arabic Calligraphy Exhibition Workshops Registration Request

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





## Cultural Events, Programs and Activities Registration Services

### Dubai International Arabic Calligraphy Exhibition Workshops Registration Request

1

### Information access

Information collection

2

### Submit the Service Request

Fill out and submit the request via the website

3

### Receive Service Results

The request will be reviewed and the customer will be notified of approval of the request

## Dubai Performing Arts Program Workshops Registration Request

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





## Cultural Events, Programs and Activities Registration Services

### Dubai Performing Arts Program Workshops Registration Request

1
**Information access**
Information collection

2
**Submit the Service Request**
Fill out and submit the request via the website

3
**Receive Service Results**
The request will be reviewed and the customer will be notified of approval of the request

# 6.8.
# Creative and Talented Accreditation Services

## The Creative and Talented Accreditation Service

| | |
|---|---|
| **Description** | This service revolves around granting the Creative and Talented Accreditation Certificate to issue a long-term cultural visa in order to attract talented people, artists, and creators. |
| **Service Type and Structure** | Key Service |
| **Target Customer Categories** | **Individuals:**<br>Resident<br>• People of talent and creators in area of culture and art<br>• Authors / poets / writers / painters / artists / calligraphers / actors ..., etc. |
| **Documents Required** | Copy of the Passport (attached with residence permit and ID card, if available)Candidate's cultural CV |
| **Service Delivery Requirements** | Age: over 25 years old |
| **Procedures and steps to obtain service** | 1. Submiting the application via the website2- Notifying the customer via e-mail of the application status.<br>2. Issuing the the "Creative and Talented Accreditation Certificate |
| **Times of Service Provision** | **24/7 via the Authority's website** |
| **Fees** | Free of charge |
| **Partner Institutions** | General Directorate of Residency and Foreigners Affairs |
| **Service Delivery Channels** | • Website of Dubai Culture:<br>• https://dubaiculture.gov.ae |
| **Notes** | Referring back to the approving office (General Directorate of Residency and Foreigners Affairs) to request the issuance of a long-term residency after getting the "Creative and Talented Accreditation Certificate" |





## Creative and Talented Accreditation Services

### Creative and Talented Individuals Accreditation

# 7.0.
# Services and Communication Channels





## Service Delivery Channels

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

## Submit a Complaint

| | |
|---|---|
| **Description** | This service allows customers to send their complaints related to Dubai Culture and Arts Authority services to solve them |
| **How to submit a complaint** | Customers can submit their complaints through the following channels:<br>• Dubai Government's Unified Customer Complaints' Portal<br>• https://ecomplain.dubai.gov.ae<br>• Dubai Culture and Arts Authority's website: *www.dubaiculture.gov.ae*<br>• Dubai Culture and Arts Authority's smart App: *Dubai Cuture*<br>• Dubai Culture and Arts Authority's E-mail: **info@dubaiculture.ae**<br>• Contacts: **04 - 515 5000**<br>• Visiting a museum, library, or the main building of Dubai Culture and Arts Authority<br>• Dubai 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** | • Details of complaint<br>• Full name of customer<br>• Telephone number<br>• E-mail<br>• Date 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 |





| | |
|---|---|
| **How to submit a suggestion** | Customers can submit their Suggestions through the following channels:<br>• Dubai Government's Unified Customer Suggestions Portal *https://esuggestion.dubai.gov.ae*<br>• Dubai Culture and Arts Authority's *website: www.dubaiculture.gov.ae*<br>• Dubai Culture and Arts Authority's smart App: *Dubai Cuture*<br>• Dubai Culture and Arts Authority's E-mail: **info@dubaiculture.ae**<br>• Contacts: **04 515 5000**<br>• Visiting a museum, library, or the main building of Dubai Culture and Arts Authority<br>• Dubai 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** | • Details of suggestion<br>• Full name of customer<br>• Telephone number<br>• E-mail<br>• Date 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**

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GOVERNMENT OF DUBAI

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