



# The Road to Restart with Desert Gate

# Healthy & safety measures in Dubai



## TRAVEL TO DUBAI REQUIREMENTS

- Passengers must provide a Negative PCR COVID test before traveling
- Medical Travel insurance
- Complete Health Declaration form
- Agree to bear costs of treatment and quarantine
- Register details in the COVID-19 DXB App [iOS](#) or [Android](#)



## PROCEDURES UPON ARRIVAL AT DUBAI AIRPORT

- Valid PCR negative test done 96hrs prior to arrival
- Undergo contactless temperature check
- You may need to take another COVID-19 PCR test on arrival. If you take a test at the airport, you must remain in your hotel or residence until you receive the test result.
- If the test result is positive, you will be required to undergo isolation and follow the Dubai Health Authority guidelines.



## PROCEDURES FROM DEPARTURE DESTINATION

- PCR test 96hrs prior to travel.
- Complete Health Declaration Form before departing
- Airlines have the right to deny travelers if they display any symptoms of COVID-19



## PROCEDURES FOR LEAVING AIRPORT AND CITY ARRIVAL

You must also download the COVID19 – DXB Smart App [iOS](#) or [Android](#)

- 14 days quarantine imposed for all positive cases
- Compliance with all precautionary measures applied in Dubai



## FOR TOURISTS TESTING POSITIVE FOR COVID-19

- Strict compliance with the procedures set out for positive cases by the COVID-19 Command and control center, including institutional quarantine, home quarantine or hospitalization.





# Desert Gate Premium PCR Test & Insurance



## PREMIUM PCR TEST

Desert Gate is pleased to offer its door to door services in which we partnered with NMC hospitals to arrange the pre departure Covid-19 test at the guest hotel while results can be delivered to the guest by email or whatsapp in 24/36 hours.

Details required:

- Passenger Name
- Contact number
- E-mail address
- Passport ID number | Nationality
- Date of Birth | Gender

Price: USD 68.00 per person



## IN-BOUND TRAVEL INSURANCE

Desert Gate has partnered with Orient Insurance PJSC to offer a travel inbound plus insurance including Covid-19 coverage to any guest coming into UAE , kindly note that travel inbound insurance is a must for any guest who would like to visit UAE.

- Coverage UAE with Assistance Services
- Emergency Medical & Associated Expenses (COVID 19) : USD 50,000 (In-Patient and Out-Patient)
- Deductible : USD 50.00
- Emergency Family Travel : one Economy Ticket
- Soft copy of the insurance will be issued and sent with the booking confirmation

Coverage options and prices :

- 15 Days = USD 25.00 per person
- 22 Days = USD 30.00 per person
- 30 Days = USD 38.00 per person



# Health & safety measures



## Plastic dividers

We aim on creating a safe atmosphere in each vehicle where the guests are separated from the driver by a plastic divider.



## Sanitized Vehicles

Each vehicle is sanitized after each use to ensure germs-free environment for our guest. A professional disinfectant team is at service



## Hand Sanitizer

A complimentary hand sanitizer will be handed over to every guest during their trip.



## Daily temperature check

Our operation team will undergo temperature check before they beginning their duties. This is the latest health & safety compliance set by the local and international authorities.



## Face Masks

It is a must to use a face mask while encountering other people. Your mask should cover your face from the bridge of your nose to under your chin.



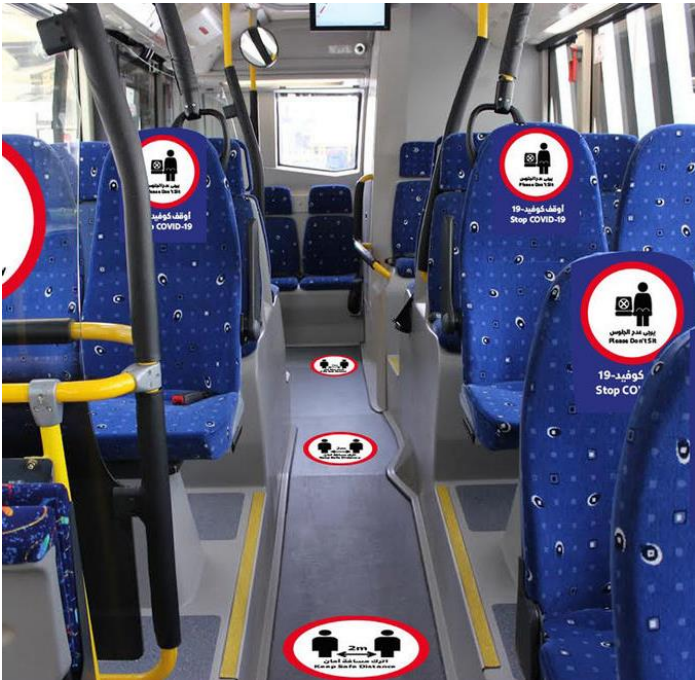
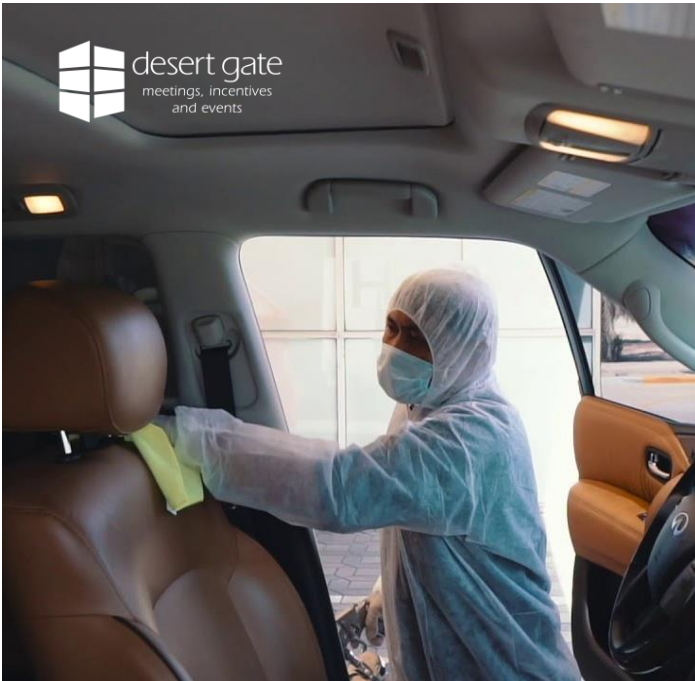
## No Physical Contact

We have introduced a non-physical contact assistance in order to avoid close contact between our team and our guest.



## Sanitize amenities

Any amenity provided during the stay are fully sanitized and are safe to use by for guest. This will also include a bottle of water and napkins papers.







## MEETING ROOMS

- Capacity - Reduction in original capacity per venue ensuring no more than 30% occupancy, as outlined by authorities.
- Schedules - Different break times are coordinated between different rooms being used at the same day.
- Coffee - Coffee machines are manned by hotel ambassadors on duty and only served in disposable cups.
- Food stations - All food items on tables are wrapped. Individual portions are served rather than big chafing dish presentations. Food stations to be manned by chefs.
- Canapes - Pass around canapés have skewers or small holders to place food in order to avoid direct contact with food.
- Sanitisation – Hand sanitiser unit with gloves & masks is made available.
- Disinfection - Each desk, equipment and work area is disinfected after guest usage.
- Work Desk - Adequate space between work desks is kept.
- Livestream options are made available for events to different locations and countries with highspeed broadband.

## BUSINESS LOUNGES

- Maximum Capacity and Social Distancing - Adequate space is maintained between work desks, based on maximum allowed number of guests per area.
- Work Station Disinfection - Each desk, equipment and work area is disinfected after guest usage.

## CAPACITY AND SOCIAL DISTANCING REQUIREMENTS

- Minimum of 1.5m social distancing corresponding into 1 person per 2.25 Sqm gross
- Capacity will be applicable on the below setup style:
  - Theatre style – Maximum of 10 people per block with a minimum of 2 vacant seats equivalent between each block
  - Classroom Style – Minimum 2m distance between each table and maximum of 2 people per table.
  - Cabaret Style – Maximum of 4 people per table with a minimum of 10 people per table with a minimum 4m distance between each table or 2m distance if separated by physical dividers.
  - Boardroom and U Shape style –Minimum of 2 vacant seats equivalent between each person/seat.
  - Banquet style – Maximum of 4 people per table with a minimum of 10 people per table with a minimum 4m distance between each table or 2m distance is separated by physical dividers.





## RESTAURANTS AND FOOD ESTABLISHMENTS

The guidelines will serve as a reference to the following businesses:

- All types of food establishments
- Suppliers of cleaning and disinfection solutions
- Food transportation and delivery service providers (all modes including bikes, cards, trucks)
- Service providers to food industry such as the training centers, consultants, auditors, manpower suppliers, cleaning and disinfection supply and service providers, pest management services, waste management services and maintenance service providers.

### **Summary of main practices that all food establishments must follow**

- Cleaning and Disinfection of General Areas
- Cleaning and Disinfection of Hand Contact Surfaces
- Cleaning and Disinfection of High-Touch Areas at least every half-hour
- Door handles that are hand operated should preferably be replaced with foot operated or be automated to prevent hand contact.
- Social Distancing among Employees/contractors/Customers - Maintaining social distancing of 2 Meters at all times (avoiding close contact between staff, customers and visitors).
- Customer Courtesy, Health Requirements and Signage - Customers shall not be allowed entry if they show signs and symptoms of flu such as cough or fever. Measures must be in place to check the body temperature before the guests are allowed entry in to the food establishment. Businesses within a mall or a shopping centre need not check the temperature if the customer has been checked at the entrance of the mall.
- All food businesses must place Customer Advisory Poster at the customer entry points.
- Consumer advisory poster must be printed in the exact dimensions specified by Dubai Municipality(Height 60 cm x Width 40 cm).
- In supermarkets and larger stores where visibility of the poster could be low, roll-up banners should be used.
- Employees must avoid touching eyes, nose and mouth
- Avoid handshakes and close contact.
- Face masks must be used properly at all times at work and disposed correctly.
- Disposable hand gloves must be use at all times and replaced appropriately.
- Dine in is allowed in Restaurants, Cafeterias, Cafés and Coffee Shops, Hotels and Staff Canteen
- Open buffets remain closed until further notice





Desert Gate Tourism  
I Rise Tower, Executive Entrance  
16th Floor Suite 16 E 1 & 16 E 2  
Al Barsha Heights (Te-com)  
P O Box 119271 Dubai UAE  
Tel.: +971 4 4421155 | Fax: +971 4 4421166  
Email: [groups@desertgate.ae](mailto:groups@desertgate.ae)  
Web: [www.desertgatemice.com](http://www.desertgatemice.com)

**MouldenMarketing**  
Travel Marketing Professionals

---

UK Representative | Moulden Marketing Ltd

James House, Mere Park

Dedmere Road, Marlow

Buckinghamshire

SL7 1FJ

Tel: +44 (0) 1628 532020 | Fax: +44 (0) 1628 521116

Email: [desertgate@moulden-marketing.co.uk](mailto:desertgate@moulden-marketing.co.uk)

Website: [www.moulden-marketing.co.uk](http://www.moulden-marketing.co.uk)