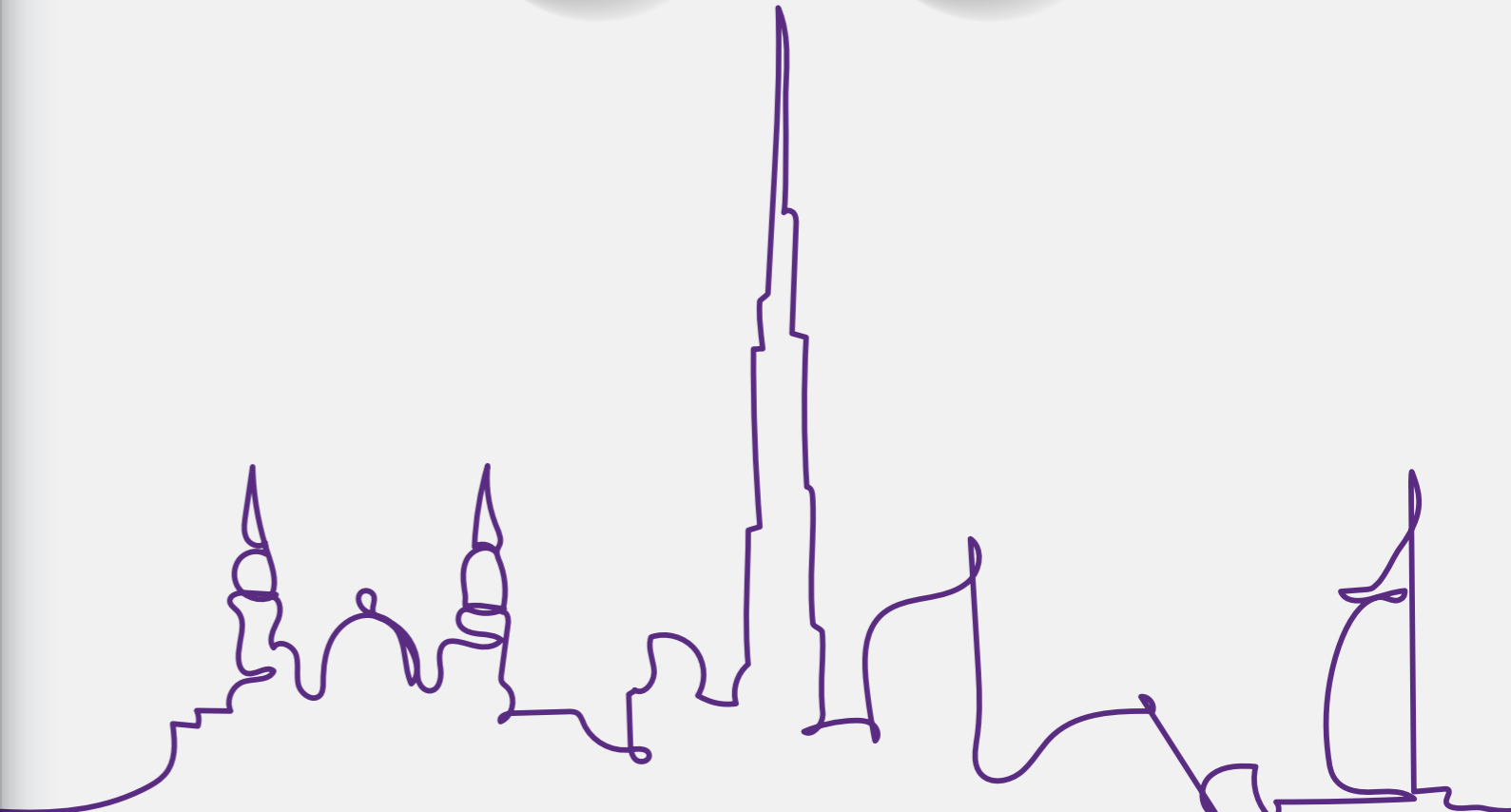


# Directory of services

## 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**

## 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



**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

## 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 RESPONSIBILITY

**8** Safeguard intangible and tangible cultural heritage

SECTORAL 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

INSTITUTIONAL PRIORITIES

**1** INNOVATION & FUTURE SHAPING

**2** PARTNERSHIPS

**3** GOVERNANCE

STRATEGIC ENABLERS



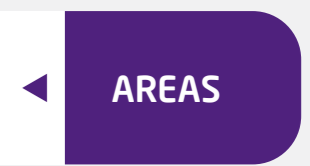
LITERATURE



ART & DESIGN



CULTURAL HERITAGE



AREAS



## 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](mailto:info@dubaiculture.gov.ae)

For complaints [ecomplain.dubai.gov.ae](mailto:ecomplain.dubai.gov.ae)

For suggestions [esuggest.dubai.gov.ae](mailto:esuggest.dubai.gov.ae)

For creative ideas [Mohammed Bin Rashid Smart Majlis: mbrmajlis.ae](mailto:Mohammed Bin Rashid Smart Majlis: mbrmajlis.ae)

**CALL US 80033222 (8003DCAA)**





## 5.0. Categories of Customers

# Customers Definitions

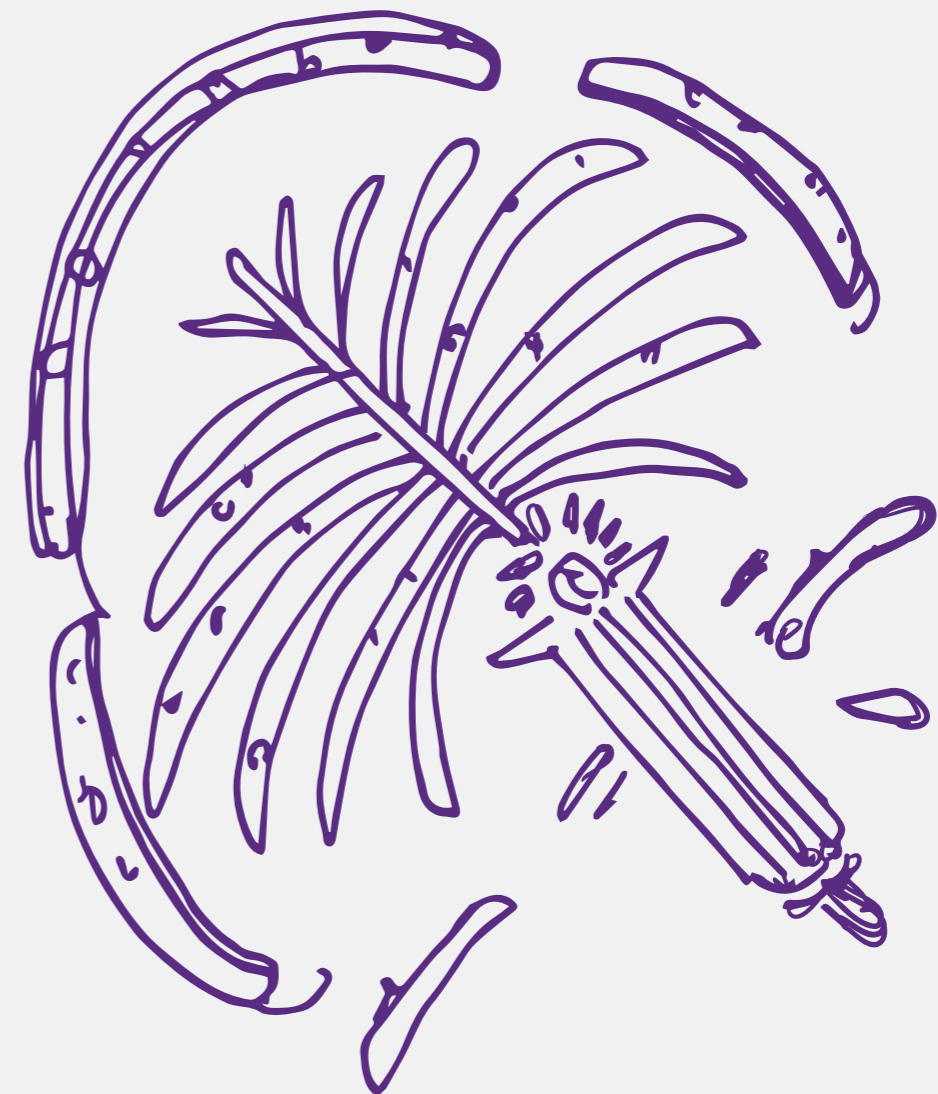
## Dubai Culture & Arts Authority - Customers Definitions

<b>Customers</b>	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
<b>G2G Institutions</b>	Governmental and federal public sector institutions (Entities managed by the government of the United Arab Emirates)
<b>G2B Institutions</b>	Private sector institutions (Private-owned companies owned by one or more individuals)
<b>G2A Public Benefit Associations</b>	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)
<b>G2C Individuals</b>	Emirati Citizens (holders of the United Arab Emirates nationality and a family book of residents inside the State or outside thereof)
<b>Residents</b>	Holders of residency in the United Arab Emirates who hold the nationality of another country
<b>Tourists</b>	Holders of visitors visa in the United Arab Emirates who hold the nationality of another country
<b>Citizens of the Gulf Cooperation Council</b>	Holders of the Gulf Cooperation Council countries nationalities
<b>Residents of the Gulf Cooperation Council countries</b>	Holders of residence in the countries of the Gulf Cooperation Council who hold the nationality of another country
<b>VIP Figures</b>	It is the category of individuals provided with special privileges due to important status such as (diplomats)
<b>The elderly</b>	People over the age of 60 years
<b>Children</b>	Under 12 years old - Library services Under the age of 5 - Museum services

# Customers Definitions

## Dubai Culture & Arts Authority - Customers Definitions

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



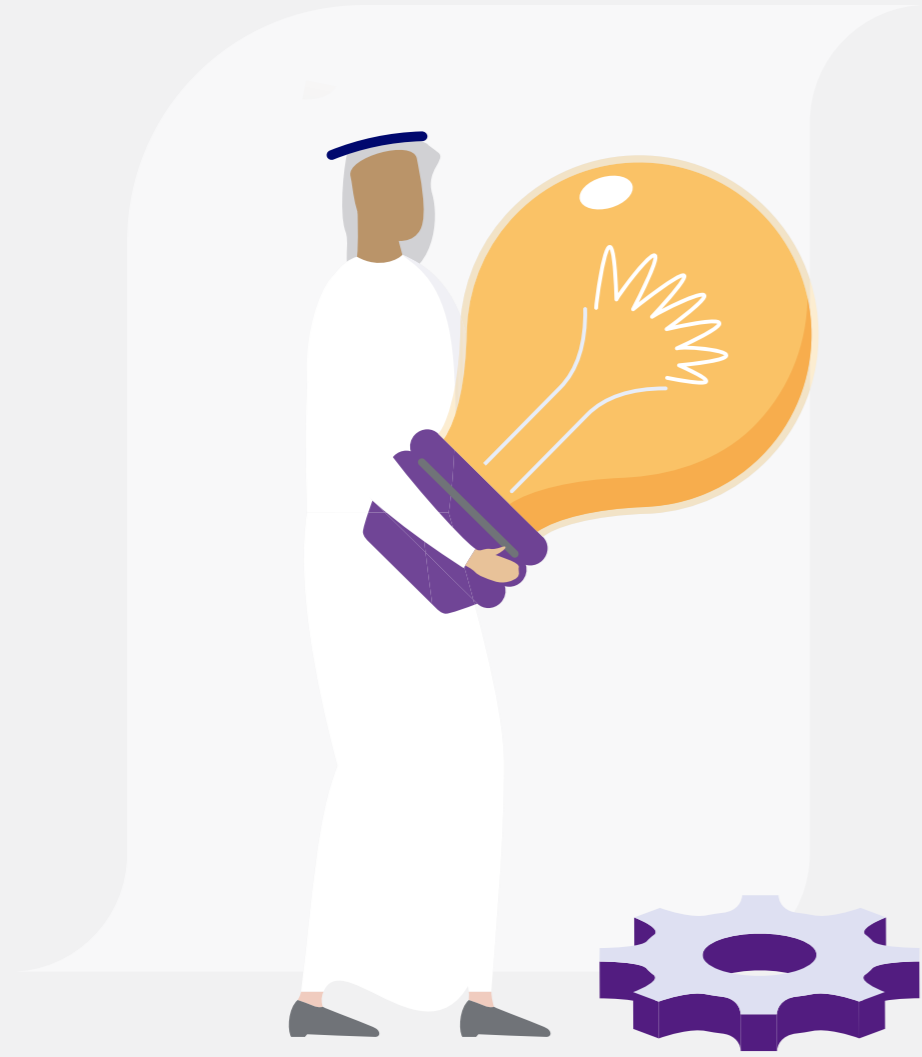
Dubai Culture & Arts Authority - Customers Categories

# 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

### 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

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

## Museums Entry Ticket Request

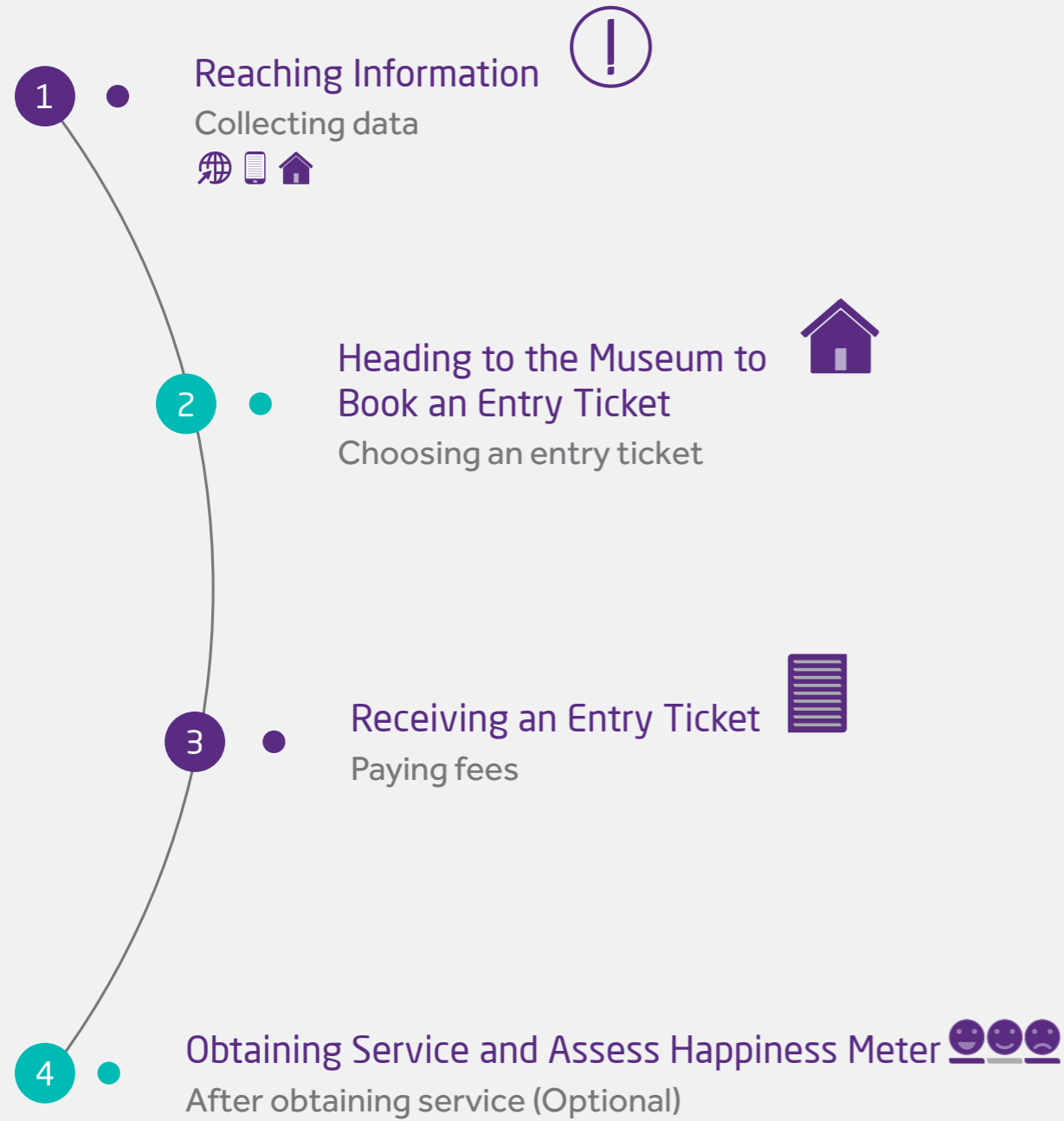
<b>Service Linkage to Other Services</b>	Ticket sales service for Etihad Museum and Al Shindagha Museum are linked to Burj Khalifa ticket sales service
<b>Partner Institutions</b>	Emaar Company (Burj Khalifa)
<b>Service Delivery Channels</b>	<ul style="list-style-type: none"> <li>• Etihad Museum website: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



# The Customer's Journey

## Museums Services

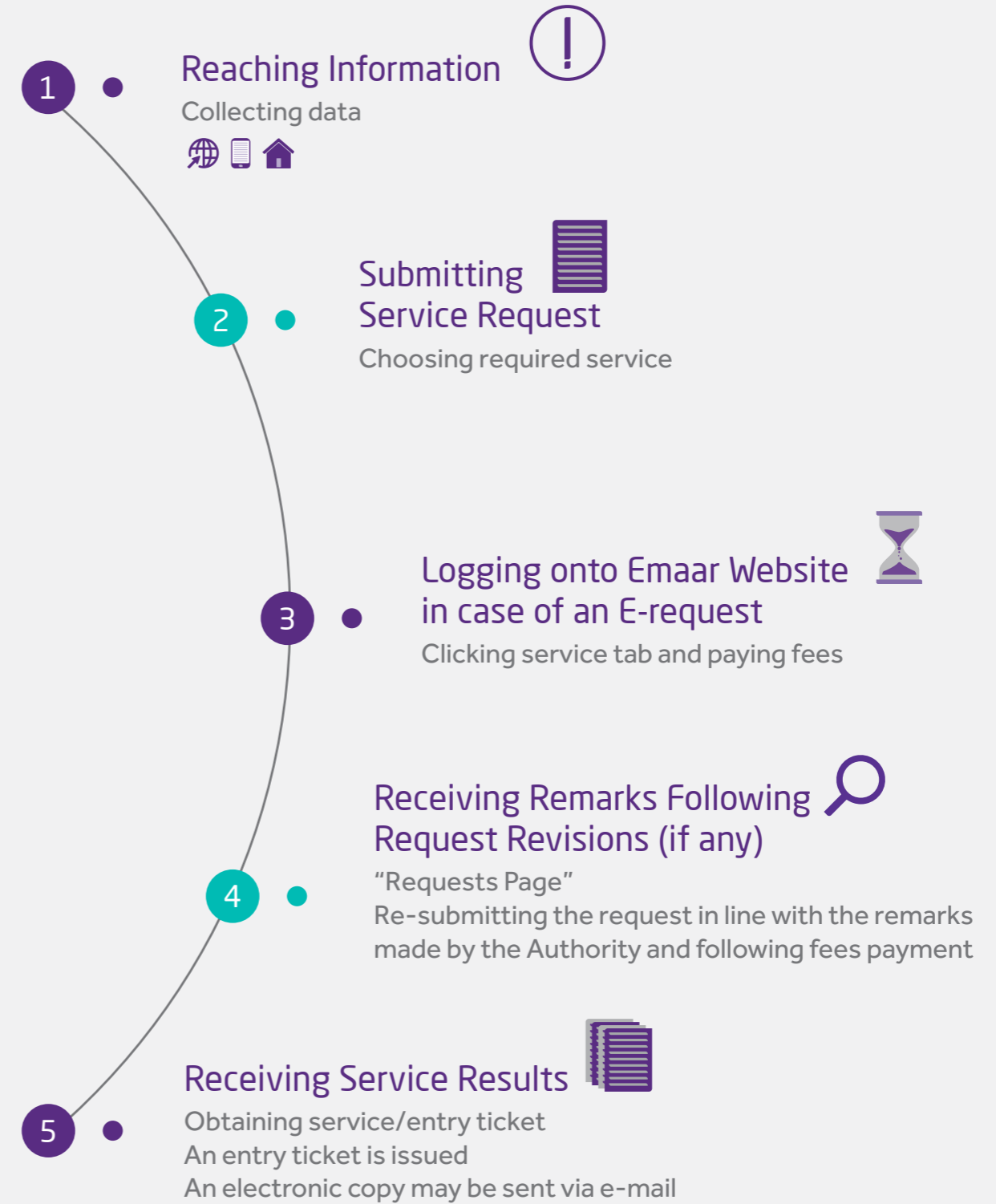
### Museums Entry Ticket Request - In The Museum



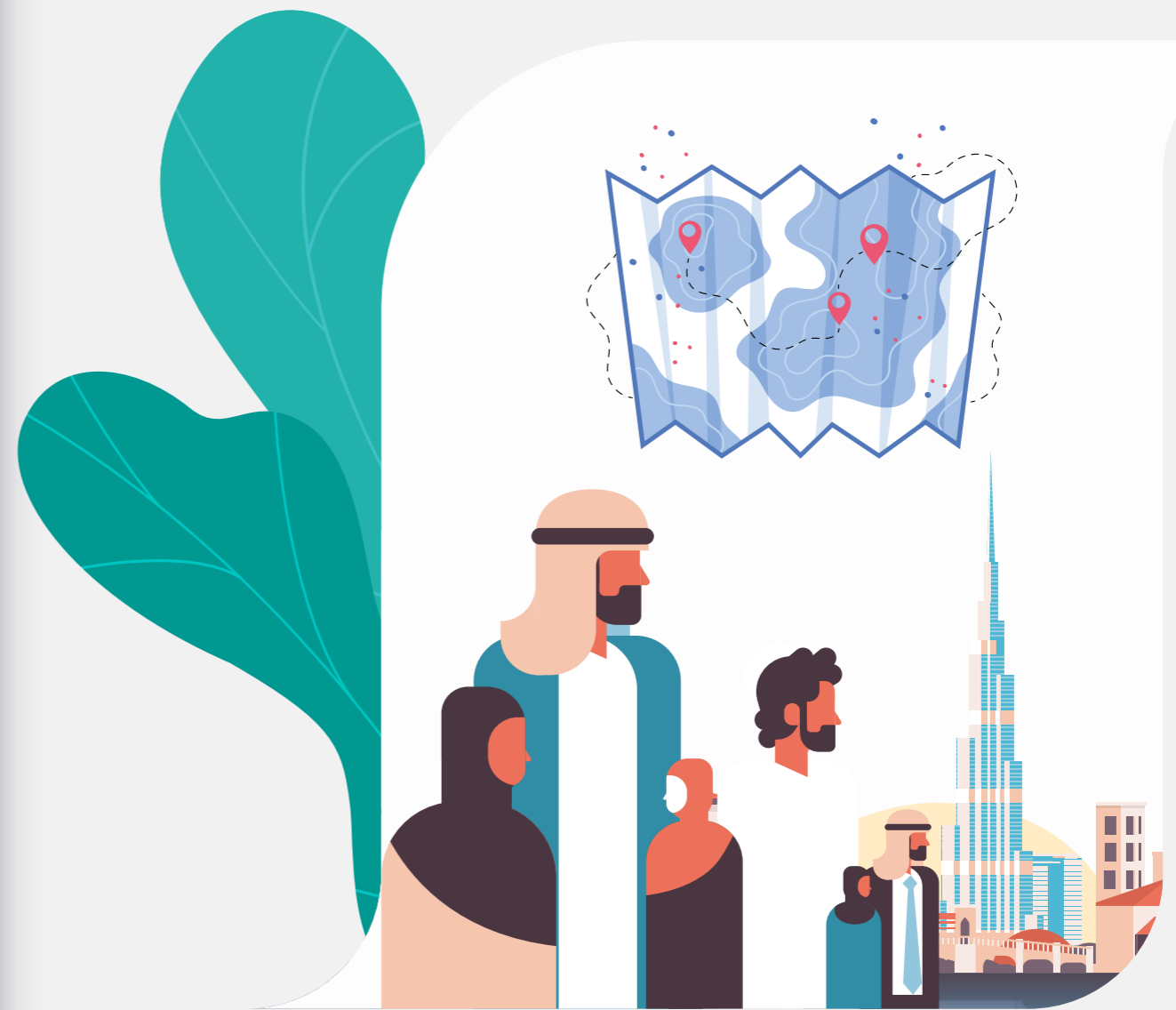
# The Customer's Journey

## Museums Services

### Museums Entry Ticket Request - On The Website







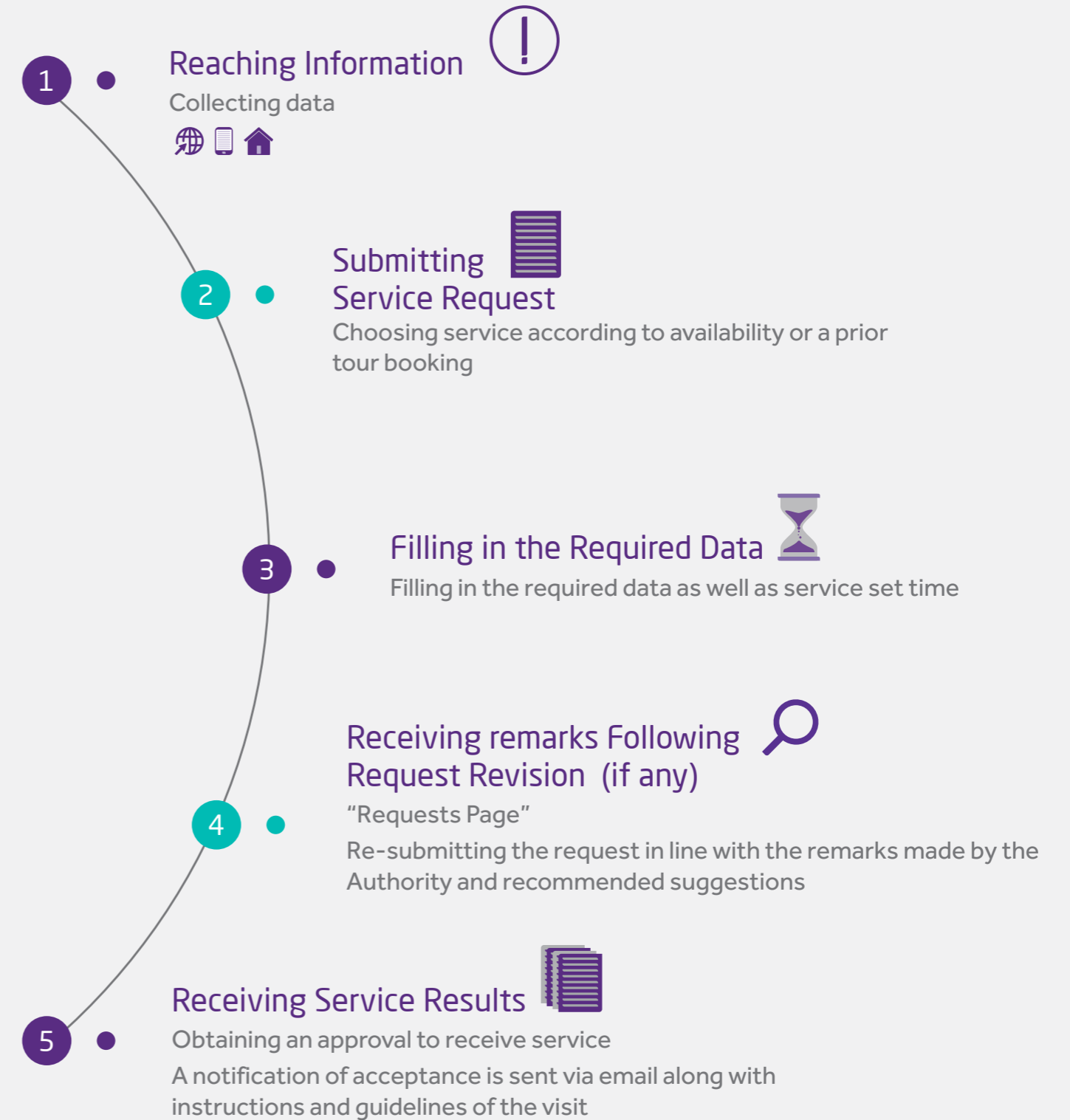
## 6.2. Guided Tour Service

## Museums Guided Tour Booking Request

<b>Description</b>	This service involved guidance of individuals, groups and institutions in museums via the visitor's physical attendance inside the museum or via virtual tours	
<b>Service Type and Structure</b>	Public	
<b>Target Customer Categories</b>	<b>Tours in museums</b>	<b>Virtual tours</b>
	<b>Individuals:</b> Citizen - Resident - Tourist <b>Institutions:</b> Governmental Agencies - Non-Governmental Agencies	<b>Institutions:</b> Governmental Agencies - Non-Governmental Agencies
<b>Requirements for Service Delivery</b>	Book a tour with the cultural tour guide	
<b>Procedures and steps to obtain service</b>	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	
<b>Times of Service Provision</b>	During working hours in museums	
<b>Fees</b>	Free	
<b>Service Linkage to Other Services</b>	A visitor can obtain such service when visiting the museum in case of buying an entry ticket to the museum	
<b>Service Delivery Channels</b>	<b>Etihad Museum</b>	<b>Al Shindagha Museum</b>
	booking via e-mail : pvb@dubaiculture.ae	booking via e-mail: Booking.alshindagha@dubaiculture.ae
	or	or
	Phone No.: 045155771	Phone No.: 045155336
<b>Dubai Museum</b>	<b>Coin Museum</b>	
booking via e-mail: Dubai.Museum@dubaiculture.ae	<b>Naif Museum</b>	
or	<b>Museum of the Poet Al Oqaili</b>	
Phone No.: 045155387		

## Guided Tour Service

### Museums Guided Tour Booking Request

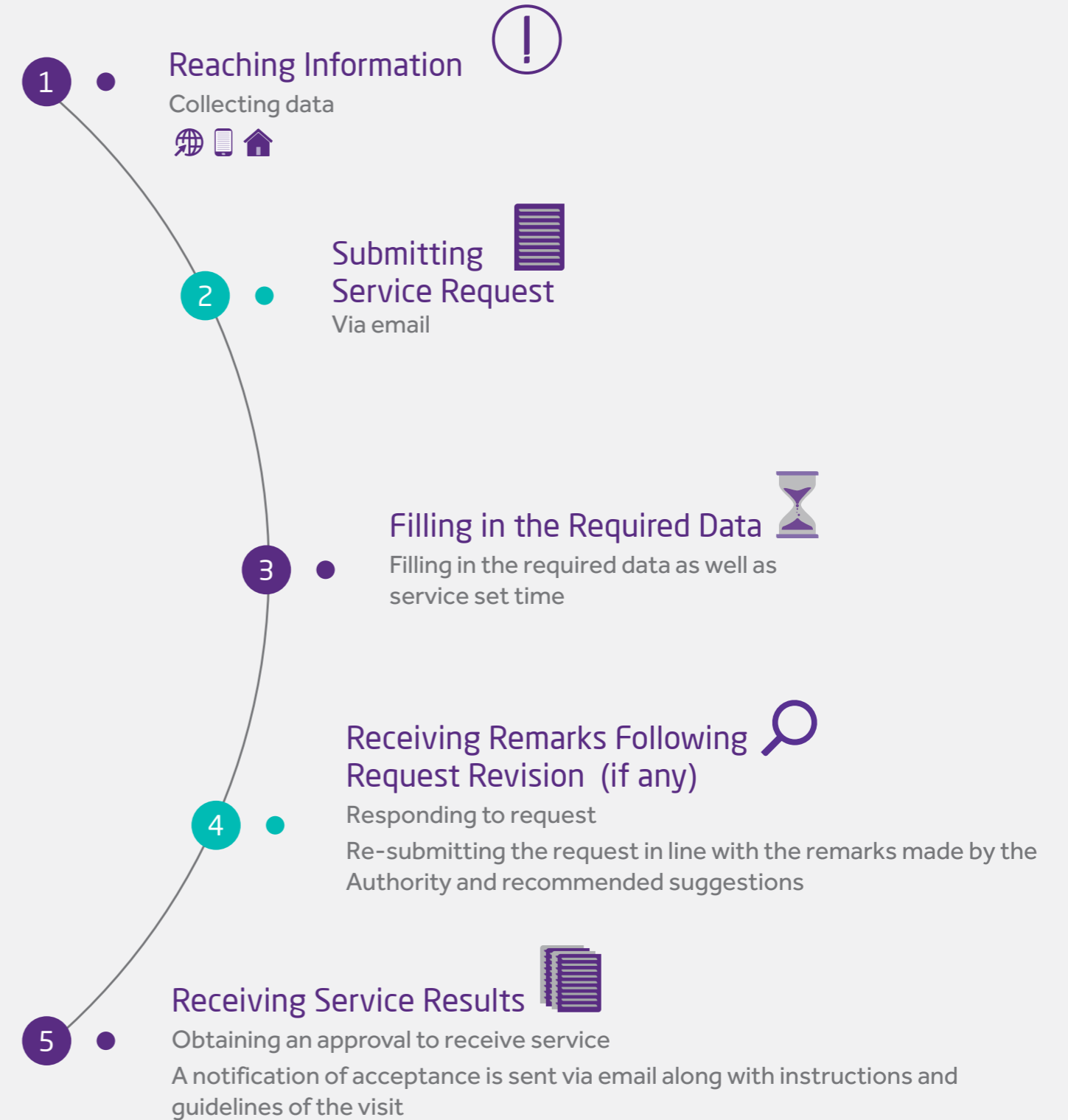


## Guided Tour Booking Request in Heritage Sites

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

## Guided Tour Service

### Guided Tour Booking Request in Heritage Sites





### 6.3. Public Libraries Services

## Public Libraries Membership Registration

<b>Description</b>	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	
<b>Service Type and Structure</b>	Public	
<b>Target Customer Categories</b>	<b>Individuals:</b> Citizen - Resident  <b>Companies:</b> Governmental Agencies - Non-Governmental Agencies	
<b>Documents Required</b>	<b>For individual members (adults / children) and families:</b> <ul style="list-style-type: none"> <li>A copy of a valid ID</li> <li>A personal photo</li> </ul>	<b>For membership of institutions and companies:</b> <ul style="list-style-type: none"> <li>An official letter issued by the company to apply for a library membership</li> <li>A copy of the commercial license of the company and the institution (not applicable to governmental institutions)</li> <li>A copy of the business cards of those authorized to borrow (Qty: 2)</li> <li>A copy of the identity cards of those authorized to borrow (Qty: 2)</li> </ul>
<b>Procedures and Steps to Obtain Service</b>	<b>To obtain service in library branches</b> <ol style="list-style-type: none"> <li>The customer applies for a public libraries membership in any of its branches</li> <li>The employee providing service verifies the customer's name in the automated library system and makes sure that there is nothing preventing the service provision</li> <li>The 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 fees</li> <li>The 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.</li> <li>The Library Manager verifies the member's data in the library system and approves the membership form</li> <li>The membership card is then handed to the customer</li> </ol>	<b>To obtain service through website and smart App</b> <ol style="list-style-type: none"> <li>The customer signs up through Dubai Culture and Arts Authority's libraries page by e-mail</li> <li>Through the customer file, he requests to upgrade the account to proceed with the membership procedures</li> <li>The customer fills in the tabs associated with his personal information and attaches a personal photo as well as an ID photocopy</li> <li>A 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 approved</li> <li>A notification is sent to the customer to complete the electronic payment process through "My Account" page</li> <li>Completing 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</li> </ol>

## Public Libraries Membership Registration

<b>Times of Service Provision</b>	Saturday to Thursday, from 8:00 AM to 8:00 PM	
<b>Fees</b>	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	
<b>Service Delivery Channels</b>	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
<b>Forms Used to Provide Service</b>	Application via website or smart App.	
<b>Remarks</b>	The library membership subscription period is 5 years, renewable for a similar period  <b>External borrowing service:</b> <ul style="list-style-type: none"> <li>For children membership, it is allowed to borrow 10 library items at one time for a period of 28 days</li> <li>For individual members (adults), it is allowed to borrow 15 library items at one time for a period of 28 days</li> <li>For family membership, it is allowed to borrow 25 library items at one time for a period of 28 days</li> <li>For companies and institutions membership, it is allowed to borrow 100 library items at one time for a period of 28 days</li> <li>The insurance amount is refunded upon request to cancel the membership one year following the date of membership</li> </ul>	

## Public Libraries Services

### Public Libraries Membership Registration





## Public Libraries Membership Renewal

<b>Description</b>	This service involves the extended use of membership benefits for another five years	
<b>Service Type and Structure</b>	Supplementary	
<b>Target Customer Categories</b>	<b>Individuals:</b> Citizen - Resident  <b>Companies:</b> Governmental Agencies - Non-Governmental Agencies	
<b>Documents Required</b>	<b>For individual members (adults / children) and families:</b> <ul style="list-style-type: none"> <li>A copy of a valid ID</li> <li>A recent personal photo</li> </ul>	<b>For institutions and companies membership:</b> <ul style="list-style-type: none"> <li>An official letter issued by the company to renew the library membership</li> <li>The commercial license of the company and the institution (not applicable to governmental institutions)</li> <li>The business cards of those authorized to borrow (Qty: 2)</li> <li>The identity cards of those authorized to borrow (Qty: 2)</li> </ul>
<b>Procedures and Steps to Obtain Service</b>	<b>To obtain service in library branches</b> <ol style="list-style-type: none"> <li>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.</li> <li>Through the customer's file and access to his data, he requests to renew the membership</li> <li>The customer updates his data through filling in the personal information tabs and attaches the ID photocopy as well as the personal photo</li> <li>A 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 approved</li> <li>A notification is sent to the customer to complete the electronic payment process through "My Account page"</li> <li>Completing the payment process, the customer's membership is renewed for another period of 5 years</li> </ol>	<b>To obtain service via website and smart App</b> <ol style="list-style-type: none"> <li>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</li> <li>Through the customer's file and access to his data, he requests to renew the membership</li> <li>The customer updates his data through filling in the personal information tabs and attaches the ID photocopy as well as the personal photo</li> <li>A 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 approved</li> <li>A notification is sent to the customer to complete the electronic payment process through "My Account page"</li> <li>Completing the payment process, the customer's membership is renewed for another period of 5 years</li> </ol>

## Public Libraries Membership Renewal

<b>Times of Service Provision</b>	Saturday to Thursday, from 8:00 AM to 8:00 PM	
<b>Fees</b>	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	
<b>Service Linkage to Other Services</b>	This service is linked to subscription service of Dubai Public Libraries membership	
<b>Service Delivery Channels</b>	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
<b>Forms used to Provide Service</b>	Application via website or smart App.	
<b>Remarks</b>	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

<b>Description</b>	This service revolves around the member's request to cancel the subscription and the recovery of insurance	
<b>Service Type and Structure</b>	Supplementary	
<b>Target Customer Categories</b>	<b>Individuals:</b> Citizen - Resident  <b>Companies:</b> Governmental Agencies - Non-Governmental Agencies	
<b>Documents Required</b>	<ul style="list-style-type: none"> <li>• Membership card</li> <li>• Insurance receipt</li> <li>• ID card</li> </ul>	
<b>Requirements for Service Delivery</b>	The elapse of a period of one year following the membership acceptance	
<b>Procedures and Steps to Obtain Services</b>	<b>To obtain service in library branches</b> <ol style="list-style-type: none"> <li>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.</li> <li>2. Through the customer's file and access to his data, he requests to cancel the membership clarifying the reason for cancellation.</li> <li>3. A notification is sent to the employee's e-mail who verifies the membership status and the member's validity to cancel it.</li> <li>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.</li> <li>5. In the event that the requirements are met, the employee contacts the customer to refund the insurance amount and sign the receipt thereof.</li> <li>6. The employee approves the cancelation request in the system to terminate the membership.</li> </ol>	<b>To obtain service via website and smart App</b> <ol style="list-style-type: none"> <li>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.</li> <li>2. Through the customer's file and access to his data, he requests to cancel the membership clarifying the reason for cancellation.</li> <li>3. A notification is sent to the employee's e-mail who verifies the membership status and the member's validity to cancel it.</li> <li>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.</li> <li>5. In the event that the requirements are met, the employee contacts the customer to refund the insurance amount and sign the receipt thereof.</li> <li>6. The employee approves the cancelation request in the system to terminate the membership.</li> </ol>

## Public Libraries Membership Cancellation

<b>Times of Service Provision</b>	Saturday to Thursday, from 8:00 AM to 8:00 PM	
<b>Fees</b>	There are no fees for requesting to unsubscribe from libraries membership	
<b>Service Linkage to Other Services</b>	this service is linked to subscription service of Dubai Public Libraries membership	
<b>Service Delivery Channels</b>	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
<b>Forms Used to Provide Service</b>	Application via website or smart App.	

## Public Libraries Services

### Public Libraries Membership Cancellation



## Utilizations of Public Libraries Services

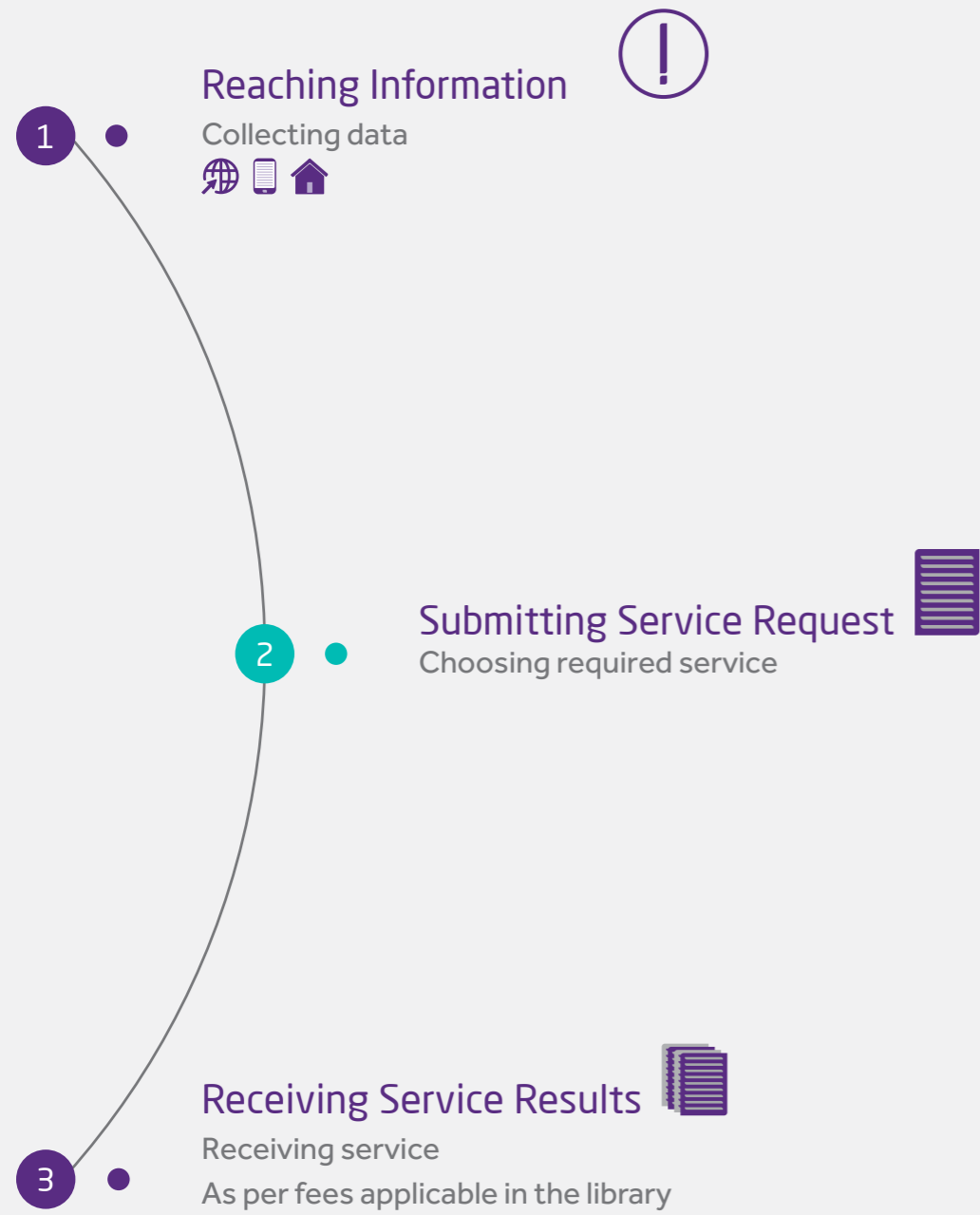
<b>Description</b>	This service revolves around providing services in library branches at reduced fees or for free for members or for regular fees for non-members, for example: internet, photocopying, printing, fax, scanning and binding services of various kinds.
<b>Service type and structure</b>	Public
<b>Target Customer Categories</b>	<b>Individuals:</b> Citizen - Resident- Tourist  <b>Companies:</b> Governmental Agencies - Non-Governmental Agencies
<b>Procedures and steps to obtain service</b>	<ol style="list-style-type: none"> <li>1. The member applies for library service</li> <li>2. The employee providing service provides it</li> <li>3. The reduced fees are applied for members by showing the membership card</li> </ol>
<b>Times of Service Provision</b>	<b>Saturday to Thursday,</b> from 8:00 AM to 8:00 PM
<b>Fees</b>	Services price list is attached
<b>Service linkage to other services</b>	This service is linked to Dubai public libraries membership registration for members, non-members not applicable.
<b>Service Delivery Channels</b>	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: • Each A4 page • Each 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

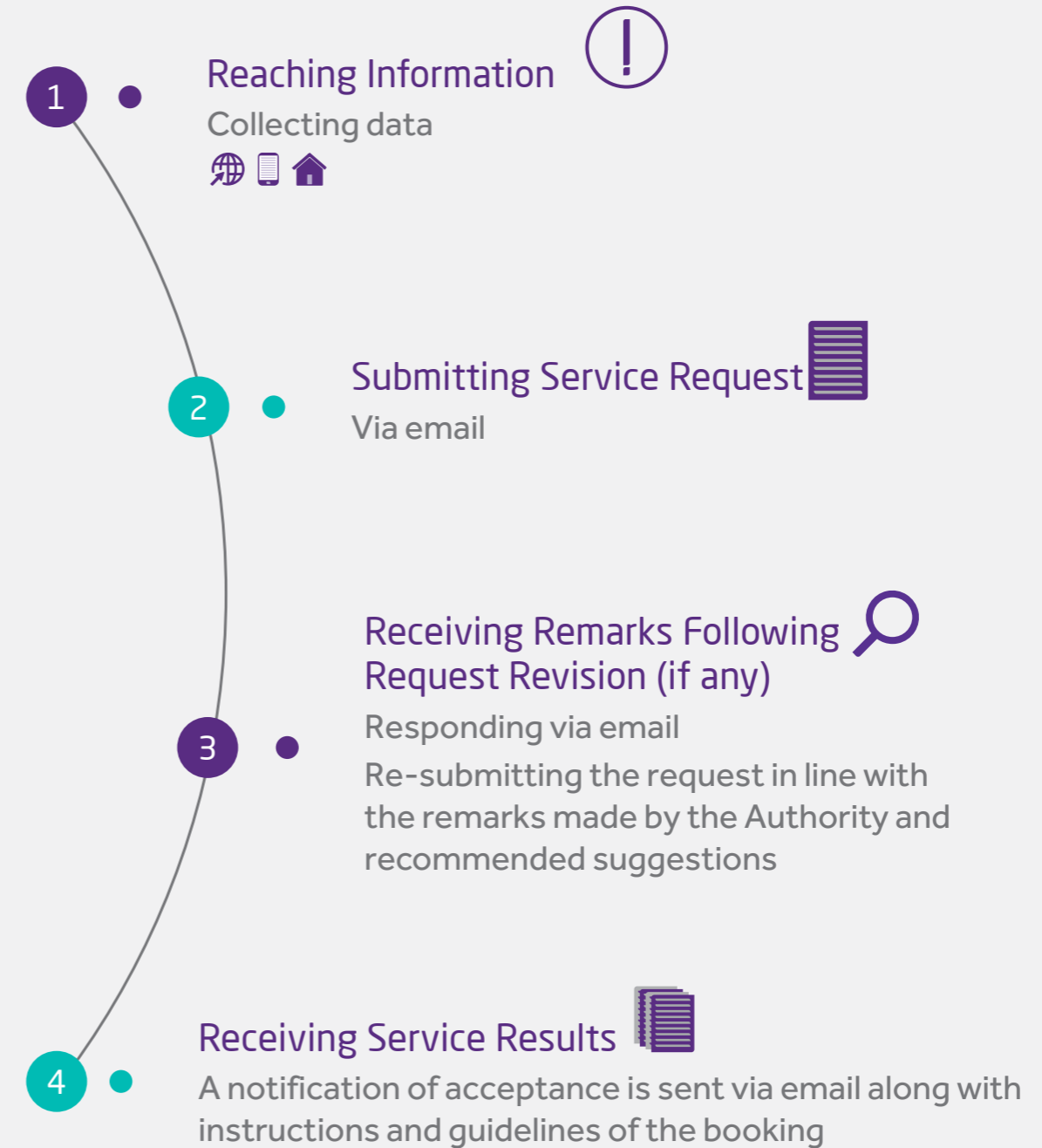


## Venue Booking Request in Museums

<b>Description</b>	This service revolves around submitting an application to book spaces and facilities in museums in order to use such for meetings, events and workshops
<b>Service Type and Structure</b>	Public
<b>Target Customer Categories</b>	<b>Individuals:</b> Citizen - Resident  <b>Institutions:</b> Governmental Agencies - Non-Governmental Agencies
<b>Documents Required</b>	An official letter issued by the governmental agency to apply for a booking  A valid commercial license for non-governmental agencies
<b>Requirements for Service Delivery</b>	A presentation of the event and the agenda
<b>Procedures and Steps to Obtain Service</b>	<ol style="list-style-type: none"> <li>1. Sending an email to apply for a booking</li> <li>2. The application is answered within 48 hours</li> <li>3. The applicant fills in the booking form for spaces and facilities in museums</li> <li>4. The booking is confirmed by the museum administration via e-mail</li> </ol>
<b>Times of Service Provision</b>	<b>24/7 through the museum's website</b>  During the office hours of the museum over the phone or by visiting the museum
<b>Fees</b>	The entry fees for groups are paid for the present number of visitors according to each museum  <b>Etihad Museum</b> AED 20 / individual - groups 10 individuals or more)  <b>Al shindagha Museum</b> AED 10/ individual - groups 5 individuals or more)
<b>Service Delivery Channels</b>	<b>Etihad Museum</b> Email for event booking at Etihad Museum <a href="mailto:Events.em@dubaiculture.ae">Events.em@dubaiculture.ae</a> Contact number for Etihad Museum: 045155771  <b>Dubai Museum</b> Email for event booking at Dubai Museum <a href="mailto:Dubai.Museum@dubaiculture.ae">Dubai.Museum@dubaiculture.ae</a> Contact number for Dubai Museum: 045155387  <b>Al shindagha Museum</b> Email for event booking at Al shindagha Museum <a href="mailto:Events.AIShindagha@dubaiculture.ae">Events.AIShindagha@dubaiculture.ae</a> Contact number for Al shindagha Museum: 045155336
<b>Forms Used to Provide Service</b>	Museum spaces and facilities booking form
<b>Remarks</b>	Applying two weeks prior to the event date

## Venue Booking Services

### Venue Booking Request in Museums



## Venue Booking Request in Public Libraries

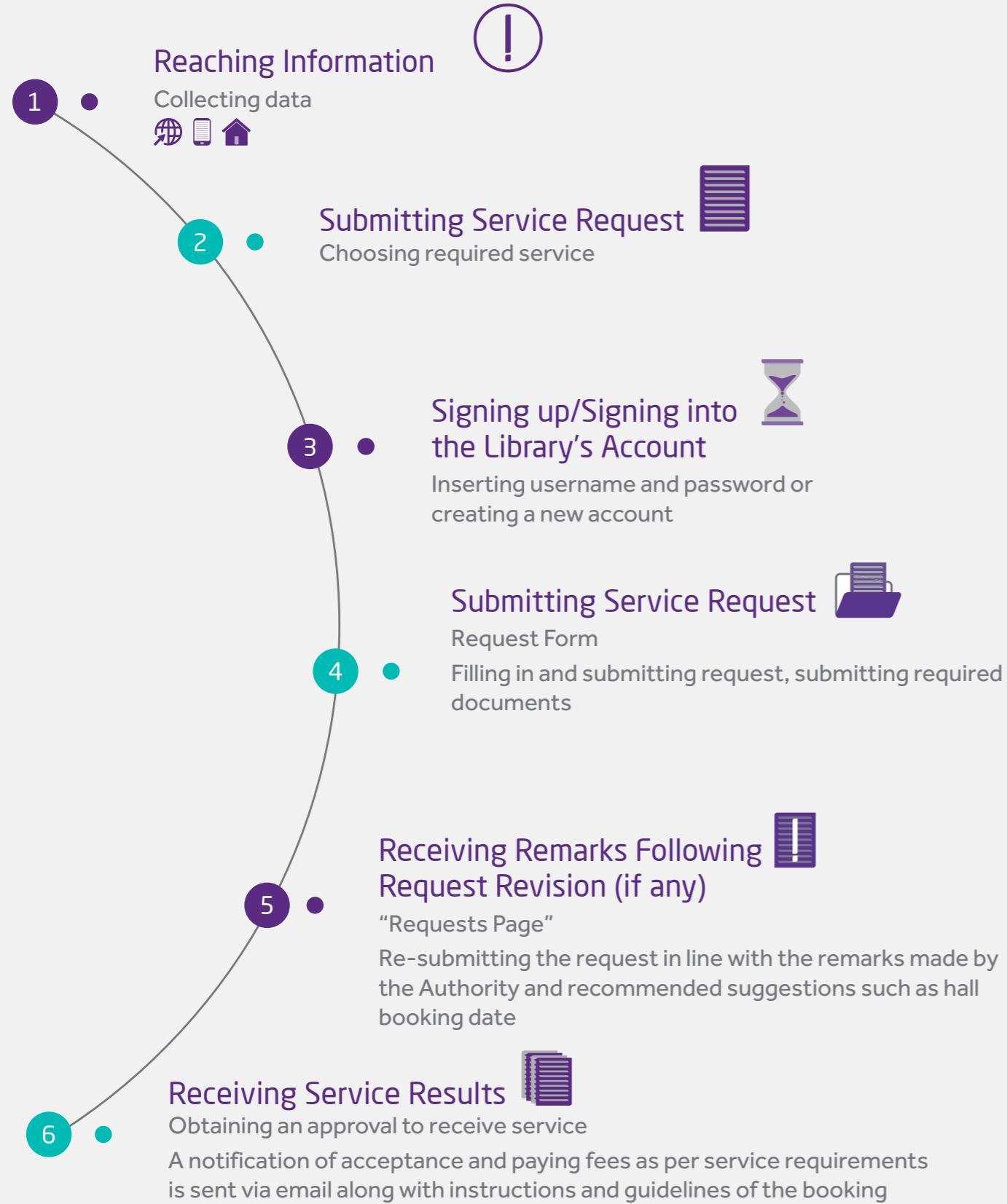
<b>Description</b>	This service revolves around providing multi-purpose halls and classrooms as available in libraries for members and non-members	
<b>Service Type and Structure</b>	Public	
<b>Target Customer Categories</b>	<b>Individuals:</b> Citizen - Resident - Tourist  <b>Companies:</b> Governmental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

## Venue Booking Request in Public Libraries

<b>Times of Service Provision</b>	Saturday to Thursday, from 8:00 AM to 8:00 PM	
<b>Fees</b>	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	
<b>Service Linkage to Other Services</b>	This service is linked to Dubai public libraries membership registration for members, non-members not applicable.	
<b>Service Delivery Channels</b>	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
<b>Forms Used to Provide Service</b>	Application via website or smart App.	
<b>Remarks</b>	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

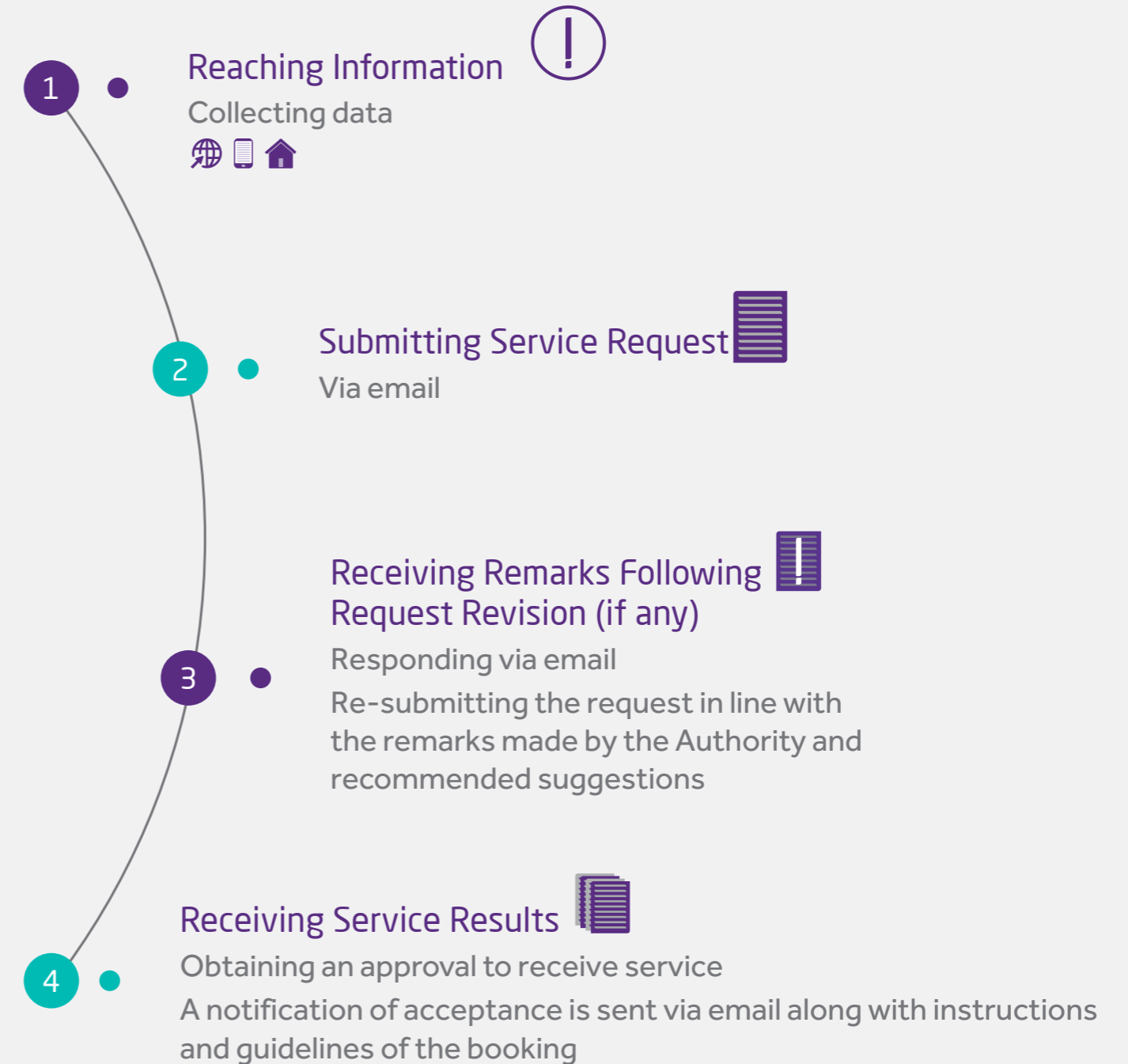


## Venue Booking Request in Heritage Sites

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

## Venue Booking Services

### Venue Booking Request in Heritage Sites





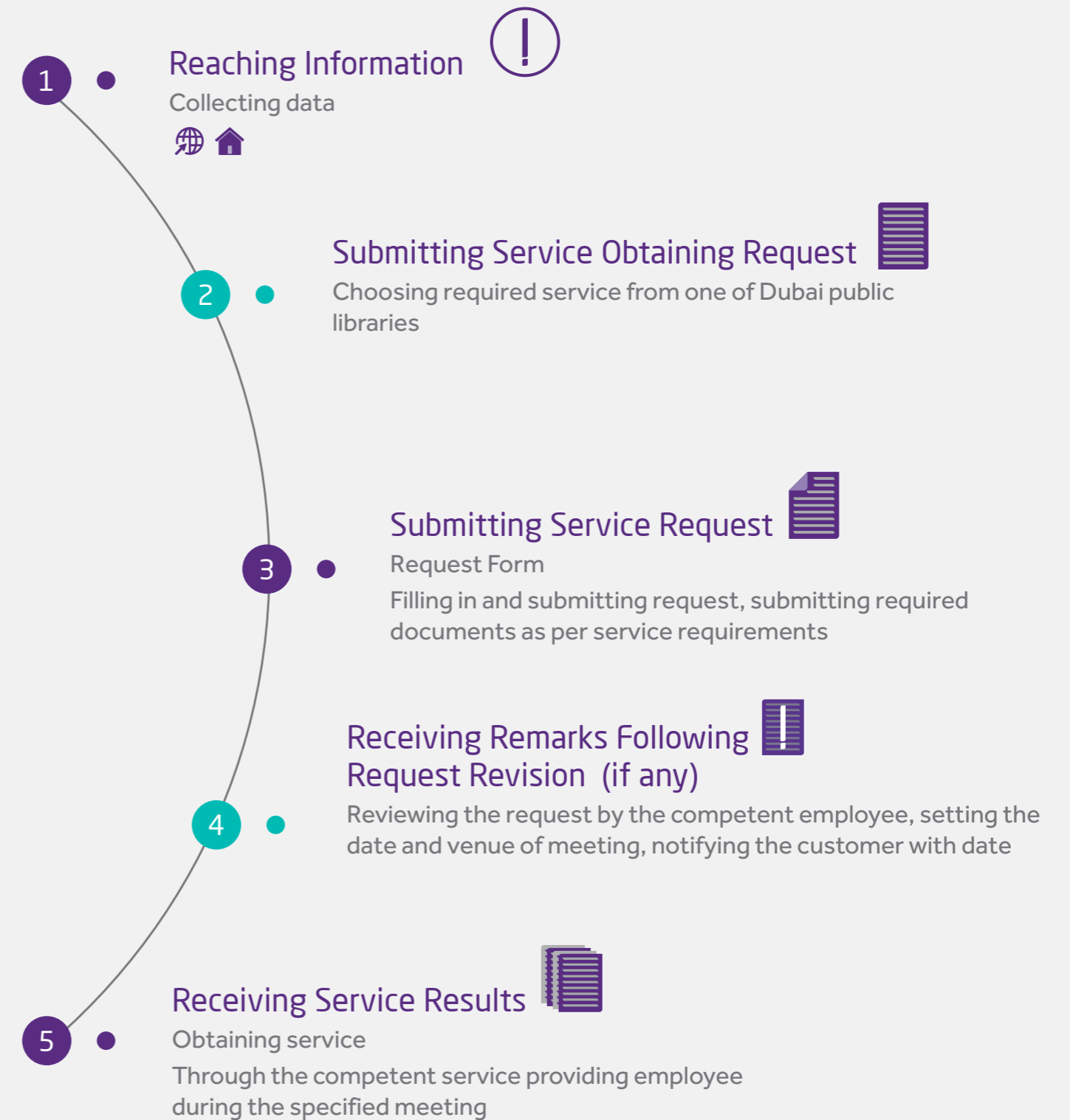
## 6.5. Consultation Services

## Library Design Consultation Request

<b>Description</b>	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
<b>Service Type and Structure</b>	Public
<b>Target Customer Categories</b>	<b>Companies:</b> Governmental Agencies - Non-Governmental Agencies
<b>Documents Required</b>	An official application issued by the agency including contact data / building plan
<b>Procedures and Steps to Obtain Service</b>	<ol style="list-style-type: none"> <li>1. The agency submits an application for the service with the required documents attached thereto through electronic channels or in one of the library branches</li> <li>2. The administration employee verifies the application and its fulfillment of requirements. Then, the employee passes the application to the library management specialist</li> <li>3. The specialist reviews the application and sets a date and venue for a meeting</li> <li>4. The employee informs the applicant of the date and details of the meeting</li> <li>5. The specialist provides the required service during the specified meeting</li> </ol>
<b>Times of Service Provision</b>	<b>Sunday to Thursday,</b> from 8:00 AM to 2:00 PM
<b>Fees</b>	Free
<b>Service Delivery Channels</b>	<ul style="list-style-type: none"> <li>• Hor Al Anz Library</li> <li>• Al Ras Library</li> <li>• Al Twar Library</li> <li>• Al Rashidiya Library</li> <li>• Al Mankhool Library</li> <li>• Umm Suqeim Library</li> <li>• Hatta Library</li> <li>• Al Safa Arts and Design Library</li> <li>• Dubai Culture and Arts Authority's website</li> <li>• Dubai Public Library's smart</li> </ul>

## Consultation Services

### Library Design Consultation Request

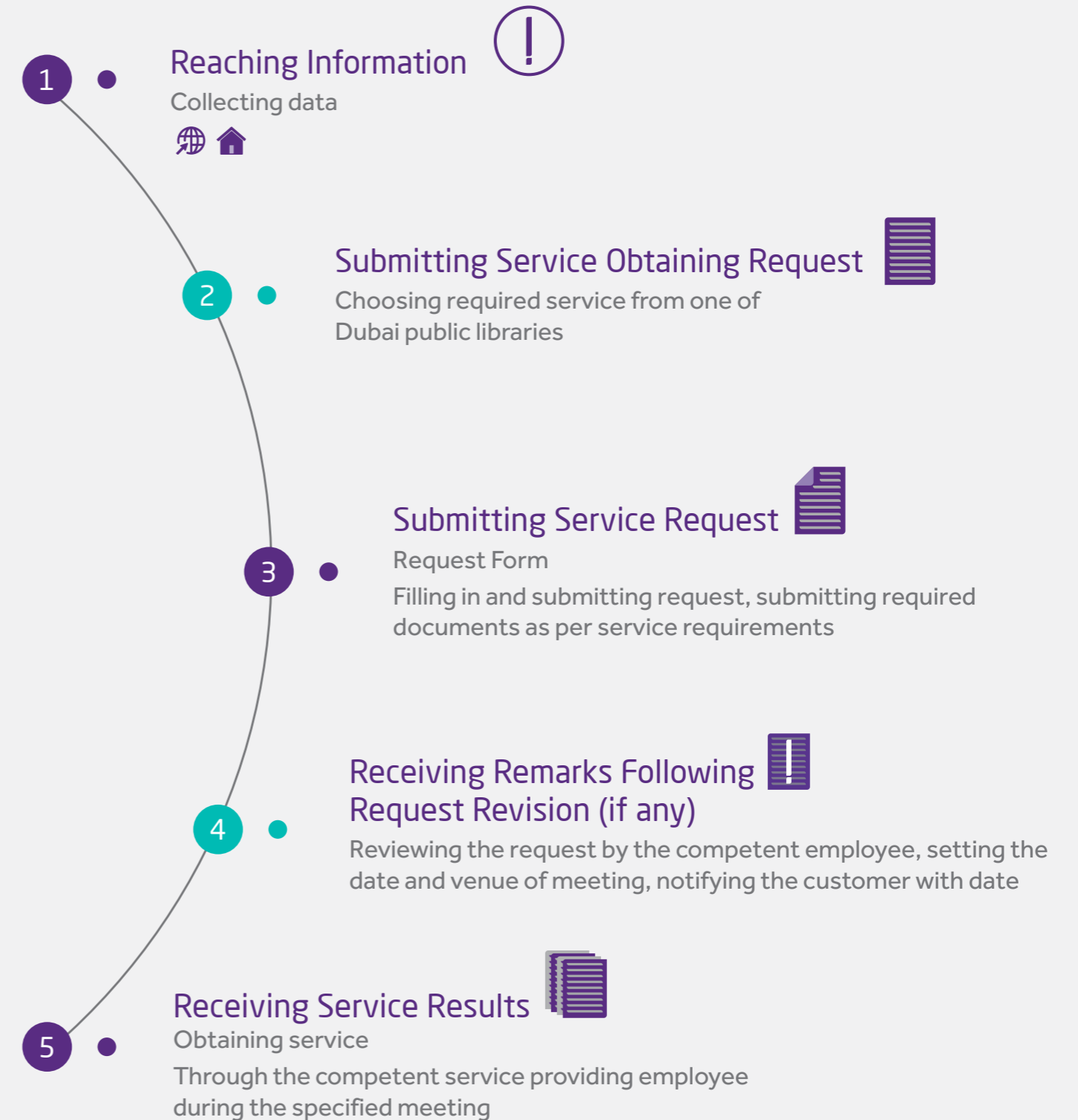


## Books Classification Consultation Request

<b>Description</b>	This service revolves around offering free suggestions, ideas and advice on various topics related to book classification, indexing, processing, arrangement and related systems
<b>Service Type and Structure</b>	Public
<b>Target Customer Categories</b>	<b>Individuals:</b> Citizen - Resident <b>Companies:</b> Governmental Agencies - Non-Governmental Agencies
<b>Documents Required</b>	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
<b>Procedures and Steps to Obtain Service</b>	<ol style="list-style-type: none"> <li>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 branches</li> <li>2. The administration employee verifies the application and its fulfillment of requirements. Then, the employee passes the application to the library management specialist</li> <li>3. The specialist reviews the application and sets a date and venue for a meeting</li> <li>4. The employee informs the applicant of the date and details of the meeting</li> <li>5. The specialist provides the required service during the specified meeting</li> </ol>
<b>Times of Service Provision</b>	<b>Sunday to Thursday,</b> from 8:00 AM to 2:00 PM
<b>Fees</b>	Free
<b>Service Delivery Channels</b>	<ul style="list-style-type: none"> <li>• Hor Al Anz Library</li> <li>• Al Ras Library</li> <li>• Al Twar Library</li> <li>• Al Rashidiya Library</li> <li>• Al Mankhool Library</li> <li>• Umm Suqeim Library</li> <li>• Hatta Library</li> <li>• Al Safa Arts and Design Library</li> <li>• Dubai Culture and Arts Authority's website</li> <li>• Dubai Public Library's smart</li> </ul>

## Consultation Services

### Books Classification Consultation Request







## 6.6. Renting Services

## Rent Request

<b>Description</b>	This service revolves around applying to rent a house for commercial purposes
<b>Service Type and Structure</b>	Public
<b>Target Customer Categories</b>	<b>Companies:</b> Governmental Agencies - Non-Governmental Agencies
<b>Documents Required</b>	<ol style="list-style-type: none"> <li>1. Copies of partners' passports (if any)- copies of residents' residencies - double-sided ID card copy</li> <li>2. A copy of the commercial license</li> <li>3. Copy of the owner's passport</li> <li>4. In the event of partners, please provide us with the company's articles of association</li> <li>5. Address</li> <li>6. E-mail</li> </ol>
<b>Requirements for Service Delivery</b>	Request to lease a property
<b>Procedures and Steps to Obtain Service</b>	<ol style="list-style-type: none"> <li>1. Submitting an application by the customer</li> <li>2. Granting an approval by the committee</li> <li>3. Fees payment and contract signing</li> </ol>
<b>Times of Service Provision</b>	<b>Office hours</b> from 7:30 AM to 2:30 PM
<b>Fees</b>	Free
<b>Service Delivery Channels</b>	Email: RentCommittee@dubaiculture.ae
<b>Forms Used to Provide Service</b>	Lease contract / schedule of payments due to Dubai Culture and Arts Authority

## Renting Services

### Rent Request



## Rent Renewal Request

<b>Description</b>	This service revolves around applying to renew the lease contract of the leased houses
<b>Service Type and Structure</b>	Supplementary
<b>Target Customer Categories</b>	<b>Companies:</b> Governmental Agencies - Non-Governmental Agencies
<b>Documents Required</b>	<ol style="list-style-type: none"> <li>1. Copies of partners' passports (if any)- copies of residents' residencies - double-sided ID card copy</li> <li>2. A copy of the commercial license</li> <li>3. Copy of the owner's passport</li> <li>4. In the event of partners, please provide us with the company's articles of association</li> <li>5. Address</li> <li>6. E-mail</li> </ol>
<b>Requirements for Service Delivery</b>	A copy of the previous contract
<b>Procedures and Steps to Obtain Service</b>	<ol style="list-style-type: none"> <li>1. Submitting the application to the committee</li> <li>2. Completing the remaining administrative procedures</li> </ol>
<b>Times of Service Provision</b>	<b>Office hours</b> from 7:30 AM to 2:30 PM
<b>Fees</b>	Free
<b>Service Delivery Channels</b>	<b>Email:</b> RentCommittee@dubaiculture.ae
<b>Forms Used to Provide Service</b>	Lease contract / schedule of payments due to Dubai Culture and Arts Authority

## Renting Services

### Rent Renewal Request

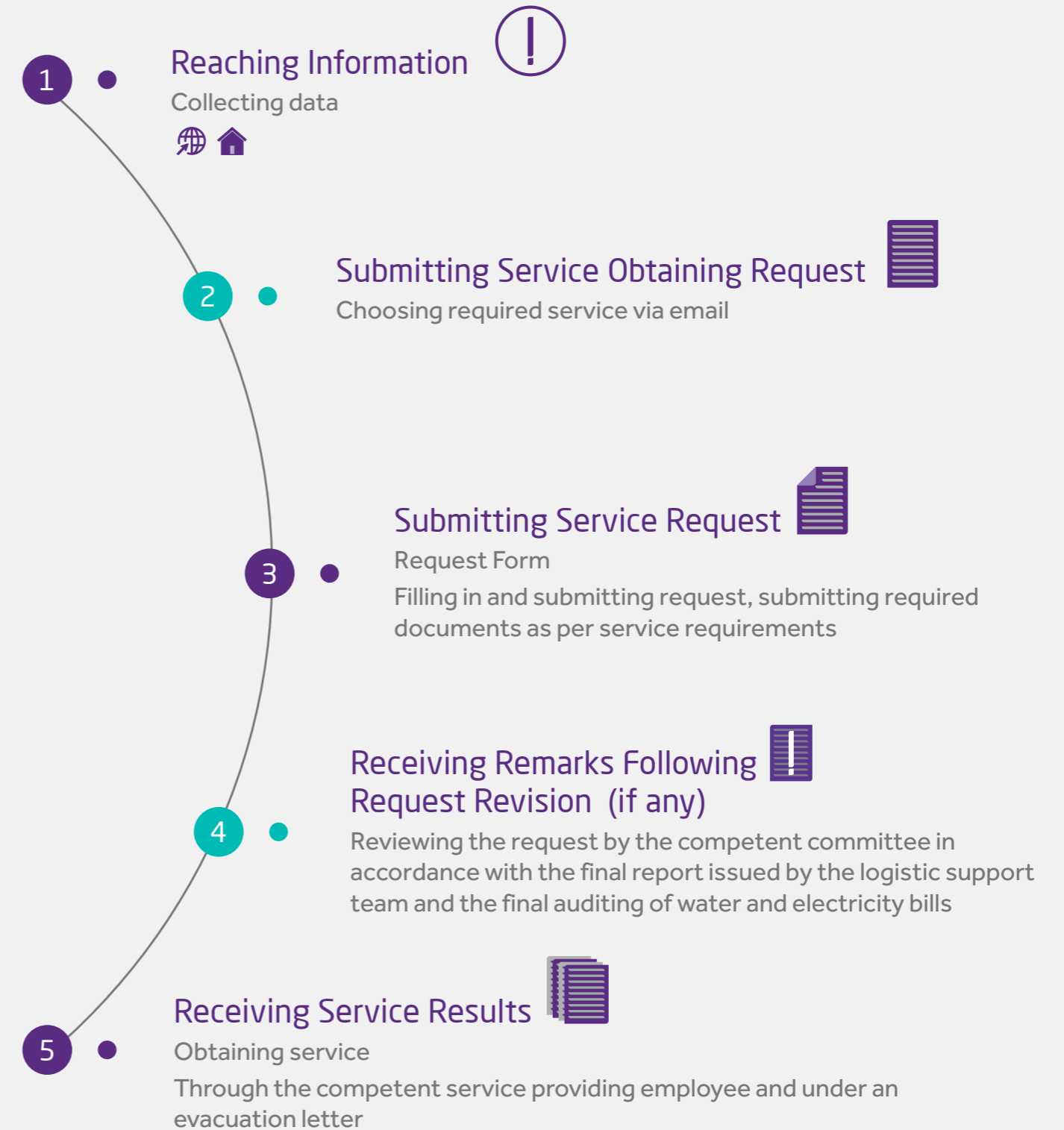


## Vacate Rented Properties Request

<b>Description</b>	This service revolves around applying to evacuate the leased property by the lessor
<b>Service Type and Structure</b>	Supplementary
<b>Target Customer Categories</b>	<b>Companies:</b> Governmental Agencies - Non-Governmental Agencies
<b>Documents Required</b>	1. A copy of the owner's valid passport - a double-sided ID card copy
<b>Requirements for Service Delivery</b>	Submitting an evacuation application letter three months prior to the evacuation date
<b>Procedures and Steps to Obtain Service</b>	<ol style="list-style-type: none"> <li>1. Submitting the application</li> <li>2. Recommendations of the committee</li> <li>3. Final report from logistics support</li> <li>4. Final invoice for water and electricity</li> </ol>
<b>Times of Service Provision</b>	<b>Office hours</b> from 7:30 AM to 2:30 PM
<b>Fees</b>	Free
<b>Service Delivery Channels</b>	<b>Email:</b> RentCommittee@dubaiculture.ae
<b>Forms Used to Provide Service</b>	Evacuation letter

## Renting Services

### Vacate Rented Properties Request





## 6.7. Non Objection Letter Service

# Non Objection Letter Service

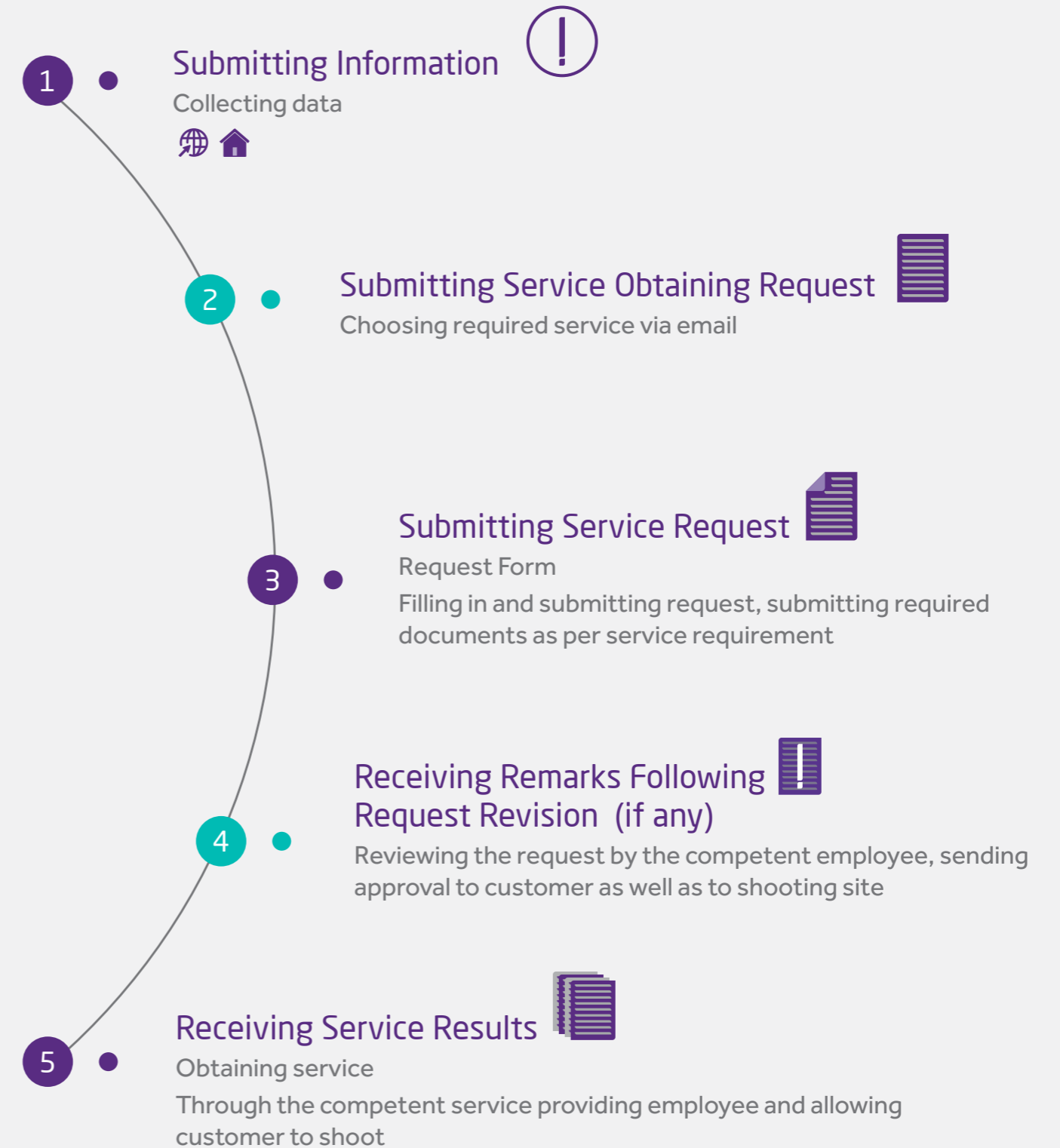
## Non Objection Letter Request

<b>Description</b>	This service revolves around issuing a letter used for photography and film production on the sites of Dubai Culture and Arts Authority
<b>Service Type and Structure</b>	Public
<b>Target Customer Categories</b>	<b>Individuals:</b> Citizen - Resident - Tourist <b>Companies:</b> Governmental Agencies - Non-Governmental Agencies
<b>Procedures and Steps to Obtain Service</b>	<b>For individuals and governmental agencies:</b> 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. <a href="http://www.filmdubai.gov.ae">http://www.filmdubai.gov.ae</a>
<b>Times of Service Provision</b>	Sunday to Thursday during the office hours of Dubai Culture and Arts Authority
<b>Fees</b>	Free for governmental agencies
<b>Partner Institutions</b>	Dubai Television and Film Production Committee, Dubai Development Authority
<b>Service Delivery Channels</b>	Email: info@dubaiculture.ae
<b>Forms Used to Provide Service</b>	A shooting authorization letter at Dubai Culture and Arts website

# The Customer's Journey

## Non Objection Letter Service

### Non Objection Letter Request





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

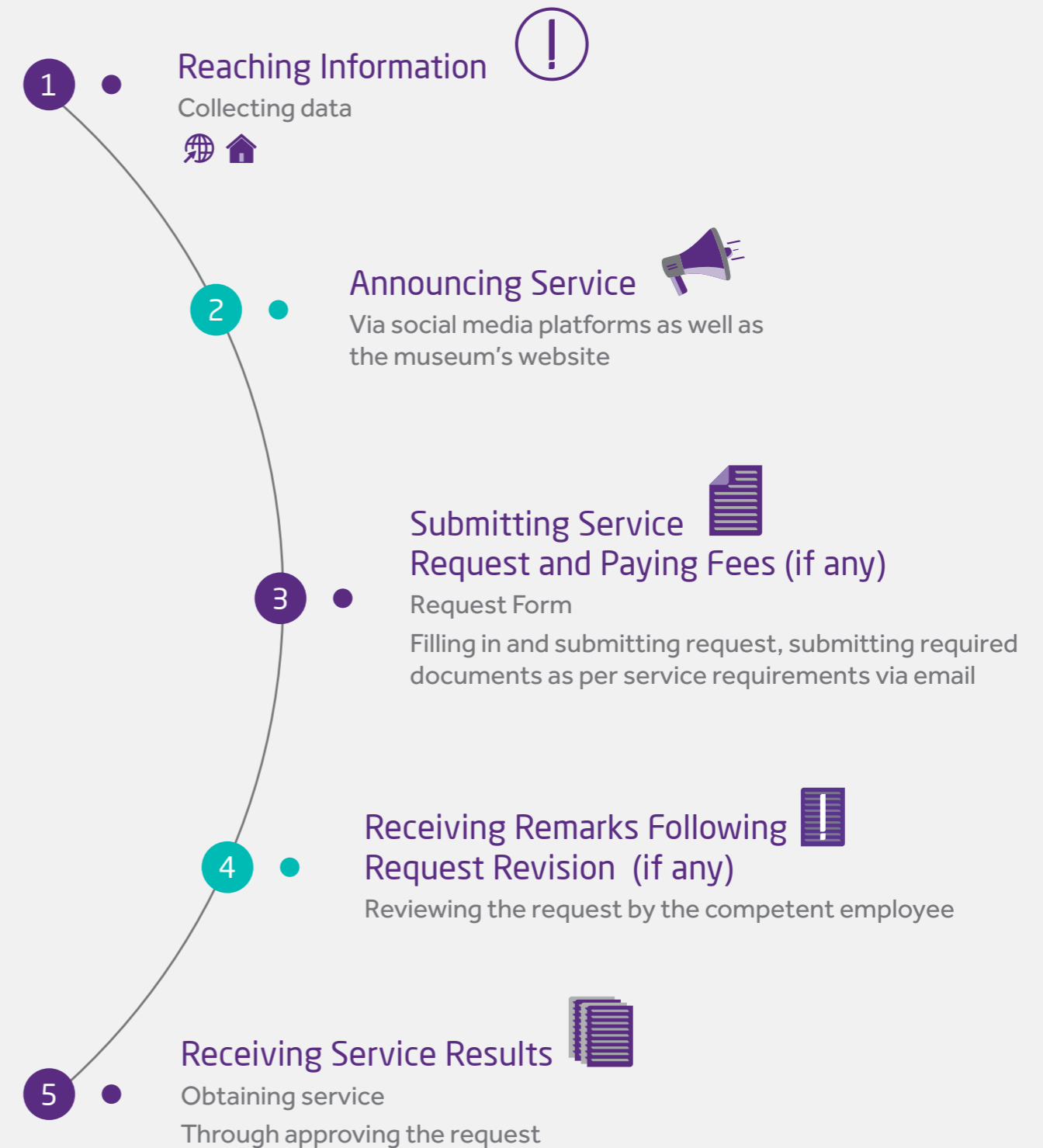


## Museums Camps Registration Request

<b>Description</b>	This service revolves around registering participants in museums camps, programs and workshops
<b>Service Type and Structure</b>	Public
<b>Target Customer Categories</b>	<b>Individuals:</b> Citizen - Resident - Tourist
<b>Documents Required</b>	A copy of the ID card or the passport of the participating child
<b>Procedures and Steps to Obtain Service</b>	<ol style="list-style-type: none"> <li>1. The Museums Department announces the camps, programs and workshops held according to each museum marking the opening of registration thereof</li> <li>2. Registration takes place electronically via e-mail</li> <li>3. The fees are paid by attending the museum</li> <li>4. The employee providing service follows up the attendance and participation of the participants until the completion of the cultural program</li> </ol>
<b>Times of Service Provision</b>	During the period of announcing the camp, program or workshops
<b>Fees</b>	To be determined as per the type and duration of the camp, program or workshop
<b>Service Linkage to Other Services</b>	This service is linked to the entry tickets service
<b>Service Delivery Channels</b>	<p>Etihad Museum's account on Instagram @etihadmuseum</p> <p>Etihad Museum's E-mail: <a href="mailto:pvb@dubaiculture.ae">pvb@dubaiculture.ae</a></p> <p>Phone No.: 045155771</p> <p>Al Shindagha Museum's account on Instagram @alshindaghamuseum</p> <p>Al Shindagha Museum's Email: <a href="mailto:Booking.alshindagha@dubaiculture.ae">Booking.alshindagha@dubaiculture.ae</a></p> <p>Phone No.: 045155336</p>

## Cultural Activities, Programs and Events Registration Services

### Museums Camps Registration Request

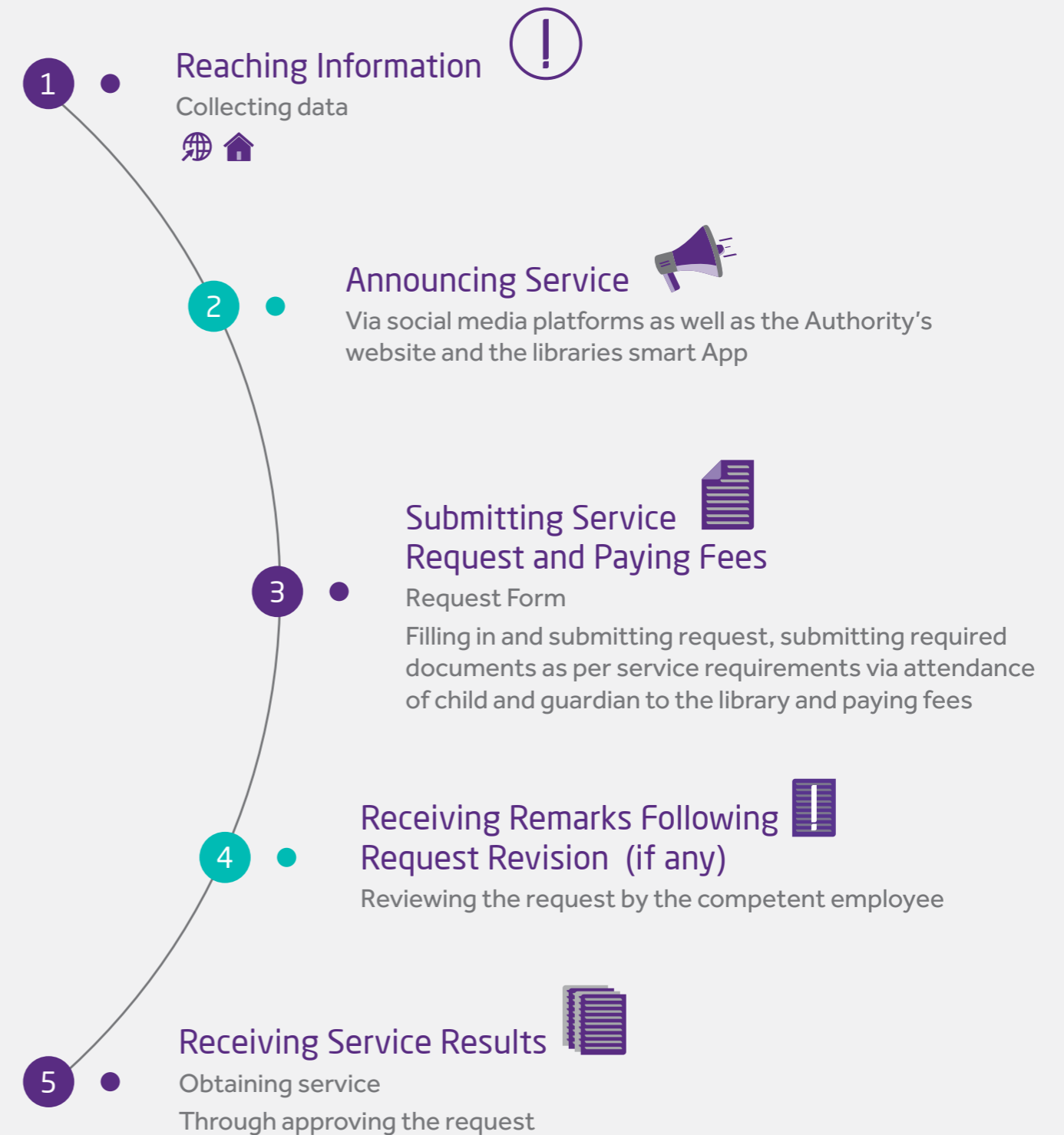


## Public Libraries Camps Registration Request

<b>Description</b>	This service revolves around registering participants in library camps
<b>Service Type and Structure</b>	Public
<b>Target Customer Categories</b>	<b>Individuals:</b> Citizen - Resident - Tourist
<b>Documents Required</b>	Membership card to register members in camps set up in the libraries branches / ID cards for non-members
<b>Procedures and Steps to Obtain Service</b>	<ol style="list-style-type: none"> <li>1. The Public Libraries Department announces the camps and programs held according to each library, marking the opening of registration thereof</li> <li>2. In the presence of the guardian, the library registers the child, who wishes to participate.</li> <li>3. The child's guardian pays the set fees.</li> <li>4. The employee providing service follows up the attendance and participation of children until the completion of the cultural program</li> </ol>
<b>Times of Service Provision</b>	Events Period
<b>Fees</b>	To participate in children's camps in library branches: AED 200 for members / AED 400 for non-members
<b>Service Linkage to Other Services</b>	This service is linked to subscription service of Dubai Public Libraries membership
<b>Service Delivery Channels</b>	<p>Hor Al Anz Library</p> <p>Al Safa Arts and Design Library</p> <p>Al Twar Library</p> <p>Al Rashidiya Library</p> <p>Al Mankhool Library</p> <p>Umm Suqeim Library</p> <p>Hatta Library</p>

## Cultural Activities, Programs and Events Registration Services

### Public Libraries Camps Registration Request

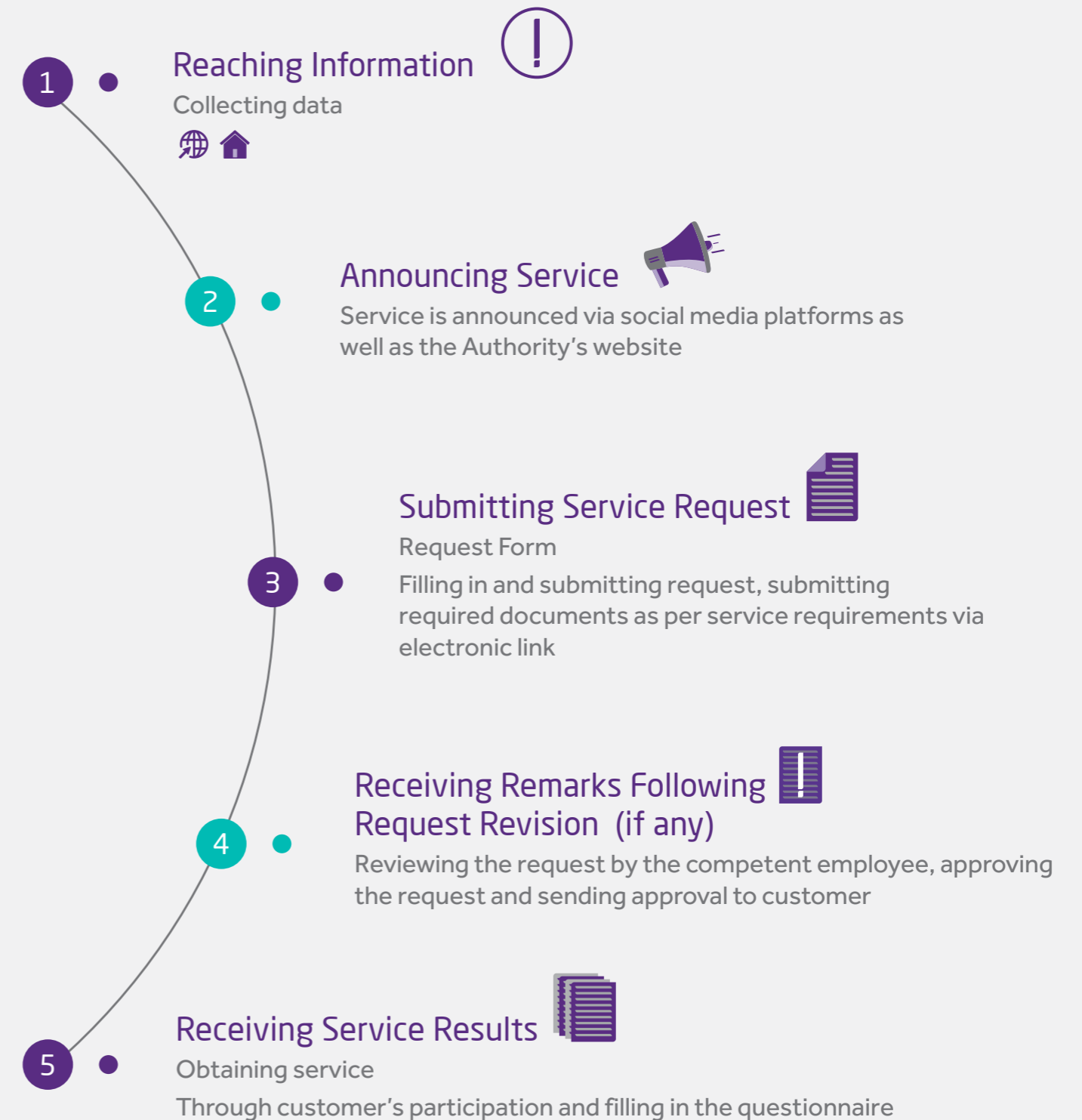


## Literary events (Coaches and Lecturers) Presenting Registration request

<b>Description</b>	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.
<b>Service Type and Structure</b>	Public
<b>Target Customer Categories</b>	<b>Individuals:</b> Citizen - Resident - Tourist
<b>Documents Required</b>	For the participant: A copy of the passport / a copy of the ID card / a brief biography of the participant
<b>Procedures and Steps to Obtain Service</b>	Announcing the event via the Authority's social media channels / registering via the link indicated in the channels / filling in the satisfaction survey (optional).
<b>Times of Service Provision</b>	To be determined as per the type and duration of the event
<b>Fees</b>	Free
<b>Service Delivery Channels</b>	Channels are specified at time of event announcement
<b>Forms Used to Provide Service</b>	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

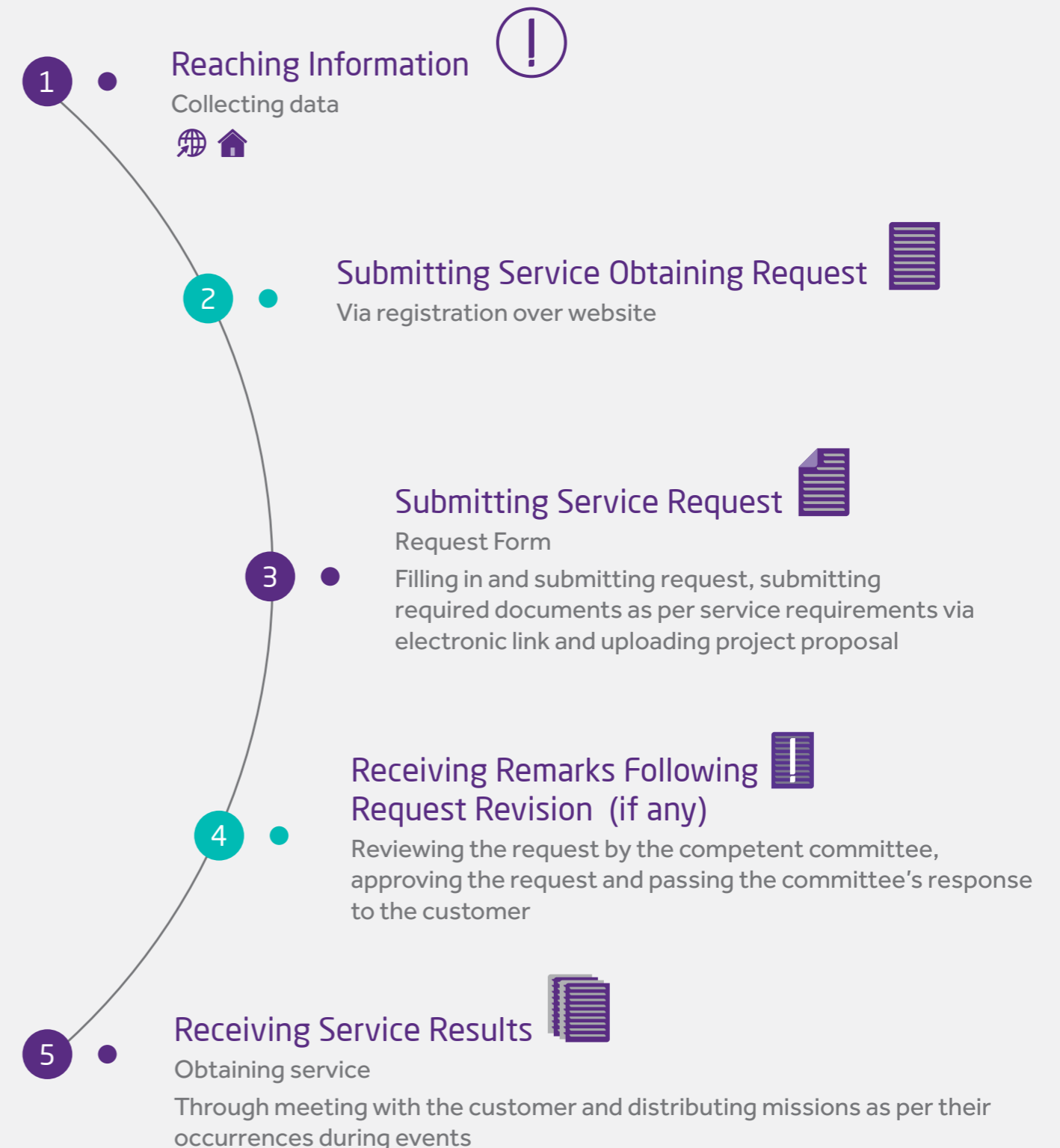


## Sikka Art Festival Artist Registration Request

<b>Description</b>	This service revolves around registering artists for Sikka Art Festival
<b>Service Type and Structure</b>	Public
<b>Target Customer Categories</b>	<p><b>Individuals:</b> Citizen - Resident - Gulf Citizen - Gulf Cooperation Council Countries Resident</p> <p><b>Companies:</b> Governmental Agencies - Private Sector- Cultural Institutions</p>
<b>Documents Required</b>	<ul style="list-style-type: none"> <li>• A passport</li> <li>• An Emirati ID card for citizens or an ID card for the Gulf Cooperation Council residents "residents- Gulf citizens</li> <li>• A valid residency for residents of the United Arab Emirates or the countries of the Gulf Cooperation Council</li> </ul>
<b>Procedures and Steps to Obtain Service</b>	<ol style="list-style-type: none"> <li>1. Registering the e-application through the Authority's website</li> <li>2. Submitting the project proposal as well as the previous works data</li> <li>3. Uploading the identification documents</li> <li>4. Submitting the application to the Projects and Works Evaluation Committee</li> <li>5. Communicating with artists to notify them with the initial status of the application (rejection - acceptance - revision)</li> <li>6. Meeting with the owners of the to-be-reviewed applications to discuss and amend them and to make improvements and proposals</li> <li>7. Sending the final results to all applicants (acceptance - rejection)</li> <li>8. Meeting with all the artists nominated for participation (for evaluating works by the evaluator)</li> <li>9. Distribution of works and their spots in the event</li> </ol>
<b>Times of Service Provision</b>	<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>
<b>Fees</b>	Free
<b>Service Delivery Channels</b>	<p>Dubai Culture and Arts Authority's website www.dubaiculture.ae</p> <p>Authority's phone No.: 055155000</p> <p>Email: <a href="mailto:Info@dubaiculture.ae">Info@dubaiculture.ae</a></p> <p>Visit the main office of the Authority</p>
<b>Forms Used to Provide Service</b>	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

<b>Description</b>	This service revolves around registering artists for the Dubai International Calligraphy Exhibition
<b>Service Type and Structure</b>	Public
<b>Target Customer Categories</b>	<b>Individuals:</b> Citizen - Resident - Tourist
<b>Documents Required</b>	Passport copies - a personal photo - a CV
<b>Requirements for Service Delivery</b>	Demonstrate previous demos of previous works + photos of the works in which he participates
<b>Procedures and Steps to Obtain Service</b>	<ol style="list-style-type: none"> <li>1. Sending an email declaring your interest in participating along with previous works samples and documents</li> <li>2. Submitting the previous works sample to the organizing committee for evaluation</li> <li>3. The organizing committee answers by sending conditions</li> <li>4. Conditions are approved by the artist</li> </ol>
<b>Times of Service Provision</b>	Nine months prior to the exhibition
<b>Fees</b>	Free
<b>Service Delivery Channels</b>	Email: <a href="mailto:Diace@dubaiculture.ae">Diace@dubaiculture.ae</a>

## Cultural Activities, Programs and Events Registration Services

### Dubai International Arabic Calligraphy Exhibition Artist Registration Request



## Dubai Performing Arts Program Workshops Trainers Registration Request

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

## Cultural Activities, Programs and Events Registration Services

### Dubai Performing Arts Program Workshops Trainers Registration Request



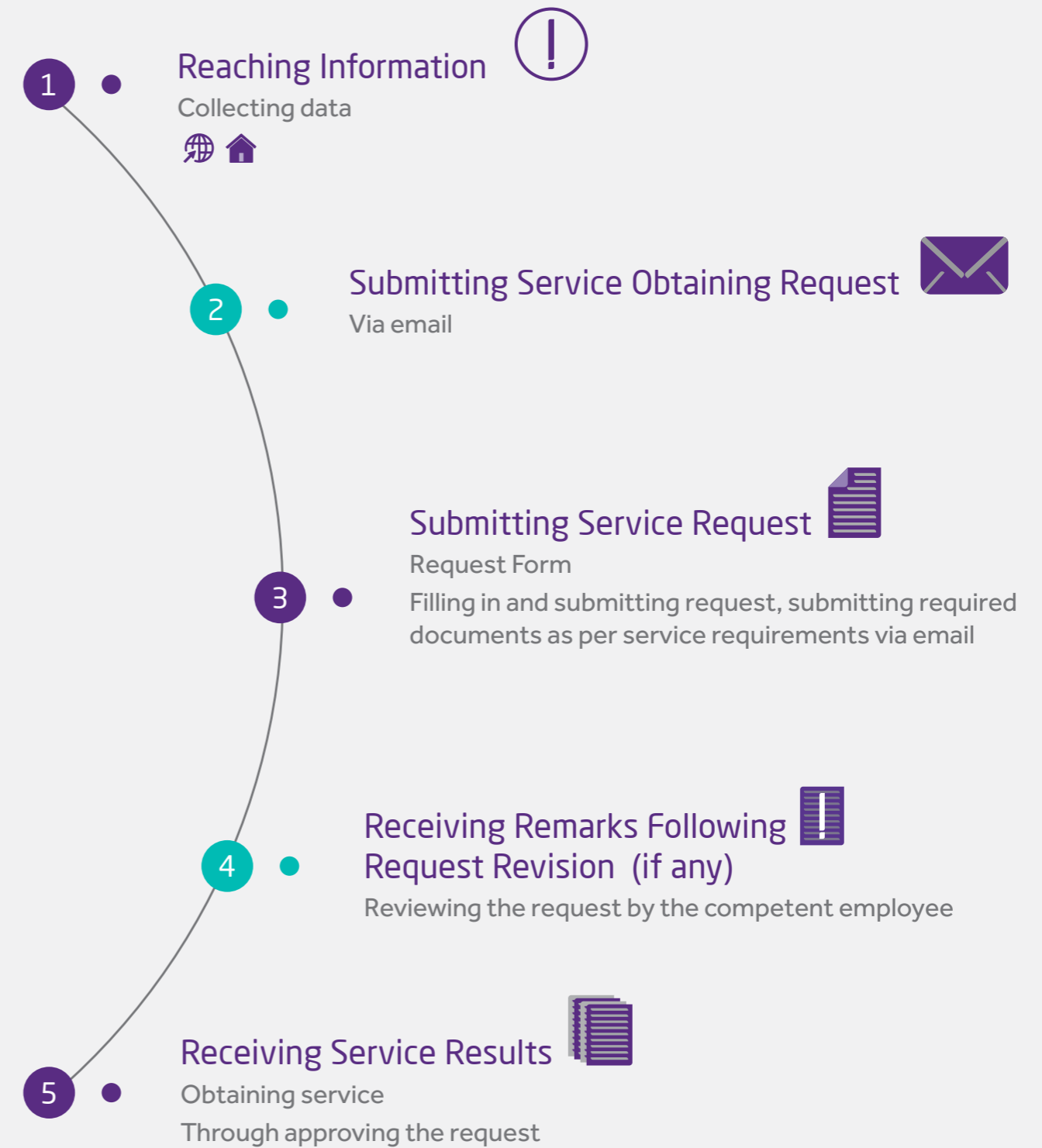


## Dubai Festival for Youth Theatre Performing Groups Registration Request

<b>Description</b>	This service revolves around registering the local theatrical teams participating in Dubai Festival for Youth Theater.
<b>Service Type and Structure</b>	Public
<b>Target Customer Categories</b>	Theatrical teams of public benefit
<b>Documents Required</b>	A script + a script approval + copies of artists 'passports + residencies for non-citizens ..etc).
<b>Procedures and Steps to Obtain Service</b>	Announcing opening of registration by the concerned department at Dubai Culture and Arts Authority
<b>Times of Service Provision</b>	Annual registration from February to June
<b>Fees</b>	Free
<b>Service Delivery Channels</b>	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

<b>Description</b>	This service revolves around the registration of the public in museums workshops accompanying the activities of the Authority
<b>Service Type and Structure e</b>	Public
<b>Target Customer Categories</b>	<b>Individuals:</b> Citizen - Resident- Tourist  <b>Companies:</b> Governmental Agencies - Non-Governmental Agencies
<b>Procedures and Steps to Obtain Service</b>	Registration by e-mail Choosing the type of workshop
<b>Times of Service Provision</b>	This service is provided around the clock during the event period
<b>Fees</b>	Free - for workshops supported by Dubai Culture and Arts Authority  Nominal fees - For workshops held by participating cultural institutions
<b>Service Delivery Channels</b>	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

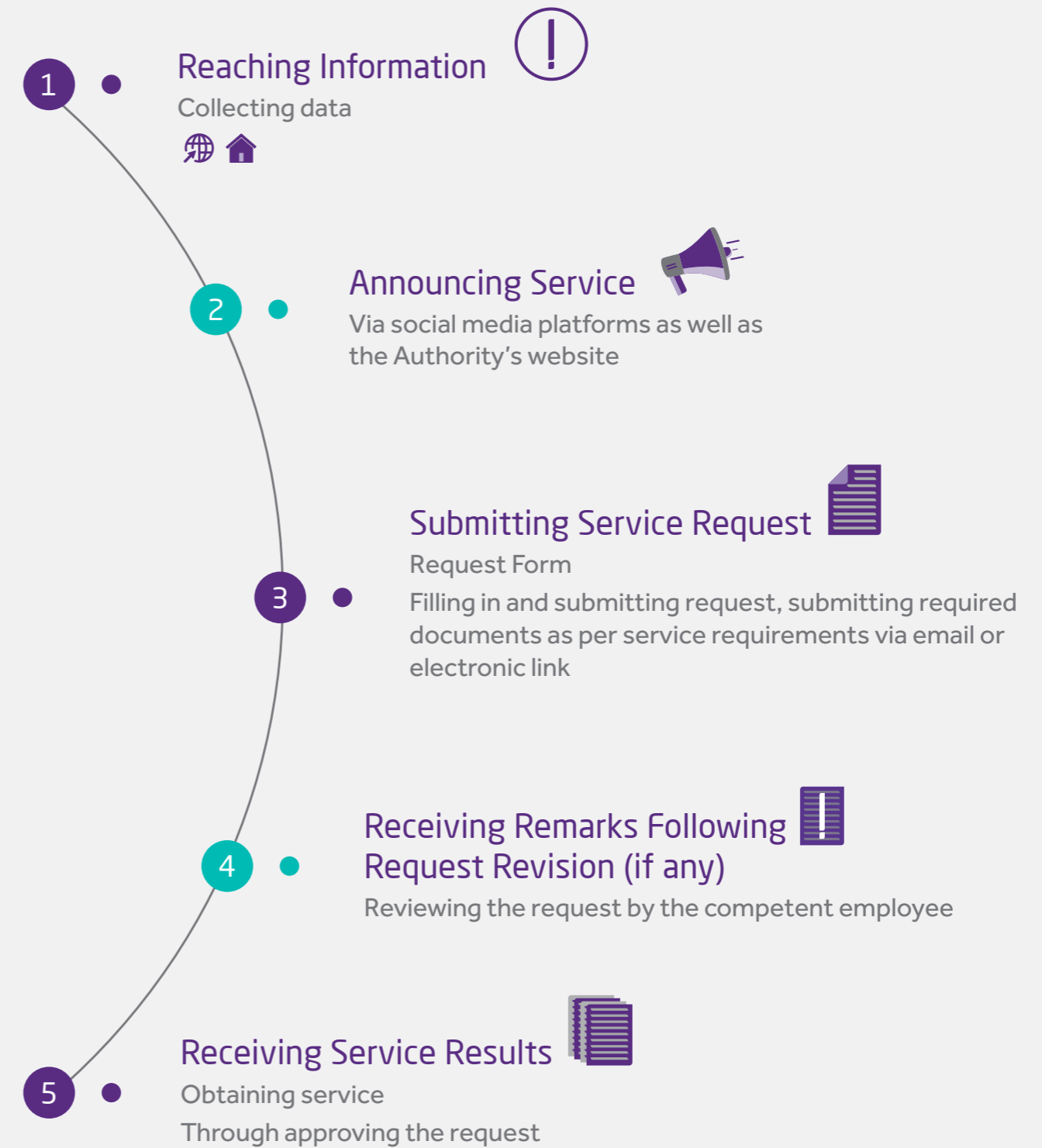
### Museums Workshops Registration Request



## Literature Department Workshops Registration Request

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

### Literature Department Workshops Registration Request



## Sikka Art Festival Workshops Registration Request

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

### Sikka Art Festival Workshops Registration Request



## Dubai International Arabic Calligraphy Exhibition Workshops Registration Request

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

## Cultural Activities, Programs and Events Registration Services

### Dubai International Arabic Calligraphy Exhibition Workshops Registration Request



## Dubai Performing Arts Program Workshops Registration Request

<b>Description</b>	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
<b>Service Type and Structure</b>	Public
<b>Target Customer Categories</b>	<b>Individuals:</b> Ages +7 years old
<b>Procedures and Steps to Obtain Service</b>	Registration through Dubai Culture and Arts Authority's website Choosing the type of workshop
<b>Times of Service Provision</b>	This service is offered from June to November
<b>Fees</b>	Free
<b>Service Delivery Channels</b>	Email: <a href="mailto:dfytworkshops@dubaiculture.ae">dfytworkshops@dubaiculture.ae</a>

## 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

<b>Description</b>	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
<b>Service Type and Structure</b>	Public
<b>Target Customer Categories</b>	<p><b>Individuals:</b> Resident</p> <ul style="list-style-type: none"> <li>• People of talent and creators in fields of culture and art</li> <li>• Authors/ poets / writers / painters / artists / calligraphers / actors ... etc.</li> </ul>
<b>Documents Required</b>	<p><b>A copy of the passport attached to the residence page</b></p> <ul style="list-style-type: none"> <li>• A copy of the Emirates ID</li> <li>• The cultural CV of the candidate</li> <li>• Contact numbers</li> </ul>
<b>Requirements for Service Delivery</b>	<b>Age:</b> over 18 years old
<b>Procedures and Steps to Obtain Service</b>	<ol style="list-style-type: none"> <li>1. Submitting the service application via info@dubaiculture.ae with the required documents attached</li> <li>2. Notifying the customer, by email or phone, of approval</li> <li>3. Issuing a permit (The Creative and Talented Accreditation)</li> <li>4. Consulting the office approved for issuing the long-term residency</li> </ol>
<b>Times of Service Provision</b>	<b>24/7 via the website and the smart App</b> of the Dubai Culture and Arts Authority
<b>Fees</b>	Dubai Culture and Arts Authority covers the Issuance of cultural visa and ID renewal fees
<b>Partner Institutions</b>	General Directorate of Residency and Foreigners Affairs
<b>Service Delivery Channels</b>	<ul style="list-style-type: none"> <li>• Dubai Culture and Arts Authority's website</li> <li>• The smart App of Dubai Culture and Arts Authority</li> </ul>

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
<b>Etihad Museum</b> Website of the museum <a href="http://www.etihadmuseum.dubaiculture.gov.ae">www.etihadmuseum.dubaiculture.gov.ae</a>	 @etihadmuseum  04 - 515 5771
<b>Al Shindagha Museum</b> Website of the museum <a href="http://www.alshindagha.dubaiculture.gov.ae">www.alshindagha.dubaiculture.gov.ae</a> Smart App: alshindaghamuseum	 @alshindaghamuseum  04 - 515 5336
Dubai Museum	Museum email: <a href="mailto:Dubai.Museum@dubaiculture.ae">Dubai.Museum@dubaiculture.ae</a>  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


<b>Description</b>	This service allows customers to send their complaints related to Dubai Culture and Arts Authority services to solve them
<b>How to submit a complaint</b>	<p>Customers can submit their complaints through the following channels:</p> <ul style="list-style-type: none"> <li>• Dubai Government's Unified Customer Complaints' Portal</li> <li>• <a href="https://ecomplain.dubai.gov.ae">https://ecomplain.dubai.gov.ae</a></li> <li>• Dubai Culture and Arts Authority's website: <a href="http://www.dubaiculture.gov.ae">www.dubaiculture.gov.ae</a></li> <li>• Dubai Culture and Arts Authority's smart App: <i>Dubai Culture</i></li> <li>• Dubai Culture and Arts Authority's E-mail: <a href="mailto:info@dubaiculture.ae">info@dubaiculture.ae</a></li> <li>• Contacts: <b>04 - 515 5000</b></li> <li>• Visiting a museum, library, or the main building of Dubai Culture and Arts Authority</li> <li>• Dubai Culture and Arts Authority's pages on social media platforms</li> </ul>
<b>Time consumed to complete the service</b>	The complaint is resolved and closed within 7 working days
<b>The data required for the complaint</b>	<ul style="list-style-type: none"> <li>• Details of complaint</li> <li>• Full name of customer</li> <li>• Telephone number</li> <li>• E-mail</li> <li>• Date of complaint</li> </ul>

## Submit Suggestions

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

## Contact Us

<b>Call Center</b>	80033222 (8003DCAA)
<b>Dubai Culture and Arts Authority's Contact number</b>	04 - 515 5000
<b>Dubai Culture and Arts Authority's Contact website</b>	<a href="http://www.dubaiculture.ae">www.dubaiculture.ae</a>
<b>Dubai Culture and Arts Authority's E-mail</b>	<a href="mailto:Info@dubaiculture.ae">Info@dubaiculture.ae</a>
<b>Dubai Culture and Arts Authority smart App</b>	Dubai Culture
<b>Our social media platforms pages</b>	 @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

