



# Passenger Customs Guide

5<sup>th</sup> Edition 2020





إكسبو 2020 دبي  
الدوائر المركزية  
EXPO 2020 DUBAI  
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# Introduction

Dear passenger,

Dubai Customs is actively engaged, alongside other government departments, in promoting Dubai's sustainable development and the emirate's global standing as a destination of choice for value-added trade, business and investments. Dubai International Airport is the primary international airport serving Dubai, United Arab Emirates, and is the world's busiest airport by international passenger traffic. As an integral part of this ecosystem, it is our mission at the Passenger Operations Department of Dubai Customs to protect the community and ensure a seamless experience for travellers coming to Dubai. And in cooperation with our strategic partners at the airport, we aim to be a model in customs work by deploying best-in-class control, screening and inspection technologies and services. Our staff are well-trained to ensure your safety first and make you feel welcome and happy as you go through Customs before exiting the airport.



### Customs inspection upon arrival

Customs inspection is the first line of defence for all ports of the country, and it is even more crucial at the Dubai International due to the huge influx of passenger, tourists and visitors using the entry-point. Here comes the role of Customs operations to protect society and the economy against any smuggling crimes. The Customs zone or areas of jurisdiction at Dubai airports start right after the completion of passport control procedures until the passenger leaves the Customs gates.

### Baggage declaration

Verbal, written or electronic declaration or passage through the green or red channels will be regarded as a customs declaration by the passenger. Inspection of passengers` personal belongings and the procedures for their confiscation and collection of payable customs duties or exemption thereof will take place according to the following rules:

Subject to the provisions set forth in section (r) hereof concerning conditions for duty exemption, the following permitted items are exempted from customs duties and will be allowed entry:

- Gifts whose value does not exceed AED 3000.
- A total number of 400 cigarettes, or 50 cigars, or 500 grams of tobacco (minced or pressed for pipes) or minced/pressed tobacco for smoking, tumbâk (pure tobacco) or hookah molasses.
- Alcoholic beverages not exceeding 4 litres or 2 cartons of beer, each consisting of 24 cans not exceeding 355 ml for each can.
- Arriving/departing passengers aged 18 years and above must declare to Customs any cash or cheques, promissory notes, payment orders, precious metals or stones in their possession with value exceeding AED 60,000 or equivalent in foreign currencies.
- For passengers under the age of 18 the amount in their possession will be added to the permitted limit of their parent/guardian or accompanier.



### Conditions for exemption from customs duties

- The baggage and gifts must be of a personal nature and not in commercial quantities.
- The passenger must not be one who frequently visits the same customs centre or who trades in the items in his possession.
- The passenger must not be a crew member of the means of transport.
- Cigarettes and alcoholic beverages are not permitted entry and are not subject to duty exemption for passengers under 18 years of age.

### Procedures for duty collection on excess/commercial quantities and values

#### Excess quantities and values of effects accompanying the passenger

- Customs duty will be levied on quantities and values in excess of the limits provided above, and VAT may also be applicable.

#### Excess quantities of goods and values intended for commercial purposes

- All customs procedures applicable for imported goods will be applicable to the goods accompanying the passenger in commercial quantities and values; in terms of customs tariff, valuation, customs declaration preparation, and other procedures applicable to imported goods.

### Some goods accompanying passengers subject to permits by relevant authorities

- Domestic animals. <https://www.moccae.gov.ae>
- Medicines and medical equipment. <https://www.mohap.gov.ae>
- Plants and seedlings. <https://www.moccae.gov.ae>
- Print and audio-visual materials. <https://nmc.gov.ae/ar-ae>
- Filming equipment for shooting news stories, movies or official events. [www.filmdubai.gov.ae](http://www.filmdubai.gov.ae)
- Cosmetics for exhibition purposes. [www.dm.gov.ae](http://www.dm.gov.ae)
- Food products. [www.dm.gov.ae](http://www.dm.gov.ae)
- Drones. [www.dcaa.gov.ae](http://www.dcaa.gov.ae)



### Typical items not allowed for import by passengers

- Indecent and obscene materials of all kinds.
- Gambling tools and machines
- Narcotics of all kinds.
- Frozen poultry and birds.
- Betel leaves (paan).
- Counterfeit goods of all kinds.

Any other goods the importation of which is banned under the UAE laws or the GCC Common Customs Law.

### Strategic partners

- Federal Customs Authority
- Federal Tax Authority
- Dubai Police
- Federal Authority for Identity and Citizenship
- Ministry of Health and Prevention
- Dubai Municipality
- Ministry of Environment and Climate Change
- Dubai Airports
- National Media Council
- Emirates Group
- Airline Operators Committee- Dubai &DWC.
- UAE Kimberly Process Office
- Dubai Civil Aviation Authority
- Federal Authority for Nuclear Regulation



### General provisions

- Nothing shall prevent Customs officials from controlling and inspecting passengers' baggage in the green and red channels.
- Pursuant to Article (142) of the Common Customs Law, the penalties for attempting to bring goods into the country in contravention to the applicable laws without payment of customs duties in contradiction to the provisions of prohibition or restriction will be enforced.
- Pursuant to the provisions of Clause (5) of Article (143) of the Common Customs law, penalties provided for in Article (154) of the same law will be enforced in case goods of commercial character accompanying the passengers are not declared.
- Customs has the authority to inspect and verify all items accompanying the passenger or the passenger in person.

### Contact details

Website

**[www.dubaicustoms.gov.ae](http://www.dubaicustoms.gov.ae)**

E-mail

**[Client.Relations@dubaicustoms.ae](mailto:Client.Relations@dubaicustoms.ae)**

Toll Free:

**80080080**

Telephone:

**4177777 4 +971**

Fax:

**4176316 4 +971**

Postal Address:

**Passenger Operations  
Department, Dubai Customs,  
P. O. Box 63,**

Location:

**Dubai Customs, Mina Road, Bur  
Dubai, Dubai**



## SPEAK UP IN YOUR OWN LANGUAGE TARJIM SERVICE

Now you can submit your complaint in your own language

عبر عن نفسك بلغتك الأم  
خدمة ترجم  
بإمكانك الآن تقديم شكاواك بلغتك الأم

### മലയാളം

ഇടപാടുകാരന്റെ സേവന പത്രം നൽകിയിരിക്കുന്ന സേവനങ്ങളെക്കുറിച്ചോ അല്ലെങ്കിൽ ഈ പത്രത്തെ കുറിച്ച് തന്നെയോ ഉള്ള പരാതി അല്ലെങ്കിൽ അഭിപ്രായം ബോധിപ്പിക്കാൻ, അതുപോലെ അറബിയിലോ ഇംഗ്ലീഷിലോ അതു ബോധിപ്പിക്കാൻ പ്രയാസമാണെന്ന് നിങ്ങൾ ചിന്തിക്കുന്നുണ്ടെങ്കിൽ, നിങ്ങൾക്ക് ഇ-മെയിൽ വഴി അയയ്ക്കാവുന്നതാണ് :  
Client.Relations@dubaicustoms.ae അല്ലെങ്കിൽ ഈ നമ്പറിൽ ഫാക്സ് ചെയ്യാം: +971 4 4176316

### اردو

گراہک سروس چارٹر :  
فراہم کردہ خدمات یا خود چارٹر کے متعلق شکایت یا تنقید کرنے کے لیے، اور اگر آپ سوچتے ہیں کہ اسے عربی یا انگلش میں جمع کرنا مشکل ہے، تو پھر آپ اسے ای میل:  
Client.Relations@dubaicustoms.ae پر بھیج سکتے ہیں،  
یا +971 4 4176316 پر فیکس کر سکتے ہیں

### Français

**Charte du Service au Client**  
si vous désirez déposer une plainte ou soumettre un commentaire à propos des conditions de services ou de la charte directement, et qu'il vous est difficile de le faire en arabe ou en anglais, veuillez l'envoyer par email à l'adresse suivante: Client.Relations@dubaicustoms.ae ou par fax au: +971 4 4176316

### Español

**Servicio al cliente de fletes:**  
para presentar una demanda o enviar un comentario sobre los servicios prestados o del flete, o si encuentra dificultades para hacerlo en árabe o en inglés, por favor envíe un correo electrónico a: Client.Relations@dubaicustoms.ae o envíe un fax al número: +971 4 4176316

### فارسی

تعهد ارائه خدمات به مشتریان: در صورتی که قصد ارائه شکایت یا نظر درباره خدمات ارائه شده و یا خود قرارداد حمل را داشته و احساس می کنید که ارائه آن به زبان عربی و یا انگلیسی برای شما مشکل می باشد، می توانید آنرا به آدرس پست الکترونیکی Client.Relations@dubaicustoms.ae و یا نمابر +971 4 4176316 ارسال کنید.

### 中文

**客户服务章程:**想就所提供的服务或章程本身提交投诉或发表评论,但你觉得用阿拉伯语或英语提交有困难,那么请将其发送至以下邮箱:  
Client.Relations@dubaicustoms.ae  
或传真至: +971 4 4176316

### Русско

**Чартер по обслуживанию клиентов:**  
для подачи жалоб или предложений о предоставляемых услугах или чартере, и в случае затруднений с английским или арабским языком, просим Вас отправить свои замечания по электронной почте:  
Client.Relations@dubaicustoms.ae  
или по факсу : +971 4 4176316