

DMCC Policy Regarding Food & Beverage Operations during Ramadan

Applicable to all Food and Beverage establishments within DMCC Free Zone

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Objective and Scope

This policy is a mandate for all DMCC Member Companies offering food and beverage services during the holy month of Ramadan where the food and beverage services during the hours of fasting are strictly prohibited without a permit from DMCC, which will be granted subject to the conditions stipulated in this policy.

Applicability

This policy is applicable to all DMCC Member Companies offering food and beverage services within Jumeirah Lakes Towers.

Policy Statement

- Food and /or beverage services for dine-in operations during the daytime (for consumption within the food establishment itself) are not allowed without a valid Ramadan Permit.
- All food and beverage establishments within DMCC Free Zone may function normally after Maghrib Athan (Azan) and their dine-in and outdoor dining areas may be made ready and opened to the public, 30 minutes prior to Iftar time.
- Activities related to the preparation and cooking of food during the daytime, for service after Maghrib Athan (Azan) is permitted.
- Supermarkets, hypermarkets, and convenience stores are not permitted to allow dine-in during fasting hours.
- All food and beverage establishments co-located with a mosque are not permitted to allow dine-in during fasting hours.

Ramadan Permit and Charges

- This Take-Away, Delivery and Dine-In Permit allows dine-in consumption of food and beverages during the hours of fasting, provided that the establishment ensures that consumption of food is completely concealed from the public.
- Activities related to the preparation and cooking of food for take-away and /or delivery are permitted during the day time.
- Suitable concealment such as dark coloured blinds, shades, curtains or fabric cover is mandatory. No newspaper, magazines pages or any type of transparent (see-through) or unsightly concealment are allowed.
- No outdoor dining facilities are to serve food or shisha during fasting hours whatsoever.
- For the charges, please refer to [DMCC Free Zone services Schedule of Charges](#).

Operating Hours

The food and beverage establishments that wish to operate for extended hours during Ramadan will be permitted to function normally after Maghrib Athan till 4 am provided that the below conditions are followed:

- Ensure that the emission of noise from premises does not exceed a reasonable level (45 DB) and that it should not be audible inside the nearby residential dwelling during normal sleeping hours (i.e. 10 pm – 6 am).
- Retailers with current 'Outdoor Seating Arrangement' must end outside services at midnight & serve customers only indoors.
- No signage or any type of promotional material (flyers, business cards, A-frames, decorations...etc.) will be permitted without prior approval from Concordia.
- Customers must comply with the set DMCC retail parking regulations at all times.
- Master community areas must remain clean at all times. In the event of garbage disposal or damages being caused by customers or retailers deliberately or through negligence, the retailer will be held liable.
- Obtain the necessary permission from the tower building management to operate extended hours during Ramadan.
- For live entertainment, please refer to [DMCC Retailers Live Entertainment Policy](#).
- Ramadan tents and / or other installations are not permitted anywhere within the Master Community without seeking prior written approval from DMCC.

Ramadan Permit Application

Please visit the DMCC Member portal to apply for the appropriate permits (as detailed above) for Ramadan food and beverage establishments as per the following steps:

- Log on to DMCC Portal, create a new service request for Ramadan policy.
- Print the permit directly from the portal.

Display of Permits

- DMCC permits for Ramadan food and beverage operations must be conspicuously displayed outside and within the food and beverage establishment's premises.

Defaulters

- Defaulters will initially be issued a first and final written warning as a corrective measure.
- After receiving the first written warning, if the defaulters commit a second violation, then, a penalty of AED 50,000/- will be charged to those establishments.
- If the defaulting establishment remains non-compliant with the terms of this policy after the first two stages, the license of the defaulting establishment will be terminated with immediate effect.

Enforcement

- Conditions and controls will be monitored via Concordia Security.
- Random and unannounced inspections will be conducted by the DMCC Compliance Inspectors to ensure compliance with the Ramadan Policy and its implementation.

FURTHER INFORMATION

- Please visit our DMCC Help Centre at <http://www.dmcc.ae/helpcentre>
- Contact us at **600 54 DMCC (600 54 3622)** or **+971 4 4249600**.