

Activity Identification Card – Hourly rental of vehicles

Legislation	Executive Council Resolution No. (13) of 2018 regarding the amendment of some provisions of Resolution No. (49) of 2016 regarding the regulation of hourly rental activity in the Emirate of Dubai, and its implementing regulations.		
Activity Name	Hourly rental of vehicles	Activity Code	RTA: 990075 DED: -
Activity Description	Renting a vehicle for a period not exceeding the number of hours specified by the authority per day, for travel within the emirate in return for a specified tariff.		
Governing Dep't Name	Public Transport Agency	Permit-Issuing Dep't	Planning and Business Development Department at the Public Transport Agency
Entities to be visited before obtaining a permit	<ul style="list-style-type: none"> • First: The Department of Economic Development in Dubai • Second: Public Transport Agency • Third: Licensing Institution (Commercial Transportation Activities Department) 		
Entities to be visited after obtaining a permit	<ol style="list-style-type: none"> 1- Department of commercial activities (Licensing Agency). 2- The Vehicles Licensing Department at the Licensing Agency. 3- Department of Planning and Business Development at the Public Transport Agency, in the event of a request to add vehicles. (By auction) 4- The Department of Supervision of Passenger Transport Activities at the Public Transport Corporation. 5- Transportation Systems Management 		
Fees	<ul style="list-style-type: none"> • Issuance and renewal of a permit: 2000 dirhams • Amendment of permit data: 1000 dirhams. • Cancellation of the permit based on the establishment's request: 1000 dirhams. • Vehicle operating license issuance: 150 dirhams per vehicle. • Vehicle operation license cancellation: 100 dirhams per vehicle. • Issuance of a replacement for a lost permit: 100 dirhams. • Renewal: 2000 dirhams 		
Permit issuance procedures	<ul style="list-style-type: none"> - The application for obtaining the permit shall be submitted to the institution, according to the form prepared for it for this purpose, accompanied by the following documents: <ul style="list-style-type: none"> - Initial approval from the Department of Economic Development in the emirate, provided that this approval includes the trade name that has been reserved. - A copy of the valid passport of the applicant. - A copy of the partner's valid residence in the United Arab Emirates, for non-citizens A copy of the owner's valid Emirates ID. A non-objection letter from the sponsor for non-citizens. - A feasibility study for conducting the activity. Pay the prescribed fees in this regard. - The duration of the permit is one year, renewable for similar periods with the same conditions and procedures approved for its issuance, provided that the renewal application is submitted to the institution within thirty days from the date of its expiration. 		

The entity's obligations

- 1- The conditions of the permit and the concession contract concluded with it must be adhered to by the concerned institution.
- 2- Providing appropriate offices and a minimum number of vehicles (50 vehicles), and allocating special parking spaces for the facility commensurate with the nature of the activity. And the obligation to pay public parking fees, if used.
- 3- Providing guide and introductory guides inside the vehicle about how and conditions for using the vehicle, and other information
- 4- Using the vehicle in the activity specified in the permit
- 5- Not to affix or hang any promotional materials on the vehicle's chassis before obtaining the Authority's prior written approval for that.
- 6- Licensing the vehicle and insuring it annually, in accordance with the legislation in force in this regard
- 7- Cooperating with the Authority's employees and concerned government agencies, and providing them with the information, data and documents they request
- 8- Not to rent the vehicle to anyone who does not have a driver's license recognized by the authority

- 9- Create records and documents related to the movement of vehicles and their locations, prepare data and statistics that are specified or required by the institution, and keep them for the period that it specifies.
- 10- Commitment to the tariff specified by the Authority in return for renting the vehicle.
- 11- Create periodic maintenance records for the vehicle, and keep them either in paper or electronic form
- 12- Subscribe and register in the system, and link its electronic system to the system in accordance with the mechanism approved by the Authority and the concerned authorities in this regard.
- 13- Not to rent the vehicle to non-users registered in the system.
- 14- Not to assign the permit to others or to amend it except after obtaining the approval of the institution
- 15- Not to stop practicing the activity without obtaining the approval of the institution
- 16- Not to rent the vehicle for more than 24 consecutive hours for the same user
- 17- Installing a geographical tracking system in the vehicle.
- 18- Any other obligations determined by the Authority pursuant to the decisions issued by it in this regard
- 19- Commitment to include trip data and information in the electronic car rental offices information system during the specified period from the time the vehicle is booked.
- 20 - Not to add any vehicle that exceeds the minimum referred to above except after obtaining the approval of the Corporation for that and entering into the public auction that the Authority puts on the license plates of the vehicles that it is decided to operate to practice the activity in the Emirate.
- 21- The replacement of the vehicle prepared for this activity after four years of its operation in the activity.
- 22- Providing a call center around the clock to serve users and those working with them to answer their inquiries.
- 23- Not to rent the vehicle with the driver

Conditions for issuing the permit

A- In order for the facility to obtain the permit, the following is required:

- 1- Obtaining the necessary approvals from the concerned authorities in the emirate
- 2- That the commercial establishment license is limited to practicing the activity only and that it is free from any other activity.
- 3- Having one traffic file for the facility.

B - The establishment must fulfill the conditions stipulated in Paragraph (A) of this Article when establishing any branches for it within the Emirate, after obtaining the prior written approval of the establishment on that.

Vehicle use	<p>1- The user registers in the facility’s electronic system or smart application according to the required data, including the user’s name, phone number, e-mail, credit card number, personal photo, driver’s license, identity card for residents, passport and entry visa for visitors, and any data or any other documents required by the facility.</p> <p>2- After verifying all the data and documents referred to in Paragraph No. (1) above, the facility shall provide the user with the password and the Personal Identification Code (PIN).</p>
The establishment stops practicing the activity	<p>1- It is prohibited for the establishment to stop practicing the activity except after notifying the Public Transport Agency thereof at least three months before the date of stopping and obtaining the approval of the Establishment.</p> <p>2 - It is prohibited for the facility to make any change or modification in the site or private parking lots to practice the activity except after notifying the Public Transport Agency thereof at least three months before the change or amendment required to be made and it has obtained the approval of the Public Transport Agency.</p>
Vehicle specifications	<p>In order to issue a vehicle operating permit, the following specifications are required:</p> <p>1- The date of their manufacture should not exceed one year from the year in which the application for issuance of the date of their operation is submitted.</p> <p>2- The number of passengers with the driver does not exceed 5 passengers</p> <p>3- Availability of safety equipment, devices and electronic systems specified by the institution, including the vehicle tracking system</p> <p>4- It must be in conformity with the Gulf specifications.</p> <p>5- Commitment to the colors specified by the authority.</p> <p>6- Not to shade the side, front or back windows of the vehicle.</p>
Cancellation or replacement of the vehicle operating license	<p>The Agency, either on its own initiative or upon the establishment’s request, may cancel or replace the vehicle’s operating license in any of the following cases:</p> <p>1- The existence of a major malfunction or accident in the vehicle that endangers the life of its user or others.</p> <p>2- Four years have passed since the vehicle was put into operation and taken out of service.</p> <p>3- Entering the vehicle for maintenance for a period exceeding three months for technical reasons related to it.</p>
Adding vehicles to the facility	<p>The Agency may allow the facility to add vehicles to its traffic file to use them for purposes other than practicing the activity, provided that:</p> <p>1- It should not be with the same specifications and colors with the same vehicles intended for the activity</p> <p>2- The number of vehicles that are requested to be added for the purposes of transporting and towing the idle vehicles belonging to them should not exceed two vehicles as a maximum, three administrative vehicles as a maximum for every (100) one hundred vehicles prepared to practice the activity, and it includes maintenance vehicles and vehicles belonging to the facility management.</p>
Service Delivery Channels	<p>Applications to be submitted through RTA’s website (www.rta.ae)</p>

** In compliance with the Resolution of the Executive Council No 47 of 2017 governing Vehicle Transport Activities and Rentals in Dubai